



City of Kingston  
Council Meeting  
Agenda

16-2024

Tuesday, June 4, 2024

7:00 p.m.

Council Chamber

Council will resolve into the Committee of the Whole "Closed Meeting" at 4:45 pm and will reconvene as regular Council at 7 p.m.

There will be the 2023 Kingston & Frontenac Housing Corporation (KFHC) Annual General Meeting at 6:30 p.m. in the Council Chamber.

Watch live on the [Kingston City Council YouTube](#) channel.

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Pages

1. **Call Meeting to Order**
2. **Roll Call**
3. **The Committee of the Whole "Closed Meeting"**

**That** Council resolve itself into the Committee of the Whole "Closed Meeting" to consider the following item:

- a. Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board - OLT Appeal - 51 Alwington Avenue;
  - b. Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board – OLT Appeal – 4085, 4091 and 4097 Bath Road;
  - c. Labour relations or employee negotiations – Canadian Union of Public Employees (CUPE), Local 109 – Collective Bargaining; and
  - d. A proposed or pending acquisition or disposition of land by the municipality or local board - Strategic Priority.
4. **Report of the Committee of the Whole "Closed Meeting"**
  5. **Approval of Addeds**
  6. **Disclosure of Potential Pecuniary Interests**
  7. **Presentations**
  8. **Delegations**

**1. Ruth MacSween**

Ruth MacSween will appear before Council to speak to Clause 2 of Report Number 58: Received from Kingston Heritage Properties Committee, with respect to Notice of Intention to Designate under the Ontario Heritage Act

**2. David Hatt**

David Hatt will appear before Council to speak to New Motion 1 with respect to the purchase of 309 Queen Mary Road for family medicine and diagnostic centre.

**3. Josh Morgan**

Josh Morgan, Welcoming Streets Steward, Downtown Kingston BIA, will appear before Council to speak to Clause 2 of Report Number 56: Received from the Chief Administrative Officer (Recommend) with respect to the Welcoming Streets Program Update & Extension.

**9. Briefings**

**10. Petitions**

**1. 309 Queen Mary Road**

A petition bearing approximately 24 signatures opposing any transitional care model/services at 309 Queen Mary Road was received by the Clerk's Department on May 27, 2024.

**11. Motions of Congratulations, Recognition, Sympathy, Condolences and Speedy Recovery**

**1. Partners in Mission Food Bank**

Moved by Councillor Tozzo

Seconded by Mayor Paterson

**That** Kingston City Council recognize the 40th anniversary of the Partners in Mission Food Bank, on June 17, 2024, by declaring that day as Partners in Mission Food Bank Day. Their first food collection was received on June 17, 1984, and in the over 40 years since Partners in Mission Food Bank has grown significantly, obtained registered charity status, and moved between several locations before moving into their current location on Hickson Avenue. In 2023 Partners in Mission Food Bank was named a Top 10 Canadian Food Bank by Charity Intelligence for the third year in row, and a Top 10 Canadian Impact Charity for the second year in a row, with \$0.93 of every \$1 donated going to their food hamper program. Additionally, in 2023 18,510 grocery hampers were distributed, 13.2 % more than the record set in the previous year.

**12. Deferred Motions**

**13. Report Number 56: Received from the Chief Administrative Officer (Consent)**

All items listed on the Consent Report shall be the subject of one motion. Any member may ask for any item(s) included in the Consent Report to be separated from that motion, whereupon the Consent Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

**1. Encroachment Agreement - 115 Lower Union Street**

13

(The Report of the Commissioner, Growth & Development Services (24-164))

**That** Council direct the Mayor and City Clerk to execute an encroachment agreement, in a form satisfactory to the Director of Legal Services, with the owners of 115 Lower Union Street for the encroachment of the foundation and the eaves from the property at 115 Lower Union Street onto the City property at 113 Lower Union Street.

**2. Notice of Objection to Heritage Designation –995 Sydenham Road**

21

(See By-Law Number (1), 2024-235)

(The Report of the Commissioner, Community Services (24-158))

**That** Council acknowledges receipt of the Notice of Objection from Jackie Blakney and Brent Wilson dated March 11, 2024 to the proposed designation of the property located at 995 Sydenham Road as a property of cultural heritage value or interest pursuant to Section 29(5) of the Ontario Heritage Act, and having considered the objections set out in the Notice of Objection pursuant to Section 29(6), have decided not to withdraw the Notice to Intention to Designate the property; and

**That** Council give all three readings to the amended Designation By-Law for 995 Sydenham Road, attached as Exhibit B to Report Number 24-158, and direct the City Clerk to serve a Notice of Passing as prescribed under Section 29(8) of the Act.

**14. Report Number 56: Received from the Chief Administrative Officer (Recommend)**

**1. Fines for Food Update**

34

(The Report of the Commissioner, Community Services (24-165))

**That** Council endorse the 2024 Fines for Food distribution plan with contributions to seven community agencies for food hampers and emergency pantry items.

**2. Welcoming Streets Program Update & Extension**

43

(The Report of the Commissioner, Community Services (24-105))

**That** Council authorize the Mayor and Clerk to enter into amended agreements with Addiction & Mental Health Services - KFL&A and the Downtown Kingston Business Improvement Area to continue the downtown focused pilot street outreach program between July 1, 2024 to December 31, 2024 in a form satisfactory to the Director of Legal Services; and

**That** Council approve a monthly funding allocation of up to \$10,417 per agency for the duration of the extension and to be funded from the Homelessness Prevention Program and the approved 2024 Housing and Social Services operating budget; and

**That** Council direct staff to return to Council by the end of Q4 2024 with an update on all Street Outreach Services and associated recommendations for funding for these services moving forward.

**15. Report Number 57: Received from the Planning Committee**

All items listed on this Committee Report shall be the subject of one motion. Any member may ask for any item(s) included in the Committee Report to be separated from that motion, whereupon the Report of the Committee without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **Zoning By-Law Amendment – 101, 87, 71, and 69 Union Street; 28 Division Street; 284 Earl Street, 174 and 176 University Avenue; 135, 137, and 139 Alfred Street**

49

(See By-Law Number (2), 024-236)

(Exhibit A to Report Number PC-24-029)

**That** the application for a zoning By-Law amendment (File Number D14-002-2024) submitted by Fotenn Consultants Inc., on behalf of Queen’s University, for the property municipally known as 101, 87, 71, and 69 Union Street; 28 Division Street; 284 Earl Street, 174 and 176 University Avenue; 135, 137, and 139 Alfred Street, be approved; and

**That** Kingston Zoning By-Law Number 2022-62, as amended, be further amended, as per Exhibit A (Draft By-Law and Schedule A to Amend Zoning By-Law Number 2022-62) to Report Number PC-24-029; and

**That** Council determines that in accordance with Section 34(17) of the Planning Act, no further notice is required prior to the passage of the By-Law; and

**That** the amending By-Law be presented to Council for all three readings.

2. **Official Plan & Zoning By-Law Amendment – 2312 Princess Street**

53

(Exhibit A and Exhibit B to Report Number PC-24-010)

**That** the following recommendation in Report Number PC-24-010, Official Plan & Zoning By-Law Amendment – 2312 Princess Street, be referred back to Planning Committee for consideration at a Planning Committee meeting not later than the end of Q3 2024:

**That** the applications for Official Plan and zoning By-Law amendments (File Number D35-004-2022) submitted by Patry Inc., on behalf of 976653 Ontario Inc., for the property municipally known as 2312 Princess Street, be approved; and

**That** the City of Kingston Official Plan, as amended, be further amended, Amendment Number 88, as per Exhibit A, (Draft By-Law and Schedule A to Amend the Official Plan) to Report Number PC-24-010; and

**That** Kingston Zoning By-Law Number 2022-62, as amended, be further amended, as per Exhibit B (Draft By-Law and Schedule A and B to

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Amend Zoning By-Law Number 2022-62) to Report Number PC-24-010;  
and

**That** Council determines that in accordance with Section 34(17) of the Planning Act, no further notice is required prior to the passage of the By-Law; and

**That** the amending By-Law be presented to Council for all three readings;  
and

**That** staff be directed to provide a supplementary report at a Planning Committee meeting not later than the end of Q3 2024, providing details the revised proposal.

**16. Report Number 58: Received from Kingston Heritage Properties Committee**

All items listed on this Committee Report shall be the subject of one motion. Any member may ask for any item(s) included in the Committee Report to be separated from that motion, whereupon the Report of the Committee without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

**1. Application for Ontario Heritage Act Approval – 3867 Smith Road, as amended by Kingston Heritage Properties Committee on May 15, 2024**

**That the Notice of Intention to Demolish at 3867 Smith Road be received subject to section 27(11) of the Ontario Heritage Act which provides for the requirement that the notice must include such plans and shall set out such information as the council may require prior to the final acceptance of the notice and the beginning of the 60 day notice period under section 27(9); and**

**That prior to demolition the building will be photographed, measured and documented, with help from “Your Old Barn Study” in conjunction with Ontario Barn Preservation Group and the University of Guelph, or with help from a similar group; and**

**That the building will be carefully deconstructed to preserve as much of the original materials as possible for future rebuilding on site or on another site, with the assistance of such groups as the Ontario Barn Preservation Group; and**

**That upon the receipt and acceptance of the said documentation and the deconstruction plan to the satisfaction of Heritage Planning Staff under section 27(11), the notice shall be received and deconstruction under Section 27(9) may proceed by the owner in accordance with the plan.**

**2. Notice of Intention to Designate under the Ontario Heritage Act**

63

(Exhibit A and Exhibit B to Report Number HP-24-027)

**That Council direct staff to serve a Notice of Intention to Designate the property located at 163 Brock Street, known as the Dupuis House, as a property of cultural heritage value or interest pursuant to Section 29 of the Ontario Heritage Act, attached as Exhibit A to Report Number HP-24-027; and**

**That should no Notice of Objection be received by the Clerk of The Corporation of the City of Kingston within thirty (30) days of the publication of the Notice of Intention to Designate, the Designation By-Law for 163 Brock Street, attached as Exhibit B to Report Number HP-24-027, be presented to Council for all three readings, and that staff be directed to carry out the requirements as prescribed under Section 29(8) of the Act.**

**17. Committee of the Whole**

**18. Information Reports**

**1. Better Homes Kingston Program - Year 2 Annual Update**

70

The purpose of this report is to provide Council with the second-year annual report on the progress of the Better Homes Kingston program, providing an overview of the program's development, financial commitments, and impact.

(The Report of the Commissioner, Growth & Development Services (24-155))

**19. Information Reports from Members of Council**

**20. Miscellaneous Business**

Miscellaneous Business Items are voted on as one motion.

**1. Designation of Event of Municipal Significance - Rip and Sip**

**(See Communication 16-460)**

**Whereas** at its April 16, 2024 meeting, Council designated the Rip and Sip Event, taking place at the PumpHouse Museum on May 17, 2024 as an event of municipal significance; and

**Whereas** it is necessary to reschedule the event to July 12, 2024;

**Therefore Be It Resolved That** as requested by Hannah Blaine, Museum Assistant, City of Kingston, Council designate the event, Rip and Sip, scheduled for Friday, July 12, 2024 at the PumpHouse Museum at 23 Ontario Street, Kingston, as an event of municipal significance, to which a Special Occasion Permit may be issued by the Alcohol and Gaming Commission of Ontario.

**2. Lacrosse Day in the City of Kingston**

**(See Communication 16-470)**

**That** as requested by Sarah Utting, Kingston Lacrosse Association, City Council proclaim September 26, 2024 to be "Lacrosse Day" in the City of Kingston.

**21. New Motions**

**1. 309 Queen Mary Road**

Moved by Councillor M<sup>c</sup>Laren

Seconded by Councillor Osanic

**Whereas** Kingston is in a family health care crisis with a community that



will have upwards of 53,000 residents unattached to family care physicians by 2026, and

**Whereas** too many Kingston residents are despairing in endless queues as they seek a doctor for themselves and their loved ones, and

**Whereas** the Federal government just committed an additional \$3.1 billion to Ontario to increase access to doctors, and the province committed to the right care in the right place, faster care, and hiring more healthcare workers, and Queen's University set up a special selection process and campus to educate and train more family doctors, now it is Kingston's turn to contribute to solving the crisis, and

**Whereas** in this time of crisis Kingston needs to be visionary and innovative in order to attract and retain sufficient family doctors and health care professionals to adequately serve our community, and

**Whereas** a one-stop shop for family medicine, diagnostic clinics, and other health-related services will increase accessibility, treatment, and the health of many tens of thousands of people in Kingston, and

**Whereas** 309 Queen Mary Road offers an opportunity for new, unique, transformational models that will provide scope for family care teams, ancillary, and allied professionals to serve tens of thousands in our community through models that were unavailable and unknown when Council passed our Strategic Plan;

**Therefore Be It Resolved That** the City of Kingston purchase 309 Queen Mary Road to be wholly transformed into a family medicine and diagnostic center with ancillary and allied health professionals capable of serving residents without a family doctor, and

**That** the strategic plan target of 480 affordable and supportive housing units by 2026 in section 1.3.2 be lowered to 307 (in line with Housing Accelerator Fund requirements), and a new target of providing space for family health services by 2026 be added to section 4.3.1 of the Strategic Plan 2023-2026, and

**That** Council amend the 2023 capital budget to reduce the affordable housing capital budget from \$10.0 million to \$3.5 million and return \$6.5 million to the Municipal Capital Reserve Fund, and

**That** Council approve a budget of up to \$10.0 million, with funding from the Municipal Capital Reserve Fund.

**22. Notices of Motion**

**23. Minutes**

Distributed to all Members of Council on May 31, 2024.

**That the Minutes of City Council Meeting Number 15-2024, held Tuesday,**

**May 21, 2024 be confirmed.**

**24. Tabling of Documents**

2024-26 Cataraqui Region Conservation Authority Full Authority Board Hearing  
Agenda – May 29, 2024 at 6:45 p.m. in a hybrid format  
(Distributed to all members of Council on May 23, 2024)

2024-27 Cataraqui Region Conservation Authority Full Authority Board Agenda  
– May 29, 2024 at 6:45 p.m. in a hybrid format  
(Distributed to all members of Council on May 23, 2024)

2024-28 Kingston Frontenac Public Library Board Minutes from meeting 2024-  
03. The meeting was held April 24, 2024 at 5:00 pm.  
(Distributed to all members of Council on May 28, 2024)

**25. Communications**

137

Communications received by Council from May 14 to May 28, 2024

**26. Other Business**

**27. By-Laws**

**That** By-Laws (1) through (4), (6), and (7) be given their first and second reading.

**That** By-Laws (1) through (5), and (7) be given their third reading.

**1. 995 Sydenham Road - Ontario Heritage Act**

A By-Law to Designate the property at 995 Sydenham Road to be of Cultural Heritage Value and Interest pursuant to the Ontario Heritage Act

Three Readings

Proposed Number 2024-235

**(Clause 2, Report Number 55)**

**2. 101, 87, 71, and 69 Union Street; 28 Division Street; 84 Earl Street; 174 and 176 University Avenue; 135, 137 and 139 Alfred Street - Kingston Zoning By-Law**

A By-Law to Amend By-Law Number 2022-62, “Kingston Zoning By-Law Number 2022-62” (Transfer of Lands into Kingston Zoning By-Law, Zone Change to ‘IN2’, and Introduction of Exception Numbers E163 and E164, (101, 87, 71, and 69 Union Street; 28 Division Street; 84 Earl Street; 174 and 176 University Avenue; 135, 137 and 139 Alfred Street))

Three Readings

Proposed Number 2024-236

**(Clause 1, Report Number 57)**

**3. 2312 Princess Street - Amendment to Official Plan**

A By-Law to Amend The City of Kingston Official Plan (Amendment Number 88,2312 Princess Street)

Three Readings

Proposed Number 2024-237

**(Clause 2, Report Number 57)**

**4. 2312 Princess Street - Removal of Holding Overlay**

A By-Law to Amend By-Law Number 2022-62, "The Kingston Zoning By-Law"(Transfer of Lands into Kingston Zoning By-Law, Introduction of Exception Numbers E139 and E140, and removal of Holding Overlay H180 (2312 Princess Street))

Three Readings

Proposed Number 2024-238

**(Clause 2, Report Number 57)**

**5. 595 Bagot Street - Municipal Capital Facility Agreement**

A By-Law to Authorize an Agreement for the Provision of a Municipal Capital Facility on 595 Bagot Street, Kingston, Ontario

Third Reading

Proposed Number 2024-221

**(Clause 2, Report Number 53, May 21)**

**6. A By-Law to Regulate Traffic**

A By-Law to Amend City of Kingston By-Law Number 2003-209, "A By-Law to Regulate Traffic"

First and Second Reading

Proposed Number 2024-239

**(Delegated Authority)**

**7. Confirmation By-Law**

A By-Law to confirm the proceedings of Council at its meeting held on Tuesday, June 4, 2024

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Three Readings

Proposed Number 2024-240

**(City Council Meeting Number 16-2024)**

**28. Adjournment**

**That Council do now adjourn.**



**City of Kingston  
Report to Council  
Report Number 24-164**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Brandon Forrest, Director, Business, Real Estate & Environment  
**Date of Meeting:** June 4, 2024  
**Subject:** Encroachment Agreement – 115 Lower Union Street

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**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

The subject property is municipally known as 115 Lower Union Street, which is situated within the Old Sydenham Heritage Conservation District. The foundation and the eaves on the existing house and shed-roof addition on the subject property encroach onto a City-owned property, the side of the existing building at 113 Lower Union Street. This longstanding encroachment was identified as part of a required pre-application process with Planning Services in May 2022, which identified complete application requirements to permit a rear addition to the house. An encroachment agreement was identified as a required condition of a future *Planning Act* approval, to permit the expansion of the legal non-conforming building. The owner obtained approval for permission to expand the legal non-conforming building from the Committee of Adjustment on February 26, 2024. One of the conditions of the Committee's approval requires the owner to enter into an encroachment agreement with the City to recognize the existing encroachments.

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**Recommendation:**

**That** Council direct the Mayor and City Clerk to execute an encroachment agreement, in a form satisfactory to the Director of Legal Services, with the owners of 115 Lower Union Street for the encroachment of the foundation and the eaves from the property at 115 Lower Union Street onto the City property at 113 Lower Union Street.

June 4, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Paige Agnew, Commissioner,  
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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**Options/Discussion:**

The side yard of the residential property known as 115 Lower Union Street abuts the City's property at 113 Lower Union Street – currently occupied by Tipi Mozza. The owners at 115 Lower Union Street underwent a required pre-application process with Planning Services in May 2022, to permit a rear addition to the house, which brought to light an existing encroachment onto 113 Lower Union Street. An encroachment agreement was identified as a required condition of a future *Planning Act* or *Heritage Act* approval, to permit the expansion of the legal non-conforming building and to permit alterations to a property designated under the *Ontario Heritage Act*.

A heritage permit was approved by City Council on June 20, 2023, for the alteration to the heritage property. One of the conditions of Council's approval of the heritage permit was that an encroachment agreement be registered on title of the property with respect to the encroachment onto 113 Lower Union Street, to the satisfaction of the City. Further information is found in report [HP-23-013](#).

The owner obtained approval for permission to expand the legal non-conforming building from the Committee of Adjustment on February 26, 2024. Consistent with the heritage permit approval, one of the conditions of the Committee's approval requires the owner to enter into an encroachment agreement with the City to recognize the existing encroachments. Further information is found in report [COA-24-020](#).

The lot is small, and it is not unusual in historic areas like the Old Sydenham Heritage Conservation District for buildings to encroach onto the road and other properties at a time when surveying techniques were not as they are today. A current survey shows the foundation encroaches onto the City's property at 115 Lower Union Street by 6 inches and the eaves of the roof by 2.6 feet as shown on Exhibit A. As a condition of approval of the permission application (File Number D13-069-2023), an encroachment is required to be entered into with the City to recognize the existing side yard encroachments. Any new construction will be restricted to the current encroachment property limits at 115 Lower Union Street.

The City has a policy with respect to encroachments on City Road allowances; however, it does not apply to encroachments on any other type of property owned by the City. These non-road allowance encroachments are typically addressed on an individual basis and are rarely approved favouring the removal of the offending encroachment as a first principal. In cases such as this, where the encroachment has existed for several decades, the removal of the encroachment would create undue hardship. The City's property at this location is part of the building's kitchen area at the side of the building. Approval of the encroachment has no impact on the use of the City property and presents a low-risk condition. The applicant will provide the City with an indemnification. Part of the new addition will encroach onto the City's property as per the approved plans received by the city.

**Financial Considerations**

The applicant will be paying the City's administrative costs for the agreement.



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**Contacts:**

Steve Biro, Property Specialist, Business, Real Estate & Environment Services, 613-546-4291 extension 3169

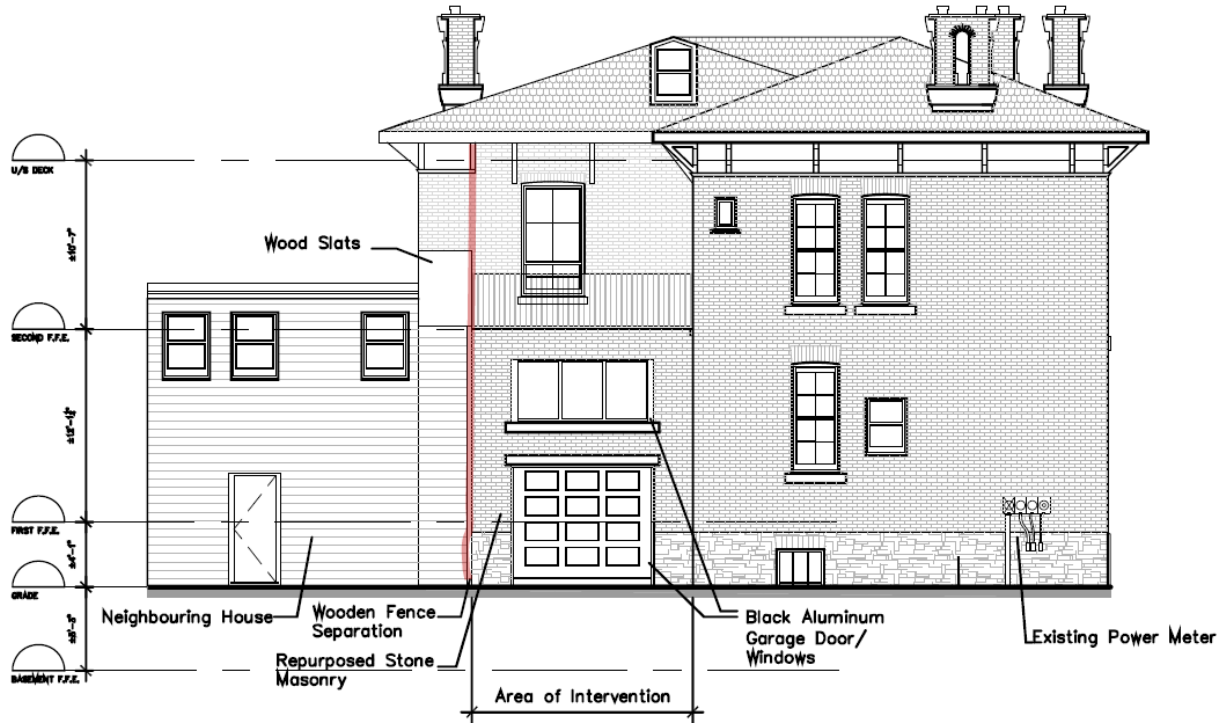
**Other City of Kingston Staff Consulted:**

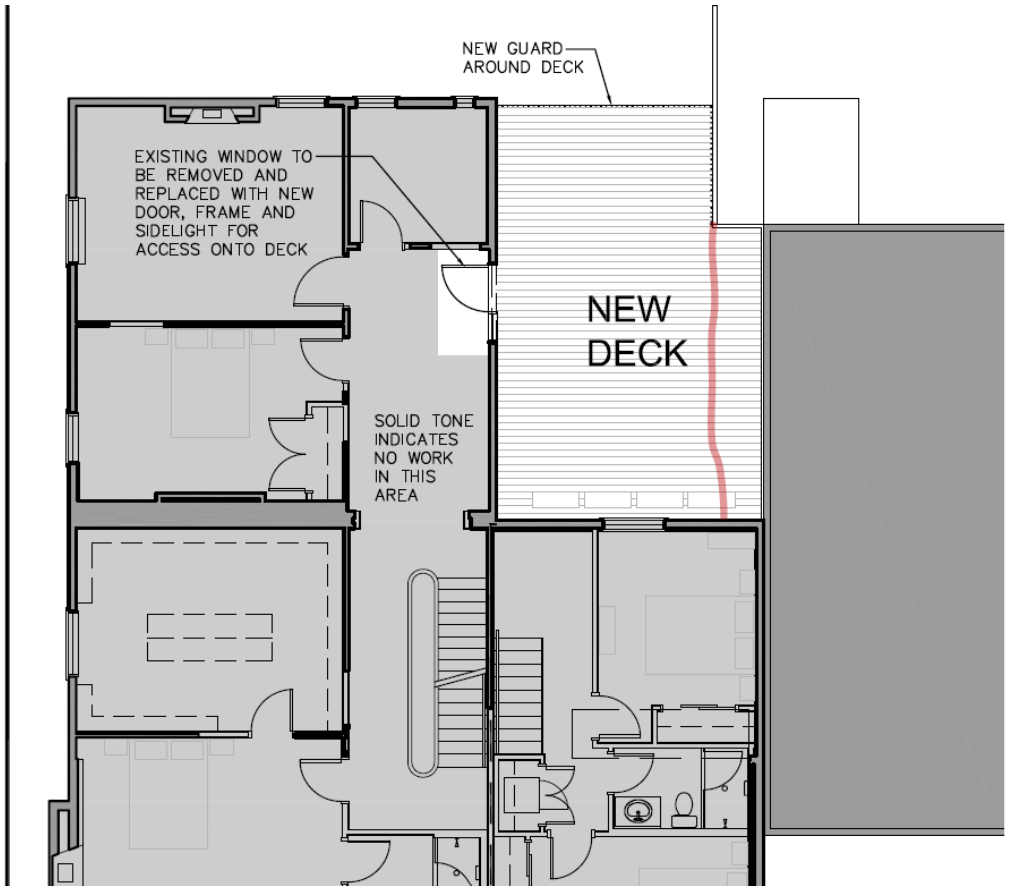
Jenna Morley, City Solicitor

**Exhibits Attached:**

Exhibit A Map of Property

Photo and drawings of encroachment shown approximately in red









**City of Kingston  
Report to Council  
Report Number 24-158**

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**To:** Mayor and Members of Council  
**From:** Jennifer Campbell, Commissioner, Community Services  
**Resource Staff:** Kevin Gibbs, Director, Heritage Services  
**Date of Meeting:** June 4, 2024  
**Subject:** Notice of Objection to Proposed Heritage Designations  
**Address:** 995 Sydenham Road  
**File Number:** R01-065-2023

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**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

This report is to provide a Notice of Objection for Council's consideration, which was received as part of the heritage designation process currently underway for 995 Sydenham Road, formally known as the Harrigan House.

A Notice of Intention to Designate the property was served on the owners and published in the newspaper on February 13, 2024. The owners of 995 Sydenham Road provided a Notice of Objection on March 12, 2024. When a Notice of Objection is received by the City, Council has 90 days to decide if it wishes to withdraw its Notice of Intention to Designate or not. This timeline will expire on June 12, 2024.

The draft designation by-law was prepared and provided to the owners in accordance with *Ontario Heritage Act* requirements. In the time since the owners' objections were received, staff have communicated with the property owners and made two minor changes to the designation by-law as requested, namely, to remove the proposed building name and to correct the reference to the "stone tail".

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The subject property exceeds the minimum required criteria for determining cultural heritage value or interest in Ontario. Heritage staff, the Heritage Properties Working Group and the Kingston Heritage Properties Committee support the designation of the subject property under Section 29 of the *Ontario Heritage Act* and staff recommend giving all three readings to the revised by-law and serving a Notice of Passing.

**Recommendation:**

**That** Council acknowledges receipt of the Notice of Objection from Jackie Blakney and Brent Wilson dated March 11, 2024 to the proposed designation of the property located at 995 Sydenham Road as a property of cultural heritage value or interest pursuant to Section 29(5) of the *Ontario Heritage Act*, and having considered the objections set out in the Notice of Objection pursuant to Section 29(6), have decided not to withdraw the Notice to Intention to Designate the property; and

**That** Council give all three readings to the amended Designation By-Law for 995 Sydenham Road, attached as Exhibit B to Report Number 24-158, and direct the City Clerk to serve a Notice of Passing as prescribed under Section 29(8) of the Act.

June 4, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Jennifer Campbell,**  
**Commissioner, Community**  
**Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief**  
**Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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**Options/Discussion:**

This report provides an update on the heritage designation process currently underway for the property at 995 Sydenham Road and circulates the Notice of Objection that has been received (Exhibit A) for Council's consideration.

The property at 995 Sydenham Road is located on the west side of the street, in the former Cataraqui Village. It contains a one-and-a-half storey limestone house built in the 1860s. It is an early surviving example of a vernacular stone dwelling for the area and is an important part of the historical context of the neighbourhood and helps to maintain the character of the former village.

**Background**

Section 29 of the *Ontario Heritage Act* authorizes the Council of a Municipality to enact by-laws to designate real property, including all buildings and structures thereon, to be of cultural heritage value or interest. Council, on February 6, 2024, with respect to [Report Number HP-24-007](#), passed the following motion:

That Council direct staff to serve a Notice of Intention to Designate the property located at 995 Sydenham Road, known as the Harrigan House, as a property of cultural heritage value or interest pursuant to Section 29 of the Ontario Heritage Act, attached as Exhibit A to Report Number HP-24-007; and

That should no Notice of Objection be received by the Clerk of The Corporation of the City of Kingston within thirty (30) days of the publication of the Notice of Intention to Designate, the Designation By-Law for 995 Sydenham Road, attached as Exhibit J to Report Number HP-24-007, be presented to Council for all three readings, and that staff be directed to carry out the requirements as prescribed under Section 29(8) of the Act; and

As outlined in detail in [Report Number HK-21-004](#), the 2020 changes to the *Ontario Heritage Act* created a two-tier appeal process for new designations. Following consultation with its heritage committee and the serving of a notice of its intention to designate a property, anyone within 30 days of the publication of the notice in the newspaper, can object by providing a Notice of Objection to the City Clerk.

A Notice of Intention to Designate the property was served on the owners, published in the newspaper and posted on the City's website on February 13, 2024. The Notice of Objection was provided to the City on March 12 (Exhibit A), within the 30-day objection period.

When a Notice of Objection is received by the City, Council has 90 days to decide if it wishes to withdraw its Notice of Intention to Designate, following the completion of the 30-day objection period, as per Section 29(6) of the *Ontario Heritage Act*. This timeline will expire on June 12, 2024. Council's decision regarding the objection is required to be served on the owner(s) and be published in the newspaper in the form of either a Notice of Passing (after giving final reading to the by-law) or a Notice of Withdrawal.



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If Council chooses to publish a Notice of Passing, the public (including the owners) will be afforded a second opportunity to appeal the designation to the Ontario Land Tribunal within 30 days of the publication of the Notice. The Tribunal would then review the appeal, hold a hearing and render a binding decision on the fate and content of the designation.

### **Cultural Heritage Analysis**

The purpose of the first tier of the two-tier objection/appeal process is to provide the municipality with an opportunity to consider the merits of the objection and reconsider their intention to designate the property, before relinquishing decision making authority on the fate of the designation to the Ontario Land Tribunal, should the matter be appealed under tier two.

The Letter of Objection for 995 Sydenham Road (Exhibit A) outlines three concerns with the proposed designation by-law, namely: the perceived impact on property values; the error in the reference to the rear “stone tail” of the building; and an apprehension around naming the building after its first owner.

While we appreciate the owner’s opinion as a real estate broker, the resale value of a property and any perceived impacts from the proposed heritage designation, is not a criterion for determining cultural heritage value or interest through the *Ontario Heritage Act*. Research conducted through the University of Waterloo determined that a heritage designation did “not in itself have any demonstrable negative effect on the value of those properties” that were included in the study. It goes on to say that designated properties appear to increase in value more consistently when measured against the average market trend within a given community.

Staff have no objection to removing the “Harrigan House” name and to correct the reference to the cladding of the rear tail in the Statement of Cultural Heritage Value in the draft by-law. The naming of a built heritage resource is sometimes done to honour a prominent figure, business or event. It is not; however, a requirement under the *Ontario Heritage Act*. Further, while the Harrigan family were a local farming family in the Cataraqui Village area, staff were unable to source enough information on the family to satisfy the Provincial criteria related to attributing historical and/or associative value to the property.

The draft designation by-law has been amended, as noted above, and provided to the property owners. At the time of writing this report, a response from the owners regarding the revised by-law has not been received. The amended draft designation by-law is attached as Exhibit B and photographs of the property are also included as Exhibit C.

### **Summary**

The draft by-law was prepared in accordance with *Ontario Heritage Act* requirements. The subject property was evaluated against the ‘Criteria for Determining Cultural Heritage Value or Interest’ in Ontario Regulation 9/06, which requires the property to meet at least two (2) of the nine (9) criteria to be considered for designation under the Act. The subject property exceeds the minimum tests by meeting three (3) of the criteria. Heritage staff, the Heritage Properties Working Group and the Kingston Heritage Properties Committee support the designation of the

June 4, 2024

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subject property at 995 Sydenham Road under Section 29 of the *Ontario Heritage Act*. Staff recommend giving all three readings to the by-law and serving a Notice of Passing.

**Existing Policy/By-Law:**

*More Homes Built Faster Act, 2022* (Province of Ontario)

*More Homes, More Choice Act, 2019* (Province of Ontario)

*Ontario Heritage Act, R.S.O. 1990, C.O. 18* (Province of Ontario)

Ontario Regulation 9/06 – Criteria for Determining Cultural Heritage Value or Interest (Ontario)

Ontario Regulation 385/21 – General Regulations (Ontario)

City of Kingston Official Plan

**Notice Provisions:**

Notice of Passing or Notice of Withdrawal must be served on the property owner(s) and the Ontario Heritage Trust and be published in a newspaper, having general circulation in the municipality, pursuant to Section 29 of the *Ontario Heritage Act*.

**Contacts:**

Kevin Gibbs, Director, Heritage Services, 613-546-4291 extension 1354

Joel Konrad, Manager, Heritage Planning, 613-546-4291 extension 3256

Ryan Leary, Senior Planner, Heritage Services, 613-546-4291 extension 3233

**Exhibits Attached:**

Exhibit A Notice of Objection

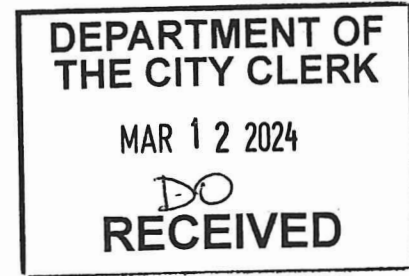
Exhibit B Revised Draft Designation By-Law – 995 Sydenham Road

Exhibit C Photographs of Property

Monday, March 11, 2024

To the attention of:  
Ryan Leary, Senior Heritage Planner,  
Heritage Services

Hand delivered to:  
Janet Jaynes, City Clerk  
City of Kingston



RE: 995 Sydenham Road, Kingston, ON K7M 3L8

We are writing to express our strong opposition to the proposal for designating our property as a heritage site. While we appreciate the consideration given to this proposal, we must firmly state our objections based on the following.


Our decision to invest in this property was made after careful consideration, taking into account various aspects. We made a significant investment and chose this property specifically because there was no such encumbrance of Heritage designation. I am a real estate broker and have been in the real estate industry for 40 years. Heritage designation comes with a negative connotation and in my personal experience adversely affects property values.

The correspondence you provided erroneously describes the property as a limestone dwelling with rear tail. The tail referred to is constructed of man made product to appear to be limestone to match the original building. Added to that tail is a two storey addition and therefore the percentage of original buildings to what exists today is approximately 20%.

To have the property officially named after the man who originally owned it seems a bit archaic and recent history shows that negative history could come to light and cause harm as our city recently experienced.

We would ask that the city reconsider the proposed designation of 995 Sydenham Road taking into account all of the foregoing.

Thank you,



Jackie Blakney  
Brent Wilson  
2834697 Ontario Inc.

**City of Kingston By-Law Number 2024-XX**

**A By-Law to Designate the properties at 995 Sydenham Road to be of Cultural Heritage Value and Interest Pursuant to the *Ontario Heritage Act***

**Passed:** [insert date]

**Whereas:**

Subsection 29(1) of the *Ontario Heritage Act*, R.S.O. 1990, Chapter 0.18 (the "*Ontario Heritage Act*") authorizes the council of a municipality to enact by-laws to designate property within the municipality, including buildings and structures on the property, to be of cultural heritage value or interest;

The *property* was listed on the register established pursuant to Section 27 of the *Ontario Heritage Act* in 2016;

On January 24, 2024, Council of the City of Kingston ("*Council*") consulted with its municipal heritage committee regarding the designation of the property at 995 Sydenham Road (the "*property*") in accordance with subsection 29(2) of the *Ontario Heritage Act*;

On February 13, 2024, *Council* caused notice of its intention to designate the *property* to be given to the owner of the *property* and to the Ontario Heritage Trust (the "*Trust*"), and on February 13, 2024, notice of the intent to designate the *property* was published in The Kingston Whig-Standard, a newspaper having general circulation in the City of Kingston; and

On March 11, 2024, a notice of objection to the proposed designation was served on the municipal Clerk (the "*Clerk*") of the Corporation of the City of Kingston (the "*City*") within the time prescribed by subsection 29(5) of the *Ontario Heritage Act*.

**Therefore, *Council* enacts:**

1. The *property* is designated as being of cultural heritage value and interest, as more particularly described in Schedule "A" of this by-law.
2. A copy of this by-law will be registered against the *property* in the appropriate land registry office. The *Clerk* is authorized to serve a copy of this by-law on the owner of the *property* and the *Trust*, and to cause notice of the passing of this by-law to be published in The Kingston Whig-Standard.

3. The *City* reserves the right to install a designation recognition plaque on the *property*, in a location and style determined by the *City* in consultation with the owner.
4. This by-law will come into force and take effect on the date it is passed.

Given First and Second Readings XXX, 2024

Given Third Reading and Passed XXX, 2024

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**Janet Jaynes**  
**City Clerk**

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**Bryan Paterson**  
**Mayor**

**Schedule “A”**  
**Description and Criteria for Designation**

Civic Address: 995 Sydenham Road  
Legal Description: Part Lot 15 Concession 3 Kingston as in FR613532; City of Kingston, County of Frontenac  
Property Roll Number: 1011 080 190 28600

**Introduction and Description of Property**

The property is located at 995 Sydenham Road on the west side of the road, just south of Crossfield Avenue, in the former Village of Cataraqui, now the City of Kingston. Situated on an approximately 1,900 square metre residential property, the property includes an 1860s one-and-a-half storey limestone house, with a recently added (2003) two storey addition to the rear. The house was built for local farmers, George and Ann Harrigan and their family to replace an earlier frame dwelling.

The Harrigan family, Roman Catholic Irish immigrants, successfully ran a farm on leased land and first lived in a one-storey frame house on the property. As their family expanded and their farm prospered, this stone house, with its simple classical elements, became their new home.

**Statement of Cultural Heritage Value/Statement of Significance**

*The property has design value or physical value because it is a rare, unique, representative or early example of a style, type, expression, material or construction method.*

This stone house was likely built in the 1860s and appears on the Ordnance Plan of 1869. Built in limestone, this small house is one of the earliest surviving stone dwellings in or near the former Cataraqui Village. This makes the property a rare example of a small vernacular stone dwelling from the mid-19<sup>th</sup> century in this area of Kingston/formerly Cataraqui Village.

The property is a good example of a simple, functional dwelling in a former village. It was designed with a simple form with no overt detailing and in the Georgian tradition of placing the main entrance in the centre flanked symmetrically by large windows. While only one survives, likely a matching chimney was originally constructed to balance at each gable end.

*The property has contextual value because it is important in defining, maintaining or supporting the character of an area.*

*The property has contextual value because it is physically, functionally, visually or historically linked to its surroundings.*

With its shallow setback, limestone construction, age and location on Sydenham Road, the property shares a visual and historical relationship with its surroundings and is an important part of the historical context of the neighbourhood and helps to maintain the character of the former village. Together with the stone building at 998 Sydenham Road, the brick house at 991 Sydenham Road and the Cataraqui Cemetery National Historic Site, the dwelling at 995 Sydenham Road helps to define the historic Village of Cataraqui's rural character as it extends south to Princess Street.

### **Heritage Attributes**

Key exterior elements that contribute to the property's cultural heritage value include its:

- One-and-a-half-storey, three-bay massing, of limestone construction with regular coursing on the façade and random coursing on the sides;
- Medium pitched gable roof, with brick chimney; and
- Regular pattern of original window and door openings with stone voussoirs.

# 995 Sydenham Road







East Elevation



North Elevation

South Elevation





**City of Kingston  
Report to Council  
Report Number 24-165**

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**To:** Mayor and Members of Council

**From:** Jennifer Campbell, Commissioner, Community Services;  
Paige Agnew, Commissioner, Growth & Development  
Services

**Resource Staff:** Ruth Noordegraaf, Director, Community Development &  
Wellbeing and IIDEA

**Date of Meeting:** June 4, 2024

**Subject:** Fines For Food Update

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**Council Strategic Plan Alignment:**

Theme: 4. Foster a Caring and Inclusive Community

Goal: 4.2 Help address food insecurity and sustainability.

**Executive Summary:**

On February 20, 2024 Council passed a motion directing one month of parking ticket revenue, estimated at \$180,000, be distributed equally to free food banks and food pantries. The Fines for Food program ticket collection took place between February 21<sup>st</sup> - March 21<sup>st</sup> and the total revenue collected surpassed the estimated \$180,000.

Staff have developed a proposed distribution plan, presented through this report, to support the various free food banks and food pantries based on current clientele and anticipated impact. Council approval is required for this distribution plan as it deviates from the original motion. Staff will work with recipients on impact reporting and will report back to Council by the end of 2024 on the results of the pilot project and options to continue this program.

June 4, 2024

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**Recommendation:**

**That** Council endorse the 2024 Fines for Food distribution plan with contributions to seven community agencies for food hampers and emergency pantry items.

June 4, 2024

Page 3 of 9

**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Jennifer Campbell,**  
**Commissioner, Community**  
**Services**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Paige Agnew, Commissioner,**  
**Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief**  
**Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Neil Carbone, Commissioner, Corporate Services Not required

David Fell, President & CEO, Utilities Kingston Not required

Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives Not required

Brad Joyce, Commissioner, Infrastructure, Transportation Not required  
& Emergency Services

Desirée Kennedy, Chief Financial Officer & City Treasurer

June 4, 2024

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**Options/Discussion:**

**Background**

The Fines for Food initiative came out of a motion on February 20, 2024 moved by Councillor Glenn and seconded by Councillor Ridge:

*Whereas City Council has included “Help address food insecurity and sustainability” as one of its priorities within its 2023-2026 Strategic Plan; and*

*Whereas food insecurity has become more prevalent in lower and middle-class income housed populations which has triggered different program changes including the Municipal Fee Assistance Program; and*

*Whereas food banks and pantries, including the Queen’s University and St. Lawrence College food banks, have all identified a surge in demand, particularly in low to middle class income households, over the last year and their inability to supply sufficient food and items to the community; and*

*Whereas the needs in the community and on post-secondary institutions are pressing, considering the end of the school semester in April 2024; and*

*Whereas the City of Kingston can leverage revenues, outside of property taxes, to support various programs such as Toys for Tickets;*

*Therefore Be It Resolved That staff implement a pilot project to establish “Fines for Food” month which would redirect parking revenues estimated at \$180,000 equally to free food banks and free food pantries only; and*

*That the 2024 operating budget be amended to reflect a reduction of \$180,000 in the transfer to the Parking Reserve Fund and a corresponding contribution to others; and*

*That Council direct staff to report back by the end of 2024 on the results of the pilot project and options to continue this program.*

**Analysis**

**Existing Services in the Community**

The Kingston community has a variety of agencies that provide food hampers and food items to individuals and families. The approach differentiates between agencies and ranges from food hampers, good food boxes, and emergency pantries at community agencies, schools and post-secondary institutions. The key demographics for services ranges from students (elementary, high school and post-secondary) to individual adults, families and older adults.

June 4, 2024

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Staff reached out to the agencies that are providing free food hampers and/or emergency food items. Table one provides an overview of the agency, the service delivery, the impact and the budget information as available.

It is important to note that this is not a comparator of programs, as they are all different in delivery, scope and approach. This overview, as directed in the motion, does not include meal programs and other food programs in the community.

**Table 1 - Overview of Agencies**

Agency	Service Delivery	Impact	Budget
Partners in Mission Food Bank	Food hamper (approximately one week worth of groceries)	18,510 hampers distributed and 8,147 people served in Kingston and area (5,671 adults and 2,476 children) in 2023  1 in 19 adults in Kingston and Loyalist Township accessed the foodbank	Operating budget in 2024 is \$1,800,000 made up of grants, donations and event revenue  93% goes directly to hamper costs
Kingston Community Health Centres (KCHC) – Seniors Good Food Box	Provides older adults 55+ in need with fresh produce and grocery items delivered to their homes, at no cost  *there is also a paid good food box program for all members of the community to access	400 older adults receiving boxes monthly  Currently between 50 to 70 older adults on waitlist	Each box costs KCHC \$20, value of box is \$35  \$96,000 to support 400 boxes

June 4, 2024

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<p>Salvation Army – Community Pantry</p>	<p>Emergency food distribution for families</p>	<p>Approximately 150 individuals and families supported through the program each month</p>	<p>Including private donations, annual kettle campaign, grants and revenue through thrift stores</p> <p>83% of funding raised goes toward food</p>
<p>The Food Sharing Project</p>	<p>Community partnership with 88 schools in KFLA</p> <p>Each school designs their specific nutrition program based on their capacity</p>	<p>Impacting 16,000 students in the region</p>	<p>\$1,170,000 Operating Budget 2022-2023, \$857,000 goes toward food cost</p>
<p>St. Vincent de Paul - Food Pantry/Social Market</p>	<p>The emergency pantry (currently) provides approximately two days worth of food for clients</p> <p>*the model will change into social market in 2025 at new Bagot Street facility</p>	<p>4,024 individuals served (approximately 300 people/month)</p>	<p>Emergency pantry annual operating approximately \$63,000 (cash) (2023)</p>
<p>Queen’s University Food Pantry</p>	<p>The Food Bank Service, run by the Alma Mater Society (AMS), is available throughout the academic year at set hours. The program offers a variety of items for students and their families</p>	<p>On average, 15 students use the AMS Food Bank each day and approximately 35 students use the AMS Food Bank each week</p>	<p>Approximately \$51,000 is spent on food annually and largely funded by students through a mandatory student activity fee</p>

June 4, 2024

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<p>St. Lawrence College (SLC) Food Pantry</p>	<p>Run by SLC student association - students in need can currently apply for a voucher which can be redeemed at fresh market stands</p>	<p>There were approximately 650 (\$5) vouchers distributed in March 2024  289 vouchers were redeemed in April 2024</p>	<p>Small budget through mandatory student activity fee</p>
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**Parking Ticket Collection for Fines for Food**

For one month (30 days) immediately after the motion was passed between February 21, 2024 and March 21, 2024, parking ticket revenue collected was designated for the Fines for Food program. The total collected ticket revenue was approximately \$186,500 which allows the full \$180,000 to be distributed as was anticipated in the February Fines for Food Pilot.

**Proposed Distribution for Fines for Food Pilot Phase**

Based on the analysis from staff, a distribution for the pilot funding and its anticipated impact is proposed in Table two. It is important to recognize that it is challenging to compare all programs as their impacts and demographics are different. Staff have strived to create a distribution plan for the funds in an equal, fair and equitable way as was the intent of the motion and have identified and reached out to all providers that staff are aware of. As food programming is evolving in the community, there may be additional services that have not been included in the plan; therefore, staff recommend using a small portion of the pilot fund as contingency should it be required.

**Table 2 - Fines for Food – Proposed Distribution and Anticipated Impact**

<p><b>Agency</b></p>	<p><b>Fines for Food Pilot Funding</b></p>	<p><b>Impact</b></p>
<p>Partners in Mission Food Bank</p>	<p>\$50,000</p>	<p>Approximately 275 to 400 extra hampers (hampers are valued between \$125 and \$185 depending on family size)</p>



June 4, 2024

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KCHC – Seniors Good Food Box	\$25,000	This amount would allow an additional 45 to 50 seniors to come off the waitlist for the next two years.
St. Vincent de Paul - Food Pantry/Social Market	\$25,000	This will provide approximately 55 individuals/families with food for a year
The Food Sharing Project	\$35,000	This funding would provide an additional two weeks’ value of food for the KFL&A program
Salvation Army – Community Pantry	\$10,000	Staff have not been able to obtain detailed budget information at this time, and therefore the recommendation is to provide a contribution that aligns with the Queen’s and St Lawrence College program client numbers
Queen’s University Food Pantry	\$10,000	This provides an increase of annual food funding of 20%
St. Lawrence College Food Pantry	\$10,000	This could provide an additional 2,000 vouchers valued at \$5 each to be distributed to the SLC student body.
Contingency Budget	\$15,000	This can be used for any additional programs in the community aligned with the Fines for Food motion and/or to support additional needs that may arise in 2024
<b>Total</b>	<b>\$180,000</b>	

**Pilot - Next Steps**

Staff will create a basic reporting tool for the Fines for Food pilot recipients in June 2024 and as directed in the motion in February 2024, report back to Council by the end of the fourth quarter of 2024 on the impact and potential next steps for the pilot.

June 4, 2024

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This timeline aligns with the creation of a broader community food strategy that staff are working on and includes food access, food production and distribution and skills development.

**Financial Considerations**

As directed in the motion on February 20, 2024, the 2024 operating budget will be amended to reflect a reduction of \$180,000 in the transfer to the Parking Reserve Fund and a corresponding contribution to the proposed food providers in this report.

**Contacts:**

Ruth Noordegraaf, Director, Community Development & Wellbeing and IIDEA, 613-546-4291 extension 4916

**Other City of Kingston Staff Consulted:**

Ben Leslie, Community Development Coordinator, Community Development & Wellbeing and IIDEA

Laird Leggo, Manager, Licensing, Parking Operations and Policy, Licensing & Enforcement Services



**City of Kingston  
Information Report to Council  
Report Number 24-105**

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**To:** Mayor and Members of Council  
**From:** Jennifer Campbell, Commissioner, Community Services  
**Resource Staff:** Amy Gibson, Manager, Housing & Homelessness  
**Date of Meeting:** June 4, 2024  
**Subject:** Welcoming Streets Program Update & Extension

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**Council Strategic Plan Alignment:**

Theme: 1. Support Housing Affordability

Goal: 1.4 Improve service to unhoused and precariously housed.

**Executive Summary:**

On May 16, 2023, Council approved that the City, as the Service Manager for housing and homelessness programs, use portions of the Homelessness Prevention Program (HPP) and Housing & Social Services municipal funding toward establishing a downtown focused street outreach pilot program ([Report Number 23-112](#)). In July 2023, the City entered into service agreements with the Downtown Kingston Business Improvement Area (DBIA) and Addictions & Mental Health Services KFLA (AMHS) to support the Welcoming Street pilot program until June 30, 2024. The purpose of this program is to support vulnerable individuals through the presence and support of dedicated street outreach workers specifically located in the downtown core. The vision of the program is to foster a compassionate, inclusive and supportive environment for everyone. The annual budget for the Welcoming Streets pilot project is \$250K, with each service agency receiving \$125K in funding. Of this total funding package, \$150K was allocated from the HPP and \$100K was funded by the 2023 municipal operating budget. The pilot program has now been operating for 11 months and this report is an update on the pilot program, its findings and future program considerations. Staff have reviewed the findings of the program to date and are recommending an extension of the pilot program from July 1, 2024 to December 31, 2024 until a further review of all Street Outreach Services are evaluated through a planned procurement process that will be completed by the end of Q4 2024.

June 4, 2024

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**Recommendation:**

**That** Council authorize the Mayor and Clerk to enter into amended agreements with Addiction & Mental Health Services - KFL&A and the Downtown Kingston Business Improvement Area to continue the downtown focused pilot street outreach program between July 1, 2024 to December 31, 2024 in a form satisfactory to the Director of Legal Services; and

**That** Council approve a monthly funding allocation of up to \$10,417 per agency for the duration of the extension and to be funded from the Homelessness Prevention Program and the approved 2024 Housing and Social Services operating budget; and

**That** Council direct staff to return to Council by the end of Q4 2024 with an update on all Street Outreach Services and associated recommendations for funding for these services moving forward.

June 4, 2024

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

\_\_\_\_\_  
**Jennifer Campbell,**  
**Commissioner, Community**  
**Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

\_\_\_\_\_  
**Lanie Hurdle, Chief**  
**Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	

June 4, 2024

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**Options/Discussion:**

On May 16, 2023, Council approved funding ([Report Number 23-112](#)) for the implementation of a new pilot program, Welcoming Streets. The purpose of this pilot program is to support vulnerable individuals through dedicated street outreach workers specifically located in the downtown core. The City, AMHS and the DBIA entered into service agreements to offer the Welcoming Street pilot between July 1, 2023 and June 30, 2024.

Under the terms of these agreements, the DBIA and AMHS have been collaborating on the Welcoming Streets program to serve two purposes:

1. Engage with individuals who may be experiencing homelessness and/or addiction or mental health difficulties in a respectful manner, and assist them in accessing the resources and supports they may need; and
2. Support property and business owners, as well as their staff and customers, to cultivate a safe, welcoming and supportive community that considers the complex needs of all those involved.

A representative from each organization, known as Stewards, provide services in the City's downtown area Monday to Saturday during typical business hours. The vision of the program is to foster a compassionate, inclusive and supportive environment for everyone in the downtown Kingston community. The Stewards are trained with a trauma-informed lens and are experienced with supporting people who have complex needs. The individuals who are engaged through the program may be experiencing poverty, homelessness, addictions, mental and physical health challenges. The Stewards focus on relationship building, providing access to service opportunities, referrals and/or direction to rest areas where persons can access meals and/or shelter from the outdoor elements. The service area defined for the Welcoming Streets pilot was identified as a priority to support both vulnerable populations and downtown businesses. The program operates alongside of and in addition to the Street Outreach program delivered by Home Base Housing that attends to all areas of Kingston seven days a week.

The Stewards have worked closely with downtown businesses to provide details regarding the program and share knowledge with respect to mental health, substance abuse and/or de-escalation techniques. The DBIA reports receiving positive feedback and appreciation for the program. The Stewards have offered information sessions and naloxone training to the members of the DBIA at large, as well as for singular businesses that would like their staff informed and trained in valuable harm reduction methods. The Stewards have also worked closely with the City's By-Law Enforcement team, Home Base Housing and AMHS Street Outreach staff to divert crisis or conflict calls from emergency services and refer individuals to specific services such as Detox, Street Health or Day Services. From February to March 2024, program data reported that 16 calls were diverted from enforcement services.

The service agreements with the DBIA and AMHS require that each organization tracks metrics with respect to demographics, connections made, services or referrals provided and outcomes, where possible, to enable an evidence-based review of the program.

June 4, 2024

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### Summary of Pilot Program Interactions Since July 2023

1,051 personal connections to individuals and business staff/owners in downtown Kingston. This is not a sum of unique individuals, and some percentages may be skewed due to the recurring interactions with some individuals and the quick nature of some of the interactions.

- 76% of individuals they connected with identified as homeless
- 20% were housed
- 4% of people's housing was not confirmed (unknown housing status)
- 61% of individuals were between the ages of 30-54
- 24% were between the ages of 55-64
- 11% were between the ages of 18-29
- 59% identified as male
- 35% identified as female
- 6% identified as gender non-conforming, transgender or the person did not confirm
- 36% identified as Indigenous, First Nations, Non-status or Metis
- 56% received Ontario Disability Support Program benefits
- 17% received Ontario Works (OW) benefits
- 20% would not/did not disclose their income
- 5% had no income
- 920 personal items/supplies were distributed over the last eight months with the most items provided in November and February:
  - 271 outdoor/winter supplies such as hand warmers, winter boots, coats, scarves, toques and gloves
  - 229 basic needs items such as hygiene products, food and water
  - 136 clothing items including shoes, pants, hoodies, coats, underwear and socks; whatever may be needed by a specific individual
  - 81 harm reduction supplies
  - 28 transit passes
  - Other items include cell phones, gift cards and naloxone kits

Over the course of the pilot, Housing & Homelessness staff met bi-weekly with the DBIA and AMHS to review the program effectiveness and to ensure the goals and objectives were being met. The pilot project demonstrates the work and compassion required to foster connections and build community; however, it is recognized this work can be challenging. Both AMHS and DBIA shared that staffing for the program has been difficult due to the contract nature of the position as well as the experience required for the positions. This is a common challenge in this sector; however, both organizations are committed to ensuring the program is staffed and the deliverables are being met.

The Welcoming Streets initiative is a pilot that is an extension to additional Street Outreach services provided in the community by various service providers. All current Housing and Homelessness programs receiving HPP funding are to be reviewed by year end. This review will consider the operation and funding of Street Outreach services and once it is completed staff

June 4, 2024

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will return to Council with an update and recommendations for the operation and funding of these services moving forward. Given the timeline of the planned review, staff have recommended that the current Welcoming Streets pilot program be extended until December 31, 2024.

**Public Engagement**

Staff did not complete any public engagement on the program. In August 2023, the DBIA and City officials attended a meeting to discuss the increase in crime and vandalism in the downtown core. The meeting was to learn how services work in Kingston and allow business owners to make suggestions on how to sustain the vibrancy of Kingston’s downtown retailers and services and to ensure residents and tourists feel comfortable and excited to frequent the area. Welcoming Streets is a program that also currently exists in the downtown business areas of Belleville, Brampton, Guelph and Sudbury.

**Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

The Stewards build relationships with the individuals they connect with to learn how best to serve them. As trust develops, the staff learn how best to serve individuals and encourage them to access specific services to meet their individual needs.

**Financial Considerations:**

The annual budget for the Welcoming Streets pilot project is \$250K, with each service agency receiving \$125K. The recommended extension of the program from July 1, 2024 to December 31, 2024 was included in the development of the 2024 operating budget and can additionally continue to be supported through contributions from the Homelessness Prevention Program. The total cost of the program extension is \$125,004; which allocates up to \$10,417 monthly to each agency over the six month extension.

**Contacts:**

Amy Gibson, Manager, Housing & Homelessness, Housing & Social Services, 613-546-4291 extension 4950

**Other City of Kingston Staff Consulted:**

Lori Kidd Velkova, Housing Program Administrator, Housing & Social Services



**By-Law Number 2024-XX**

**A By-Law to Amend By-law Number 2022-62, “Kingston Zoning By-law Number 2022-62” (Transfer of Lands into Kingston Zoning By-law, Zone Change to ‘IN2’, and Introduction of Exception Numbers E163 and E164, (101, 87, 71 and 69 Union Street; 28 Division Street; 284 Earl Street; 174 and 176 University Avenue; 135, 137 and 139 Alfred Street))**

**Passed:** [Meeting Date]

**Whereas** the Council of The Corporation of the City of Kingston enacted By-law Number 2022-62, “Kingston Zoning By-law Number 2022-62” (the “Kingston Zoning By-law”);

**Whereas** the subject lands are identified as “Not Subject to this By-law” on Schedule 1 of the Kingston Zoning By-law;

**Whereas** the Council of The Corporation of the City of Kingston deems it advisable to amend the Kingston Zoning By-law;

**Therefore be it resolved that** the Council of The Corporation of the City of Kingston hereby enacts as follows:

1. By-law Number 2022-62 of The Corporation of the City of Kingston, entitled “Kingston Zoning By-law Number 2022-62”, is amended as follows:
  - 1.1. Schedule 1 – Zoning Map is amended by removing reference to “Not Subject to this By-law”, and by adding the zone symbol ‘IN2’ and by changing the zone symbol of the subject lands to ‘IN2’, as shown on Schedule “A” attached to and forming part of this By-Law.
  - 1.2. Schedule E – Exception Overlay is amended by adding Exception Numbers E163 and E164, as shown on Schedule “B” attached to and forming part of this By-Law.
  - 1.3. By adding the following Exception Number E163 in Section 21 – Exceptions, as follows:

“**E163.** Despite anything to the contrary in this By-law, the following provisions apply to the lands subject to this Exception:

- (a) In addition to the **uses** permitted by the applicable Zone, the following complementary commercial **uses** are permitted:
  - (i) **creativity centre**;
  - (ii) **financial institution**;
  - (iii) **fitness centre**;
  - (iv) **grocery store**;
  - (v) **laundry store**;
  - (vi) **office**;
  - (vii) **personal service shop**;
  - (viii) **place of worship**;
  - (ix) **restaurant**;
  - (x) **retail store**; and
  - (xi) **wellness clinic**;
- (b) Show or display windows, and commercial signage associated with any permitted complementary commercial **uses** that are visible from the exterior of the **building** are prohibited;
- (c) Complementary commercial **uses** will be accessed from common corridors within the **building**. Access to complementary commercial **uses** is not permitted directly from an external part of the **building**, except in cases where those **uses** require direct service entrances from any **street** or where the **use** includes an outdoor **patio**;
- (d) The minimum **setback** from University Avenue is 6.0 metres;
- (e) The minimum **setback** from Union Street is 9.53 metres;
- (f) The minimum **setback** from Division Street is 0.0 metres;
- (g) The minimum **setback** from Earl Street is 0.0 metres;
- (h) The interior **side yard setback** on the east side is 3.2 metres; and
- (i) The interior **side yard setback** on the west side is 3.6 metres”

- 1.4. By adding the following Exception Number E164 in Section 21 – Exceptions, as follows:
  - “**E164.** Despite anything to the contrary in this By-law, the following provisions apply to the lands subject to this Exception:
    - (a) The minimum **setback** from Union Street is 6.79 metres;
    - (b) The minimum **setback** from Alfred Street is 0.0 metres;
    - (c) The minimum **setback** from University Avenue is 0.0 metres; and
    - (d) The maximum **building height** measured to the top of the mechanical shaft on Alfred Street is 31 metres.”
2. The lands shown on Schedule “A” attached to and forming part of this By-Law are incorporated into the Kingston Zoning By-law and the provisions of City of Kingston By-Law Number 8499, entitled "Restricted Area (Zoning) By-Law of the Corporation of the City of Kingston", as amended, no longer apply to the lands.
3. This By-Law shall come into force in accordance with the provisions of the *Planning Act*.

Given all Three Readings and Passed: [Meeting Date]

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**Janet Jaynes**  
**City Clerk**

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**Bryan Paterson**  
**Mayor**



Planning  
Services

### Schedule 'A' to By-Law Number

Address: 69-101 Union Street, 28 Division Street,  
284 Earl Street, 174-176 University Avenue,  
135-139 Alfred Street  
File Number: D14-002-2024

### Kingston Zoning By-Law 2022-62 Schedule 1 - Zoning Map

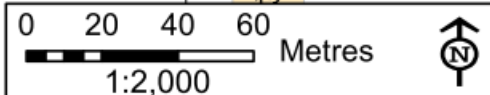
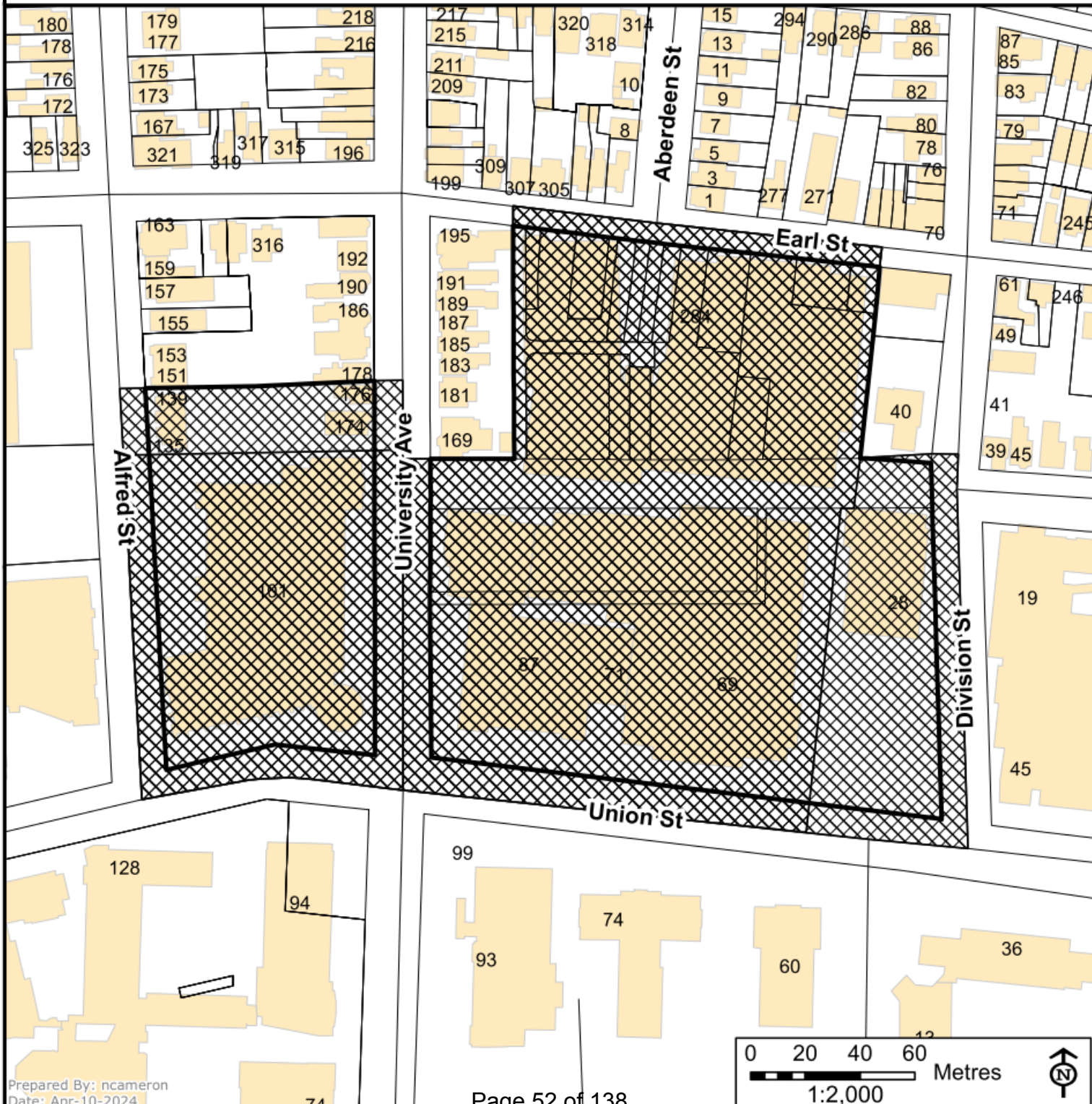
 Lands to be Rezoned from NA to IN2

#### Certificate of Authentication

This is Schedule 'A' to By-Law Number \_\_\_\_\_, passed this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Clerk



**By-Law Number 2023-XXX**

**A By-Law To Amend The City Of Kingston Official Plan (Amendment Number 88,  
2312 Princess Street)**

**Passed:** [Meeting Date]

**Whereas** a Public Meeting was held regarding this amendment on August 11, 2022 and on December 7, 2023;

**Now Therefore** the Council of The Corporation of the City of Kingston, in accordance with the provisions of Section 17 of the *Planning Act*, R.S.O. 1990, c.P13, hereby enacts as follows:

1. The City of Kingston Official Plan is hereby amended by the following map change which shall constitute Amendment Number 88 to the Official Plan for the City of Kingston.
  - (a) **Amend** Schedule 'CN-1' Cataraqui North Secondary Plan, of the City of Kingston Official Plan, so as to re-designate a portion the property located at 2312 Princess Street, as shown on Schedule 'A' to By-law Number 2022- \_\_\_\_, from 'Arterial Commercial' to 'Residential'.
2. That the City of Kingston Official Plan, as amended, be further amended by adding the following new Policy as Section 10C.3.19.1:

**"2312 Princess Street, Schedule CN-1**

**10C.3.19.1** That lands associated with the existing building designated under Part IV of the Ontario Heritage Act are not subject to the minimum density ranges.
3. That the City of Kingston Official Plan, as amended, be further amended by adding the following new Policy as Section 10C.3.34.1:

**"2312 Princess Street, Schedule CN-1**

**10C.3.34.1** That high density residential development may be located at the northeast corner of Princess Street and Anderson Drive, 2312 Princess Street, subject to the following restrictions:

  - a. The maximum density is 264 dwelling units per net hectare of land.

4. This by-law shall come into force and take effect on the day that is the day after the last day for filing an appeal pursuant to the *Planning Act*, provided that no Notice of Appeal is filed to this by-law in accordance with the provisions of Section 17, Subsection 24 of the *Planning Act*, as amended; and where one or more appeals have been filed within the time period specified, at the conclusion of which, the By-Law shall be deemed to have come into force and take effect on the day the appeals are withdrawn or dismissed, as the case may be.

Given all Three Readings and Passed: [Meeting date]

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**Janet Jaynes**  
**City Clerk**

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**Bryan Paterson**  
**Mayor**



Planning Services

Schedule 'A' to By-Law Number \_\_\_\_\_

Address: 2312 Princess Street  
File Number: D35-004-2022

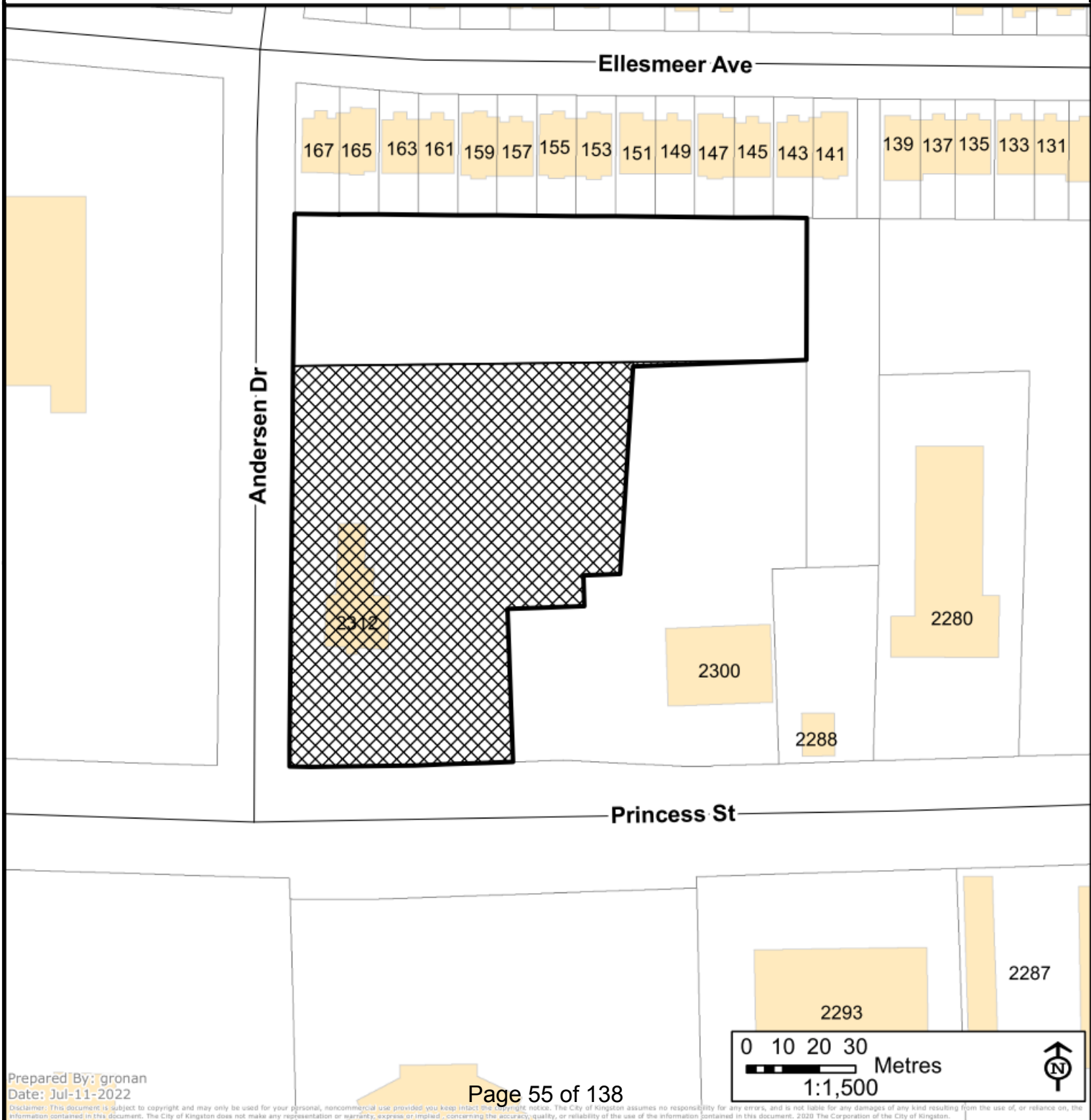
Schedule CN-1 Cataraqui North Neighbourhood Secondary Plan

 Lands to be Re-designated from 'Arterial Commercial' to 'Residential'

Certificate of Authentication

This is Schedule 'A' to By-Law Number \_\_\_\_\_, passed this \_\_\_\_\_ day of \_\_\_\_\_ 2023.

\_\_\_\_\_  
Mayor Clerk



**By-Law Number 2023-XX**

**A By-Law to Amend By-Law Number 2022-62, “The Kingston Zoning By-law”  
(Transfer of Lands into Kingston Zoning By-Law, Introduction of Exception  
Numbers E139 and E140, and removal of Holding Overlay H180 (2312 Princess  
Street))**

**Passed:** [Meeting Date]

**Whereas** the Council of The Corporation of the City of Kingston enacted By-Law Number 2022-62, “Kingston Zoning By-Law Number 2022-62” (the “Kingston Zoning By-Law”);

**Whereas** the subject lands are identified as “Not Subject to this By-Law” on Schedule 1 of the Kingston Zoning By-Law;

**Whereas** the Council of The Corporation of the City of Kingston deems it advisable to amend the Kingston Zoning By-Law to incorporate the subject lands into the Kingston Zoning By-Law and to introduce a new exception number and remove a holding overlay;

**Therefore be it resolved that** the Council of The Corporation of the City of Kingston hereby enacts as follows:

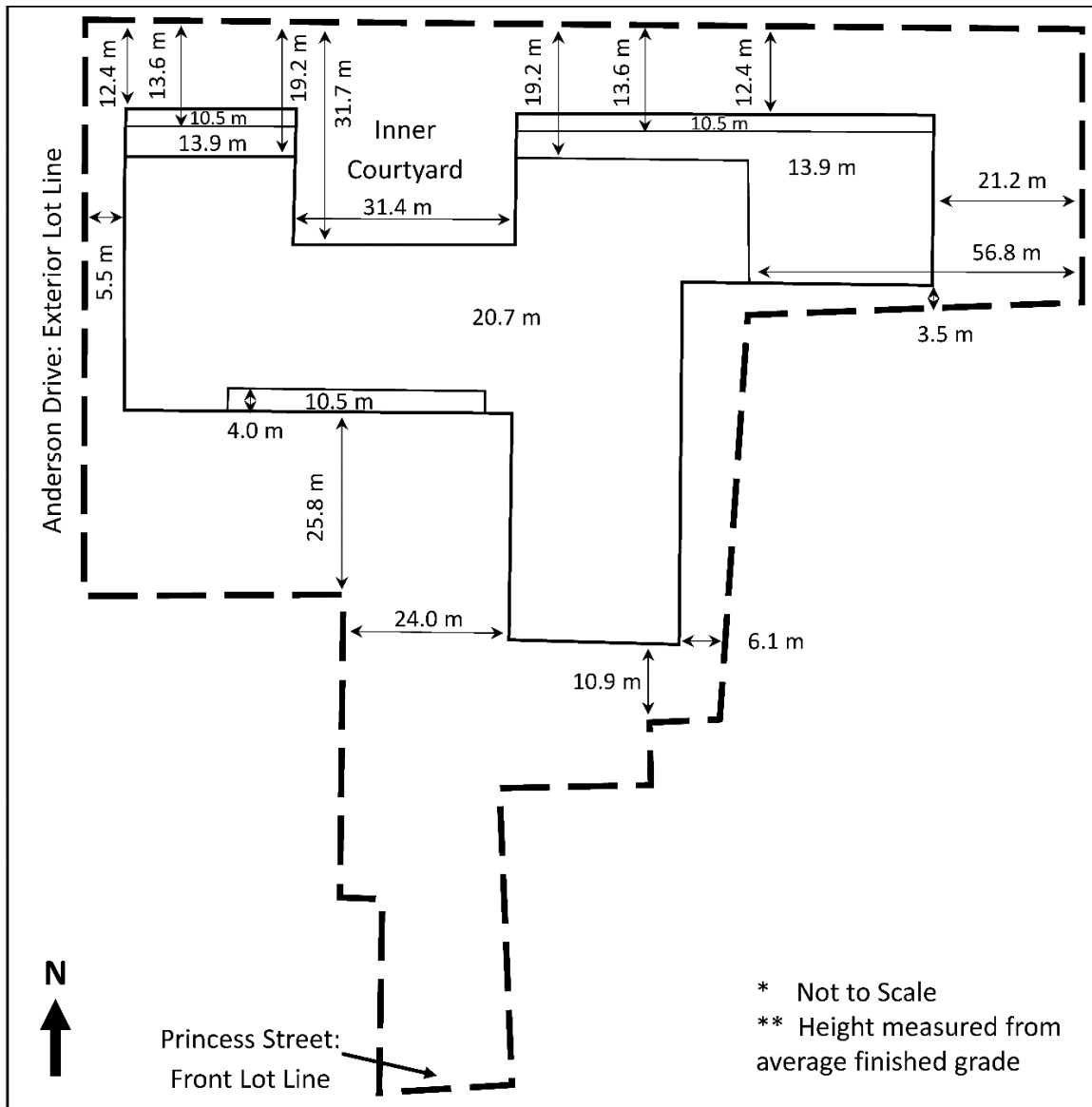
1. By-Law Number 2022-62 of The Corporation of the City of Kingston, entitled “Kingston Zoning By-Law Number 2022-62”, is amended as follows:
  - 1.1. Schedule 1 – Zoning Map is amended by removing reference to “Not Subject to this By-law”, and by adding the zone symbols ‘URM2’ and ‘UR3.B’, as shown on Schedule “A” attached to and forming part of this By-Law.



- 1.2. Schedule E – Exception Overlay is amended by adding Exception Number E139 and Exception Number E140, as shown on Schedule “B” attached to and forming part of this By-Law.
- 1.3. Schedule F – Holding Overlay is amended by removing Hold Number ‘H180’, as shown on Schedule “C” attached to and forming part of this By-Law;
- 1.4. By adding the following Exception Number E139 in Section 21 – Exceptions, as follows:  
  
“**E139.** Despite anything to the contrary in this By-law, the following provisions apply to the lands subject to this Exception:
  - (a) The lands subject to this Exception are considered one **lot** for zoning purposes;
  - (b) The maximum number of **dwelling units** in an **apartment building** is 300;
  - (c) The **front lot line** is the **lot line** dividing the **lot** from Princess Street.
  - (d) The **exterior lot line** is the **lot line** dividing the **lot** from Anderson Drive;
  - (e) The maximum **building heights** are specified on Figure E139, with a maximum 0.5 metre variance on noted dimensions permitted;
  - (f) The **building setbacks** are shown on Figure E139, with a maximum 5% variance on noted dimensions permitted;
  - (g) Maximum percentage of a **main wall** occupied by **balconies** facing an inner courtyard is 46%, facing a **rear lot line** is 30%, and all other **main walls** is 36%;
  - (h) Projecting or recessed **balconies** are not permitted above the second floor when they are within 15 metres of the rear lot line.
  - (i) A minimum 2.0 metre wide **planting strip** must be provided along the **rear lot line**;
  - (j) A privacy **fence** with a minimum height of 2.4 metres must be provided along the **rear lot line**;
  - (k) The fifth floor outdoor **amenity area** must be set back a minimum of 2.0 metres from the buildings north **main wall**;
  - (l) A **driveway** and a **drive aisle** may not be located within 12 metres of the **rear lot line**;

- (m) The minimum **drive aisle** width is 6.0 metres;
- (n) Minimum number of **car-share spaces** is 3;
- (o) Minimum number of **visitor spaces** is 10;
- (p) A maximum of 50 **parking spaces** are permitted to be **parking spaces** for small cars, with a minimum length of 4.8 metres and a minimum width of 2.4 metres, with signage that identifies the space as “small car parking space”;
- (q) Up to 20 **parking spaces** within a **parking structure** may be partially obstructed on one side by a wall or column;
- (r) A maximum of 50 **parking spaces** may be located within a **front setback** or **exterior setback** provided no parking space is closer than 9.0 metres to a front lot line and 15 metres from a rear lot line;
- (s) A **Loading Space** may be located in a **front yard** provided it is not closer than 30 metres to a **front lot line** or **exterior lot line**;
- (t) A minimum of 0.75 **long-term bike spaces** are required per **dwelling unit**;
- (u) **Short-term bike spaces** are not required to be weather-protected.

(v) **Figure E139:**



- 1.5. By adding the following Exception Number E140 to Section 21 – Exceptions as follows
  - (a) The lands subject to this Exception are considered one lot for zoning purposes;
  - (b) Maximum number of **bedrooms** is 12 **bedrooms**;
  - (c) Minimum **rear setback**: 3.5 metres; and
2. The lands shown on Schedule “A” attached to and forming part of this By-Law are incorporated into the Kingston Zoning By-Law and the provisions of City of

Kingston By-Law Number 76-26, entitled "Township of Kingston Restricted Area By-Law", as amended, no longer apply to the lands.

3. This By-Law shall come into force in accordance with the provisions of the *Planning Act*.

Given all Three Readings and Passed: [Meeting Date]

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**Janet Jaynes**  
**City Clerk**

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**Bryan Paterson**  
**Mayor**





Planning Services

**Schedule 'A'  
to By-Law Number**

Address: 2312 Princess St  
File Number: D35-004-2022

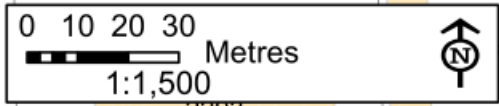
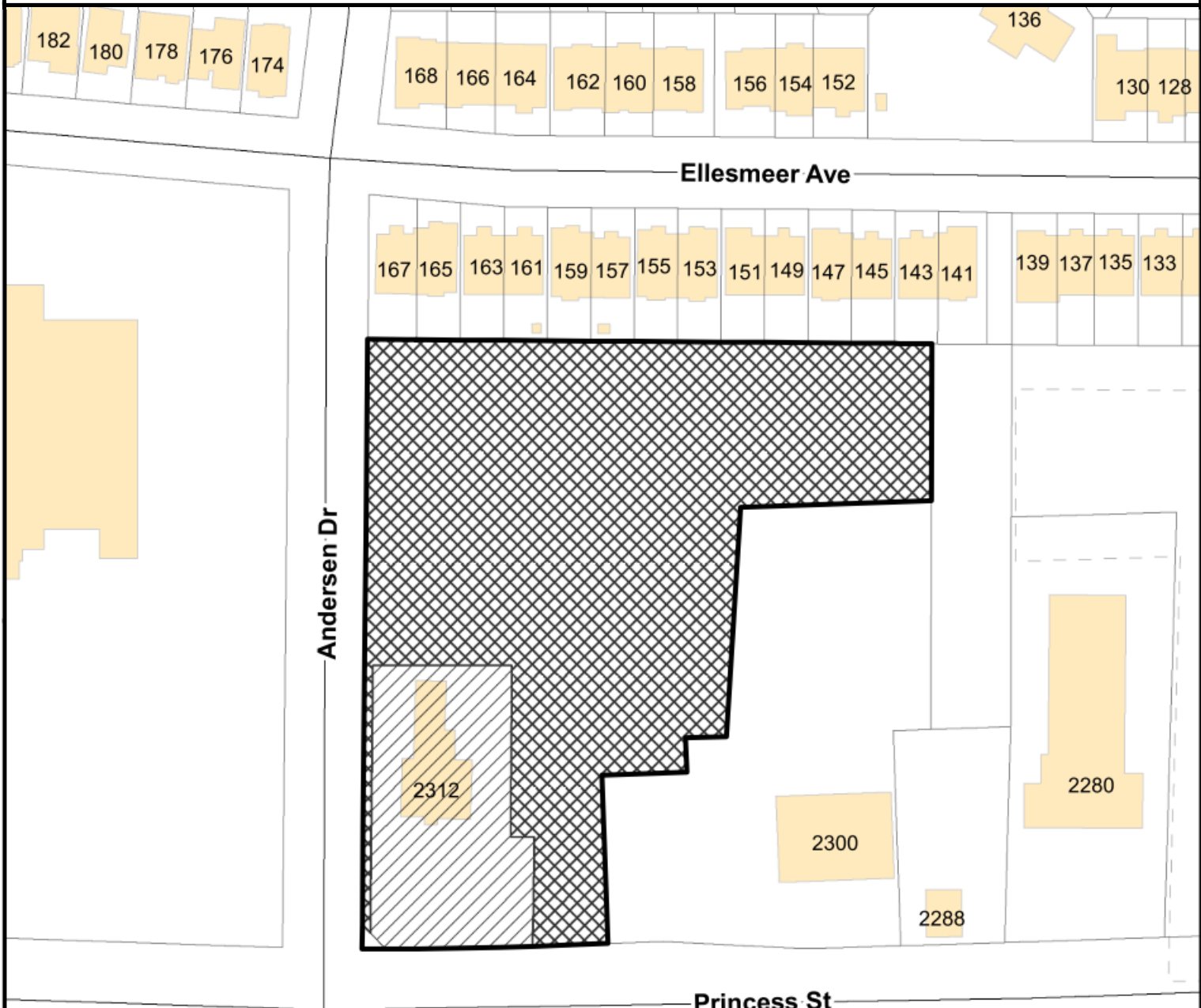
**Reference Kingston Zoning By-Law  
Schedule 1 - Zoning Map**

-  Rezoned from Not Subject to this By-law to UR3.B
-  Rezoned from Not Subject to this By-law to URM2

**Certificate of Authentication**

This is Schedule 'A' to By-Law Number \_\_\_\_\_, passed this \_\_\_\_\_ day of \_\_\_\_\_ 2023.

\_\_\_\_\_  
Mayor Clerk



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Planning Services

### Schedule 'B' to By-Law Number

Address: 2312 Princess St  
File Number: D35-004-2022

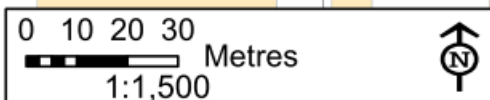
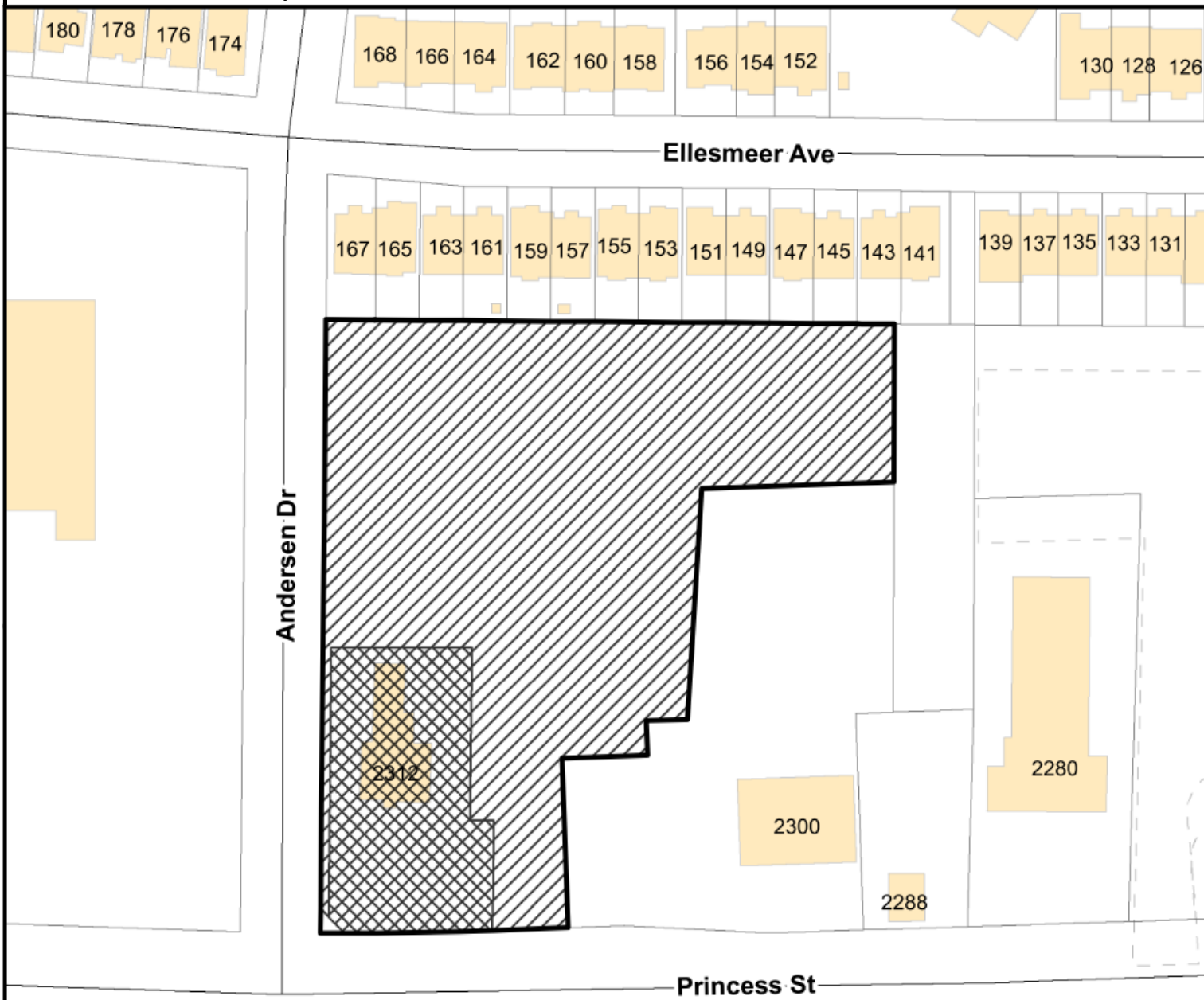
### Reference Kingston Zoning By-Law Schedule E - Exception Overlay

-  Lands to be Added as Exception Number E139
-  Lands to be Added as Exception Number E140

### Certificate of Authentication

This is Schedule 'B' to By-Law Number \_\_\_\_\_, passed this \_\_\_\_\_ day of \_\_\_\_\_ 2023.

\_\_\_\_\_  
Mayor Clerk



-- Website Version--

**Notice of Intention to pass a By-law to Designate  
The following property to be of Cultural Heritage Value and Interest Pursuant to  
the Provisions of the *Ontario Heritage Act* (R.S.O. 1990, Chapter 0.18)**

**Take Notice** that the Council of The Corporation of the City of Kingston intends to pass a by-law under Section 29 of the *Ontario Heritage Act*, R.S.O. 1990, Chapter 0.18, to designate the following lands to be of cultural heritage value and interest:

**163 Brock Street** (Part Lots 31-32 Plan D18 & Part Lot 2, N/S Brock St, Plan Selma Kingston City, Part 1, 13R6984; City of Kingston, County of Frontenac), known as the Dupuis House:

The Dupuis House is located on the north side of the road, at the northeast corner of Montreal and Brock Streets in downtown Kingston. The approximately 300 square metre property includes of a two-and-a-half storey, red-brick residential building constructed for Dr. Thomas Dupuis circa 1883. The Dupuis House is an example of a vernacular brick building with prominent Italianate influences and constructed for use as both a home and office. Typical of this style is the symmetrical façade with projecting frontispiece, large projecting eaves and segmentally arched window openings. The gable on the façade, with eave returns, paired segmentally arched windows topped by voussoirs and decorative brackets add to the Italianate expression of this building. The building's use as a residence and offices can be seen in the decorative details being carried onto the eastern elevation, and an entrance to the rear portion of the building. The property is of historical/associative value through its association with Dr. Thomas R. Dupuis. The property functioned as both his residence and medical office. The office was located in the rear section of the building (historic address of 7 Montreal Street). Dupuis studied medicine at Queen's College (now Queen's University) graduating in 1860. He practiced medicine at Harrowsmith and Odessa before moving to Kingston in 1872. He was a physician and surgeon at the Kingston Hospital beginning in 1874. While in Kingston he made a significant mark by becoming a professor of Anatomy at Queen's, a lecturer of clinical surgery in 1880 at Queen's, and was involved in the establishment of the Cataraqui Medical Society (now the Kingston Medical Society). He served as alderman in Kingston from 1874–1880 and 1882. The property continued to function as a doctor's office and residence following Dupuis' death from cholera in 1893. The Dupuis House is significant in defining the character of the streetscape along the north side of Brock Street, between Bagot and Montreal streets, which retains several nineteenth-century commercial buildings. The buildings on this section of Brock Street vary in height from one-and-a-half to two-and-a-half stories and the construction materials include red-brick, wood frame and limestone. With its shallow setback, grand appearance, red-brick construction, and prominent corner location, the Dupuis House shares a visual and historical relationship with its surroundings, particularly the stone building at 153-155 Brock Street and the brick building at 149 Brock Street. As part of this group of buildings, the subject building helps maintain the historic and eclectic character of this portion of Brock Street. Its heritage

attributes include the two-and-a-half storey red-brick building with complex roof, symmetrical façade with original openings, various architectural detailing and limestone foundation.

**Additional information**, including a full description of the reasons for designation is available upon request from Ryan Leary, Senior Heritage Planner, Heritage Services at 613-546-4291, extension 3233, or at [rleary@cityofkingston.ca](mailto:rleary@cityofkingston.ca) during regular business hours, or by visiting the Development and Services Hub at [www.cityofkingston.ca/dash](http://www.cityofkingston.ca/dash).

Any notice of objection to this notice of intention to designate the property, setting out the reason for objection and all relevant facts, must be served upon the City Clerk within 30 days of the first publication of this notice.

**Dated** at the City of Kingston

Janet Jaynes, City Clerk

This XXX day of XXXX, 2024

City of Kingston



--- Newspaper Version--

**Notice of Intention to Pass By-Laws to Designate  
The following property to be of Cultural Heritage Value and Interest Pursuant to  
the Provisions of the *Ontario Heritage Act* (R.S.O. 1990, Chapter 0.18)**

**Take Notice** that the Council of The Corporation of the City of Kingston intends to pass a by-law under Section 29 of the *Ontario Heritage Act*, R.S.O. 1990, Chapter 0.18, to designate the following lands to be of cultural heritage value and interest:

**163 Brock Street** (Part Lots 31-32 Plan D18 & Part Lot 2, N/S Brock St, Plan Selma Kingston City, Part 1, 13R6984; City of Kingston, County of Frontenac), known as the Dupuis House;

**Additional information**, including a full description of the reasons for designation is available on the City of Kingston website at [www.cityofkingston.ca/heritage](http://www.cityofkingston.ca/heritage) and upon request from Ryan Leary, Senior Heritage Planner, Heritage Services at 613-546-4291, extension 3233, or at [rleary@cityofkingston.ca](mailto:rleary@cityofkingston.ca) during regular business hours.

Any notice of objection to this notice of intention to designate the property, setting out the reason for objection and all relevant facts, must be served upon the City Clerk within 30 days of the first publication of this notice.

**Dated** at the City of Kingston

Janet Jaynes, City Clerk

This XXX day of XXX, 2024

City of Kingston

**City of Kingston By-Law Number 2024-XX**

**A By-Law to Designate the properties at 163 Brock Street to be of Cultural Heritage Value and Interest Pursuant to the *Ontario Heritage Act***

**Passed:** [insert date]

**Whereas:**

Subsection 29(1) of the *Ontario Heritage Act*, R.S.O. 1990, Chapter 0.18 (the "*Ontario Heritage Act*") authorizes the council of a municipality to enact by-laws to designate property within the municipality, including buildings and structures on the property, to be of cultural heritage value or interest;

The *property* was listed on the register established pursuant to Section 27 of the *Ontario Heritage Act* in 2016;

On April 17, 2024, Council of the City of Kingston ("*Council*") consulted with its municipal heritage committee regarding the designation of the property at 163 Brock Street, known as the Dupuis House (the "*property*") in accordance with subsection 29(2) of the *Ontario Heritage Act*;

On [insert date], *Council* caused notice of its intention to designate the *property* to be given to the owner of the *property* and to the Ontario Heritage Trust (the "*Trust*"), and on [insert date], notice of the intent to designate the *property* was published in The Kingston Whig-Standard, a newspaper having general circulation in the City of Kingston; and

No notice of objection to the proposed designation was served on the municipal Clerk (the "*Clerk*") of the Corporation of the City of Kingston (the "*City*") within the time prescribed by subsection 29(5) of the *Ontario Heritage Act*.

**Therefore, *Council* enacts:**

1. The *property* is designated as being of cultural heritage value and interest, as more particularly described in Schedule "A" of this by-law.
2. A copy of this by-law will be registered against the *property* in the appropriate land registry office. The *Clerk* is authorized to serve a copy of this by-law on the owner of the *property* and the *Trust*, and to cause notice of the passing of this by-law to be published in The Kingston Whig-Standard.

City of Kingston By-Law Number 2024-XX

3. The *City* reserves the right to install a designation recognition plaque on the *property*, in a location and style determined by the *City* in consultation with the owner.
4. This by-law will come into force and take effect on the date it is passed.

Given First and Second Readings XXX, 2024

Given Third Reading and Passed XXX, 2024

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**Janet Jaynes**  
**City Clerk**

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**Bryan Paterson**  
**Mayor**

**Schedule "A"**  
**Description and Criteria for Designation**  
**Dupuis House**

Civic Address: 163 Brock Street  
Legal Description: Part Lots 31-32 Plan D18 & Part Lot 2, N/S Brock St, Plan Selma Kingston City, Part 1, 13R6984; City of Kingston, County of Frontenac  
Property Roll Number: 1011 010 140 01300

**Introduction and Description of Property**

The Dupuis House, located at 163 Brock Street, is situated on the north side of the road, at the northeast corner of Montreal and Brock Streets in downtown Kingston. The approximately 300 square metre property includes of a two-and-a-half storey, red-brick residential building constructed for Dr. Thomas Dupuis circa 1883.

**Statement of Cultural Heritage Value/Statement of Significance**

*The property has design value or physical value because it is a rare, unique, representative or early example of a style, type, expression, material or construction method.*

The Dupuis House is an example of a vernacular brick building with prominent Italianate influences and constructed for use as both a home and office. Typical of this style is the symmetrical façade with projecting frontispiece, large projecting eaves and segmentally arched window openings. The gable on the façade, with eave returns, paired segmentally arched windows topped by voussoirs and decorative brackets add to the Italianate expression of this building. The building's use as a residence and offices can be seen in the decorative details being carried onto the eastern elevation, and an entrance to the rear portion of the building.

*The property has historical value or associative value because it has direct associations with a theme, event, belief, person, activity, organization or institution that is significant to a community.*

The property is of historical/associative value through its association with Dr. Thomas R. Dupuis. The property functioned as both his residence and medical office. The office was located in the rear section of the building (historic address of 7 Montreal Street). Dupuis studied medicine at Queen's College (now Queen's University) beginning in 1856 and graduated in 1860. In the summer of 1864, he was an assistant surgeon with the United States army at the Armory Square Hospital. By 1868 he was appointed professor of

City of Kingston By-Law Number 2024-XX

Botany at the Royal College of Physicians and Surgeons in Kingston. He practiced medicine at Harrowsmith and Odessa before moving to Kingston in 1872. He was a physician and surgeon at the Kingston Hospital beginning in 1874. While in Kingston he made a significant mark by becoming a professor of Anatomy at Queen's, a lecturer of clinical surgery in 1880 at Queen's, and was involved in the establishment of the Cataraqui Medical Society (now the Kingston Medical Society). He served as alderman in Kingston from 1874-1880 and 1882. The property continued to function as a doctor's office and residence following Dupuis' death from cholera in 1893.

*The property has contextual value because it is important in defining, maintaining or supporting the character of an area.*

*The property has contextual value because it is physically, functionally, visually or historically linked to its surroundings.*

The Dupuis House is significant in defining the character of the streetscape along the north side of Brock Street, between Bagot and Montreal streets, which retains several nineteenth-century commercial buildings. The buildings on this section of Brock Street vary in height from one-and-a-half to two-and-a-half storeys and the construction materials include red-brick, wood frame and limestone.

With its shallow setback, grand appearance, red-brick construction and prominent corner location, the Dupuis House shares a visual and historical relationship with its surroundings, particularly the stone building at 153-155 Brock Street and the brick building at 149 Brock Street. As part of this group of buildings, the subject building helps maintain the historic and eclectic character of this portion of Brock Street.

### **Heritage Attributes**

Key exterior elements that contribute to the property's cultural heritage value include its:

- Two-and-a-half storey red-brick construction, including rear two-and-a-half storey wing, with complex roof that includes hip and gable portions;
- Symmetrical façade with projecting central bay topped with a gable roof with eave returns, decorative brackets, and a pair of segmentally arched window openings topped by voussoirs;
- Three-bay façade with a central front entrance, including two projecting window openings flanking the central entrance;
- Segmentally arched doorway openings with segmentally arched transoms;
- Segmentally arched window openings with voussoirs including basement window openings;
- Large projecting eaves brackets and four brick chimneys; and
- Rusticated limestone foundation.



**City of Kingston  
Information Report to Council  
Report Number 24-155**

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**To:** Mayor and Members of Council  
**From:** Paige Agnew, Commissioner, Growth & Development Services  
**Resource Staff:** Julie Salter-Keane, Manager, Climate Leadership  
**Date of Meeting:** June 4, 2024  
**Subject:** Better Homes Kingston Program – Year 2 Annual Report

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**Council Strategic Plan Alignment:**

Theme: 2. Lead Environmental Stewardship and Climate Action

Goal: 2.2 Support climate action and sustainability for residents, businesses and partners.

**Executive Summary:**

The Better Homes Kingston program launched on April 11, 2022, and has now completed its second year of operations, with 199 individual projects completed to date. Pursuant to By-Law Number 2021-23, “A By-Law to Authorize the Undertaking of Energy Efficiency and Water Conservation Works on Private Residential Property as Local Improvements under the Better Homes Kingston Program”, the Better Homes Kingston Program offers no-interest loans with up to a twenty-year term, applied as a Local Improvement Charge (LIC) to applicable properties through a Property Owner Agreement (POA) and authorizes loan repayment on property tax bills. In 2023, 115 LIC special charge by-laws were passed by Council, an additional 60 LIC by-laws will be placed on the June 18, 2024 agenda for consideration of Council. Information on completed projects is disclosed publicly and can be viewed on the [Open Data Kingston Portal](#).

The four-year program with funding from the Federation of Canadian Municipalities (FCM), Community Efficiency Financing (CEF) program is currently in its pilot-phase and is intended to operate from 2022-2025. During this period the program continues to incrementally scale the number of projects completed each year, while developing strong program infrastructure, with wrap-up and evaluation taking place in 2026.

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Council's 2023-2026 Strategic Plan includes a commitment to evaluate and report on the potential to extend the Better Homes Kingston program beyond the initial four years. Staff reported to the Environment, Infrastructure & Transportation Policies Committee in Q4 2023 ([Report EITP-24-001](#)) on the long-term viability of the program to meet the twenty-year goal of retrofitting 25 - 50% of Kingston's existing pre-1991 constructed one-family homes by 2040, achieving an average greenhouse gas (GHG) emissions reduction impact of 30% per home as well as funding options. Staff will report back to EITP in Q4 2024 with details on the planned extension of the program.

The purpose of this report is to provide Council with the second-year annual report on the progress of the program, providing an overview of the program's development, financial commitments, and impact. The key performance indicators (KPIs) identified in [Report Number EITP-21-007](#) are presented, as well as the program's current funding position. An overview of the results of the FCM CEF homeowner survey completed by all participants as they complete the program is also presented (Exhibit A).

The program is performing well, with funding being fully allocated to completed and pending projects. To date, 199 projects have been completed, with 133 projects completed during Year 2, corresponding to a GHG reduction of 13851.4 tonnes over their lifetime, achieving more than double the target of an average GHG emissions reduction of 30% per home (68%), and evidenced by the high customer satisfaction scores in the FCM CEF survey of 94% (Exhibit A).

**Recommendation:**

This report is for information only.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

**Paige Agnew, Commissioner,  
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required



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**Options/Discussion:**

Launched on April 11, 2022, the Better Homes Kingston Program was designed to offer a one-stop-shop for Kingston homeowners, residing in single-family homes (detached houses, semi-detached houses, and row houses) to reduce their home's energy use, and improve water conservation, with a particular focus on GHG emissions reductions. The program offers access to loan financing (i.e. attached as a Local Improvement Charges to the property and arranged for loan repayment on property tax bills), incentives and free ongoing support. A key feature of the program is its ability to stack with other home energy efficiency programs – most notably the former Canada Greener Homes Grant Program, Enbridge Home Efficiency Rebate+ (HER+) Program and the ongoing CMHC Canada Greener Homes Loan initiative – allowing for the maximization of available funding to drive deep energy retrofits, which are commonly defined as reducing on-site energy use by 40% or greater.

The program operates with a performance threshold system, which requires all eligible projects to have a minimum GHG emissions reduction potential of 20% (measured in tonnes), or a 20% energy consumption reduction (measured in kilowatt hours kWh) for already electrically heated homes. The program offers incentives tied to the following performance levels:

- 20% to 25% reduction in emissions or electricity consumption = \$1,000
- 26% to 30% reduction in emissions or electricity consumption = \$3,000
- Greater than 30% reduction in emissions or electricity consumption = \$5,000

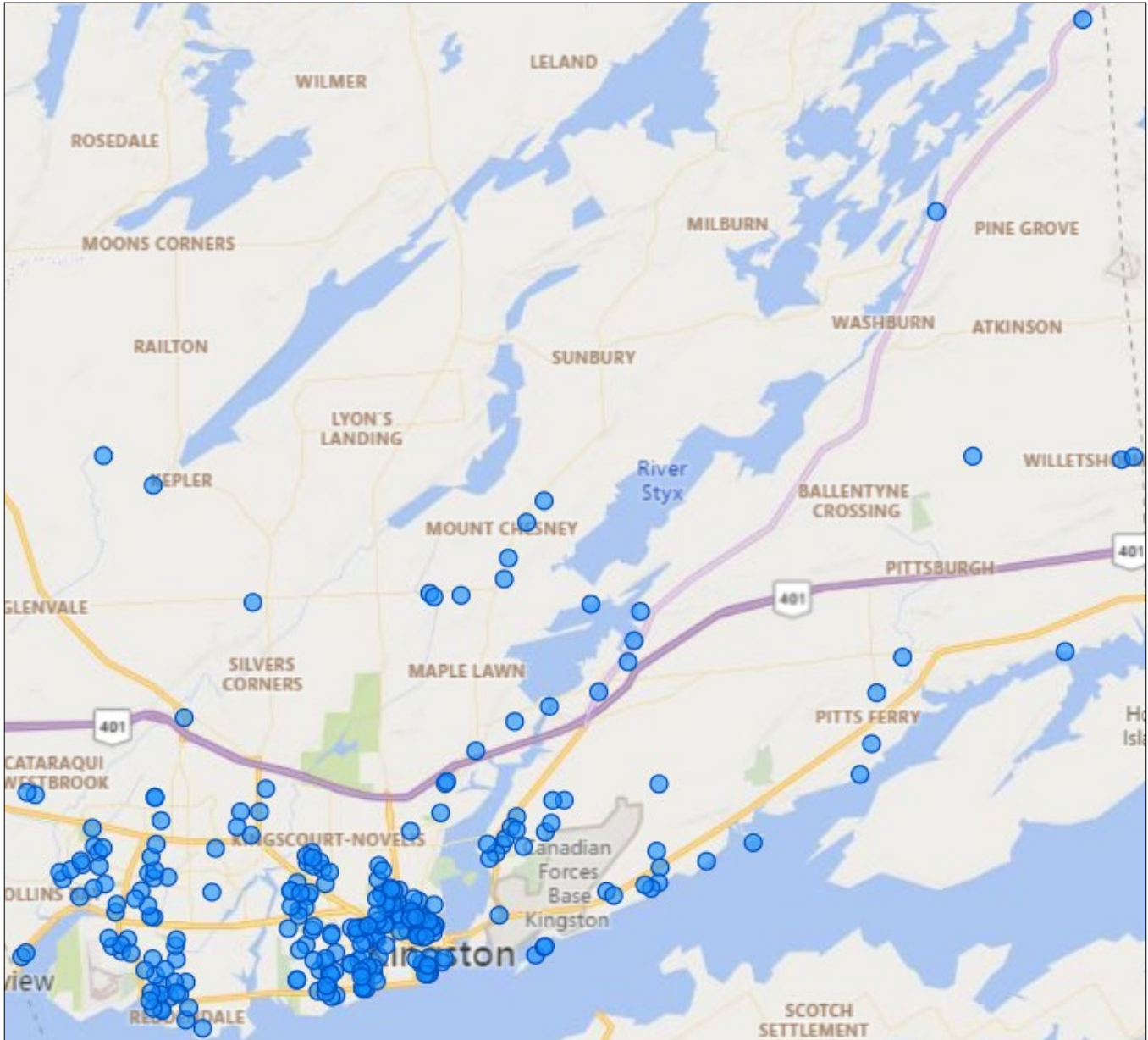
This performance threshold system is innovative and relatively unique in the home-energy retrofit program landscape across Canada. It allows for enhanced flexibility for homeowners to find the most impactful combination of retrofits for their home, leading to significant impact, when compared with a measure-based system (i.e. HER+). The program follows the Natural Resources Canada (NRCAN) EnerGuide Rating System, which gives homeowners a *consumption-based rating of their home's energy use – measured in gigajoules per year (GJ/year)*, as well as a total measure of GHG emissions in tonnes per year. Reductions tied to individual actions are outlined through a pre- and post-retrofit home energy assessment, conducted by a NRCAN Registered Energy Advisor.

To date, the program has received 608 applications (plus one test application). Applications were suspended on November 8, 2022, to ensure program funding was not over-allocated. Thirty-one (31%) of the applicants did not continue through the program, and as some allocated funding has become available due to participants either not utilizing their maximum eligible loan amounts, or dropping out of the program other reasons, small cohorts have been admitted from the waitlist to balance the efficient processing of new applicants, while avoiding the risk of over-allocating funding. To continue the momentum for the targeted 500 projects within the pilot phase of the program, the waitlist has been onboarded expeditiously, with less than a one month wait time currently.

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Figure 1 - Map of Program Registrations Received to date – Year 1 and 2



As shown in Figure 1, a map of the location of all 608 program registrations received from April 2022 to May 2024.

**Program Milestones**

The intent of the Better Homes Kingston program is to establish a long-term residential retrofit strategy that stimulates related market development so that the Better Homes Kingston program is available for the next ten to twenty years to reach its goals.

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The four-year FCM funded program milestones are as follows:

#	Key Milestones		Actual Start Date	Actual Completion Date
M1	<b>Program Start-up and Soft (test) Launch</b>	25 Projects completed	April 11, 2022	April 10, 2023
M2	<b>Year 1 Implementation</b>	125 Projects Completed	April 11, 2022	April 10, 2023
M3	<b>Year 2 Implementation</b>	150 Projects Completed	April 11, 2023	April 10, 2024
M4	<b>Year 3 Implementation</b>	200 Projects Completed	April 11, 2024	April 10, 2025
M5	<b>Program Wrap-up</b>	Perform evaluation, identify succession plan and final reporting	April 11, 2025	September 30, 2025
<b>Total Projects to be Completed 500*</b>				

Currently, 199 projects have been completed, with 133 of these projects being completed during Year 2, averaging 2.5 completed projects per week. Loans are paid back through property tax bills via the municipal Local Improvement Charge (LIC) mechanism. To date, 115 LIC special charge by-laws have been passed, with an additional sixty LIC by-laws to be placed on the June 18<sup>th</sup> agenda for consideration of Council. Information on completed projects is disclosed publicly and can be viewed on the [Open Data Kingston Portal](#).

Currently, seventy-six additional projects are in progress with executed funding agreements, and the remaining participants are in the earlier stages of the process. Through ongoing communication with FCM’s Better Homes Kingston Project Officer, it is likely that the program can receive a short extension, allowing for flexibility to continue the momentum to reach the target of completing approximately 500 projects by the end of the pilot period.

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**Annual Reporting on Key Performance Indicators**

The KPIs identified in [Report Number EITP-21-007](#) are presented below with analysis. As these KPIs were created prior to the program launch, some necessary alterations have been made due to practical program design and implementation decisions. Where KPIs have been altered, specific justification is provided. The following analysis includes 199 projects in aggregate (sixty-six included from Year 1, and 133 from Year 2).

To measure progress of program implementation against the programs goal and objectives the following KPIs are being monitored:

**Output Indicators:**

**1. Number of home energy evaluations completed as part of retrofit program:**

- **361** pre-retrofit home energy evaluations completed.
- **202** post-retrofit home energy evaluations completed.

**2. Total GHG (tonnes) and energy reduction opportunities (GJ) identified within evaluations:**

For clarity, these values show the potential GHG emissions and GJ reductions for all projects in aggregate if the homeowners completed all measures outlined in their EnergGuide Evaluation Renovation Upgrade Reports.

- Total GHG (tonnes) Reduction Opportunities Identified within Evaluations per Household: **Average of 4.2 tonnes or aggregate of 837.1 tonnes.**
- Total Energy (GJ) Reduction Opportunities Identified within Evaluations per Household: **average of 59.6 GJ or aggregate of 11862 GJ.**

**3. Financing allocated to retrofit projects (total \$) between April 2022 and May 16<sup>th</sup>, 2024:**

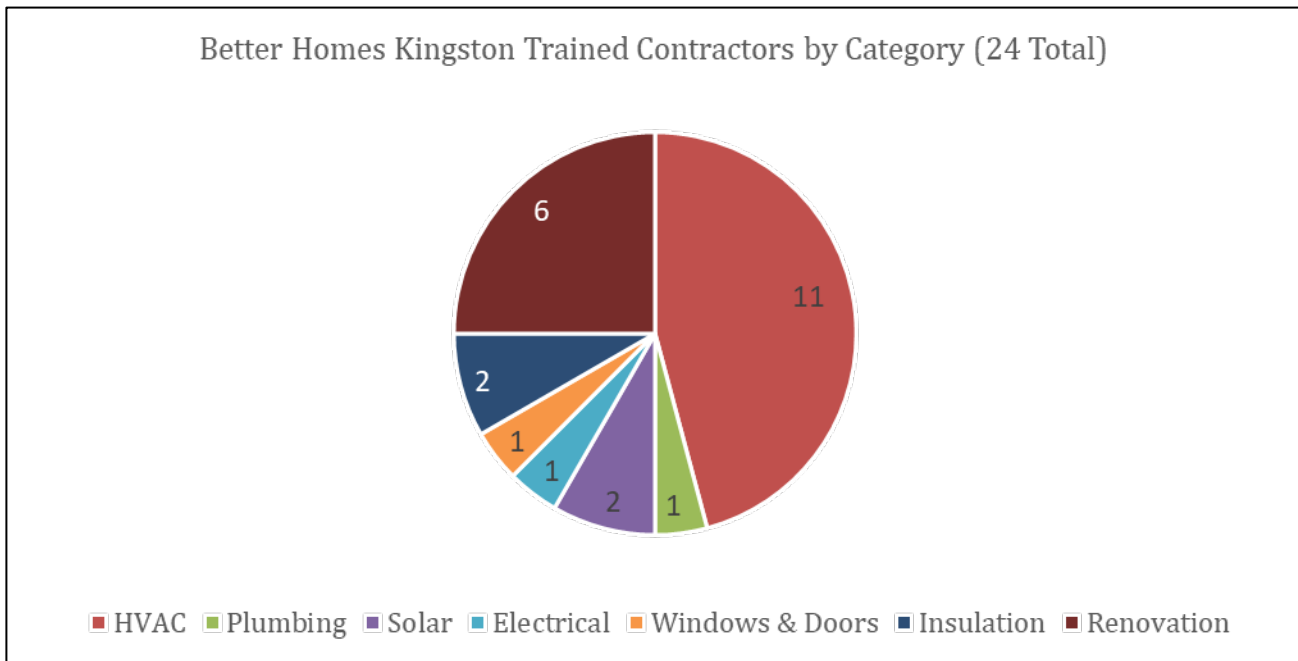
<b>Program Finance Overview</b>	
<b>Average Actual Project Cost</b>	<b>\$33,254.52</b> *difference from Average Actual Project Funding from Better Homes Kingston due to projects that accessed third-party funding programs.
<b>Financing Allocated to Projects</b>	<b>\$6,641,410.00</b> *Maximum Eligible Funding for all Approved Applications or Projects in Process
<b>Actual Loan Expenditure</b>	<b>\$ 4,418,479.00</b>
<b>Actual Incentive Expenditure</b>	<b>\$ 934,746.00</b>
<b>Actual Rebate Expenditure</b>	<b>\$ 8,006.00</b> *up to \$600 towards cost of Mandatory Home Energy Evaluation Reports
<b>Average Actual Project Funding</b>	<b>\$ 26,275.12</b> *excludes Incentive only recipients Loan: \$21,488.64 Incentive: \$4,697.21

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- 4. **Number of Contractors and Registered Energy Advisors trained to support Better Homes Kingston:** To date, no additional Registered Energy Advisors have been trained explicitly to support Better Homes Kingston.

**Figure 2 – Number of Contractors Trained as part of Better Homes Kingston totalling twenty-four companies.**



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**Outcome Indicators**

- 1. % of household energy (GJ) and GHG emissions (tonnes) reduced via retrofits on average per home:**

Average GHG % reduction per Home	Average GJ % reduction per Home
<b>68%</b>	<b>43.7%</b>

The actual average GHG emissions reduction of **68%** is more than double the goal of 30% per home. While the average GJ reduction per home is still significant at **43.7%**, factors such as the increased use of electricity for air-conditioning from an air-source heat-pump where the homeowner previously did not have air-conditioning can be attributed to this difference. This is also a reflection of the program’s primary goal of GHG emissions reductions.

- 2. Total household energy (GJ) and GHG emissions (tonnes) reduced per year for all program participants:** Household Energy (GJ) has been added for enhanced analysis.

Total GHG (tonnes) Reduced Per Year	Total GHG (tonnes) Reduced Over Project Life
<b>759.1</b>	<b>13851.4</b>

The total GHG emissions (tonnes) reduced per year is **759.1**, multiplied by the average project life of 18.2 years equals a cumulative reduction of **13851.4** tonnes.

Total Household Energy (GJ) Reduced Per Year	Total Household Energy (GJ) Reduced Over Project Life
<b>11,641.5</b>	<b>211,875.3</b>

The actual total household energy (GJ) reduction is **11,641.5**, averaging 58.5 GJ per project, multiplied by the average project life of 18.2 years equals a cumulative reduction of **211,875.3**.

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**Figure 3 – Greenhouse Gas Emissions (tonnes) Reductions for Year 1, Year 2, and Combined:**

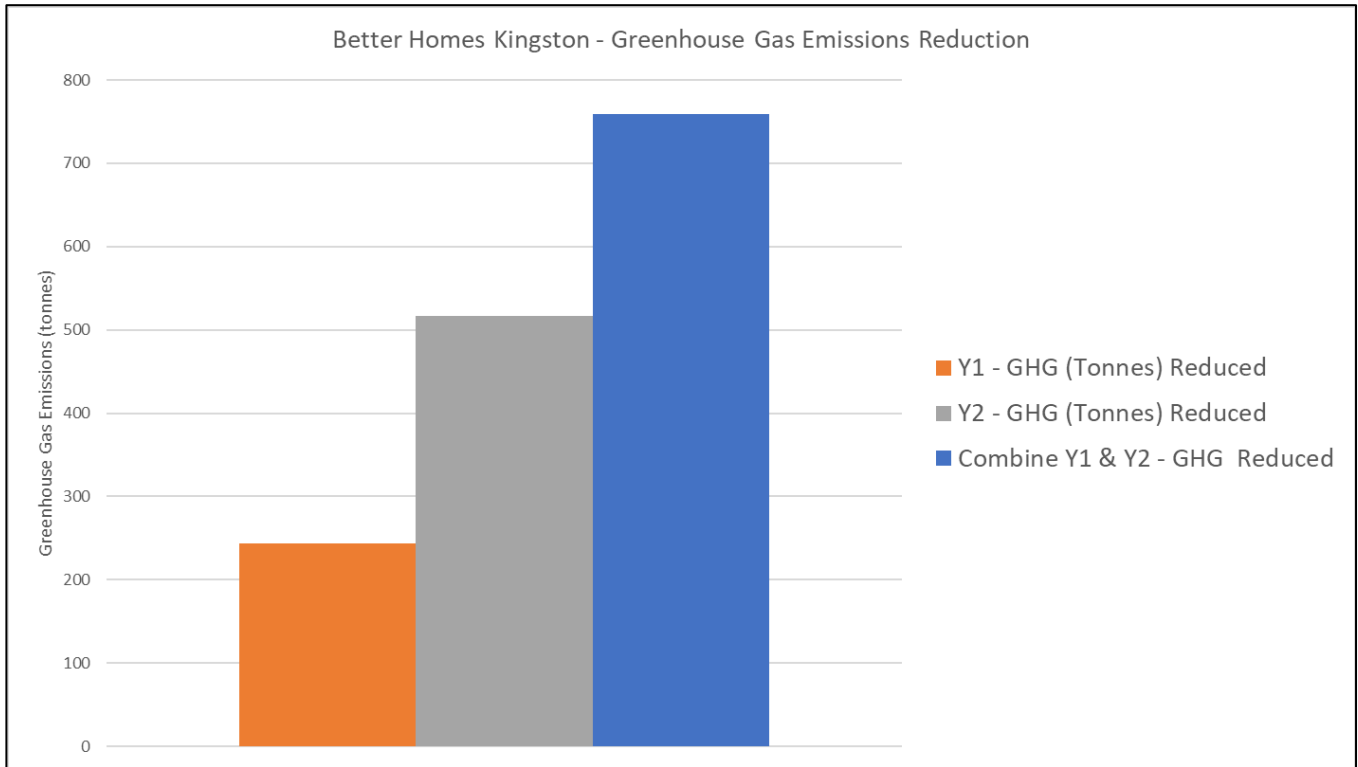


Figure 3 shows total annual GHG emissions (tonnes) reductions for each year, as well the combined total for both years (759.1 tonnes).



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**Figure 4 – Household Energy (GJ) Reductions for Year 1, Year 2, and Combined:**

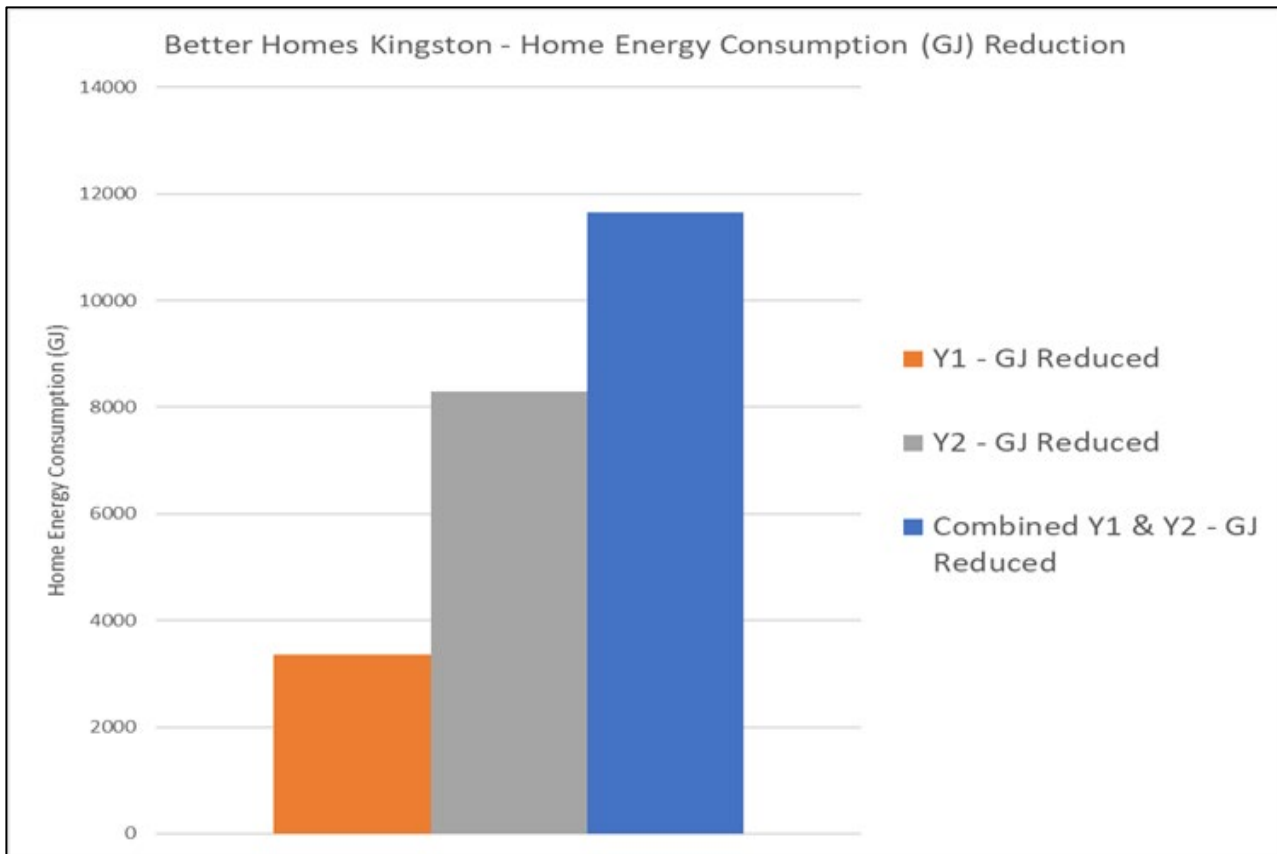


Figure 4 shows total annual household energy (GJ) reductions for each year, as well the combined total for both years (11,641.5).

**3. Ratio of Municipal incentive cost versus cumulative GHG reduction during life of equipment (\$/tonne):**

Incentive Amount (\$)/Per Tonne Reduced Over Project Life	Total project cost (\$)/Per Tonne Reduced Over Project Life	Average Incentive Amount Per Project
\$67.48	\$477.76	\$4697.21

Incentives are a significant factor in driving deep-energy retrofits. This analysis suggests the relatively low average incentive cost for the City to stimulate one tonne of GHG emissions reductions. While it is not a direct comparison as the City does not own the emissions

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reductions associated with Better Homes Kingston (i.e. through directly controlled assets such as an electric bus), relative to the Federally regulated [Output-Based Pricing System](#) (OBPS), with the \$80 cost per tonne of carbon emissions for 2024 (\$15 increase per year), incentive spend for the City is stimulating a cost effective reduction over the project lifecycle. This demonstrates that current levels of incentives may be sufficient to drive significant capital investment, leading to sustained GHG emissions reductions. This does not consider additional incentives provided by other levels of Government.

### Utility Bill KPIs

Utility bill analysis and verification is an ongoing focus for the Better Homes Kingston program, however, as the second year of the program has just concluded, there is currently not sufficient data (at minimum one full year before and at least one full year after project completion), to show meaningful analysis. There have been practical challenges procuring usable data, given that the program is collecting this data from individuals, who often share it in various formats, complicating the analysis. This analysis will be available either before or during the program pilot wrap-up reporting, estimated to be completed in Q3-Q4 2025. At this time, the following KPIs will be reported:

1. Average annual utility cost savings per household (\$);
2. Savings to Investment Ratio (SIR) of retrofits implemented (\$ invested: \$ of all energy related savings including capital cost avoidance for longer lasting equipment).

Detailed utility bill analysis is a method to measure the impact of the BHK program related to energy consumption and utility cost of the participants. It involves collecting and analysing monthly utility bills from multiple providers, such as electricity, natural gas, fuel-oil and propane for participating households before and after their retrofit projects. The analysis can reveal the actual energy savings and cost savings achieved by the program, compared to the modelled reductions derived from the EnerGuide Rating System. To conduct detailed utility bill analysis, the following steps are being taken:

1. Collection of utility bills from participants for at least two years before and up to five years after the Project Completion Date.
2. Utility data is then anonymized, processed, and then weather normalized using the program RETScreen Expert, a powerful analysis software developed by NR. The output is then visualized in a dashboard that is integrated with other program data.
3. The result shows the actual reduction in energy consumption and cost savings. These results can be compared against the estimated savings provided by the EnerGuide Rating System to verify actual reductions, and cost savings. This analysis will allow the program team to draw conclusions regarding the effectiveness and benefits of the Better Homes Kingston program, as well as the opportunities and challenges for improving the program design and delivery.

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**Other KPIs**

- 1. **Loan defaults/arrears (% of the number of loans and total \$ borrowed):**
  - N/A
- 2. **Customer Survey:**
  - 94% Customer Satisfaction Rating

**Additional program information:**

**Figure 5: Number of Common retrofits by Category - Completed**

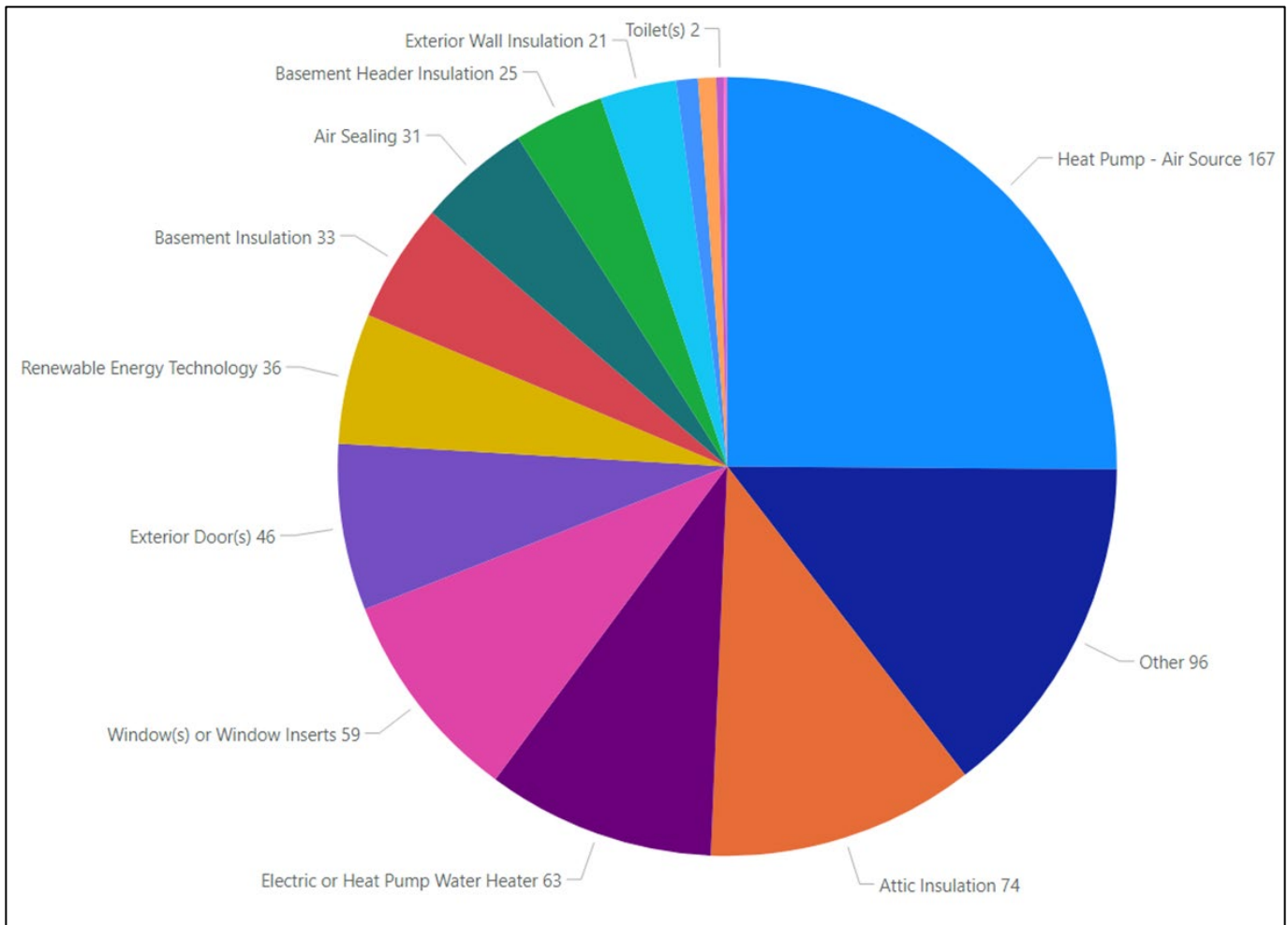


Figure 5 shows the number of commonly completed retrofits by category, with the “Other” category expanded by sub-category in Figure 6.

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**Figure 6: Number of “Other” Common retrofits by Category - Completed**

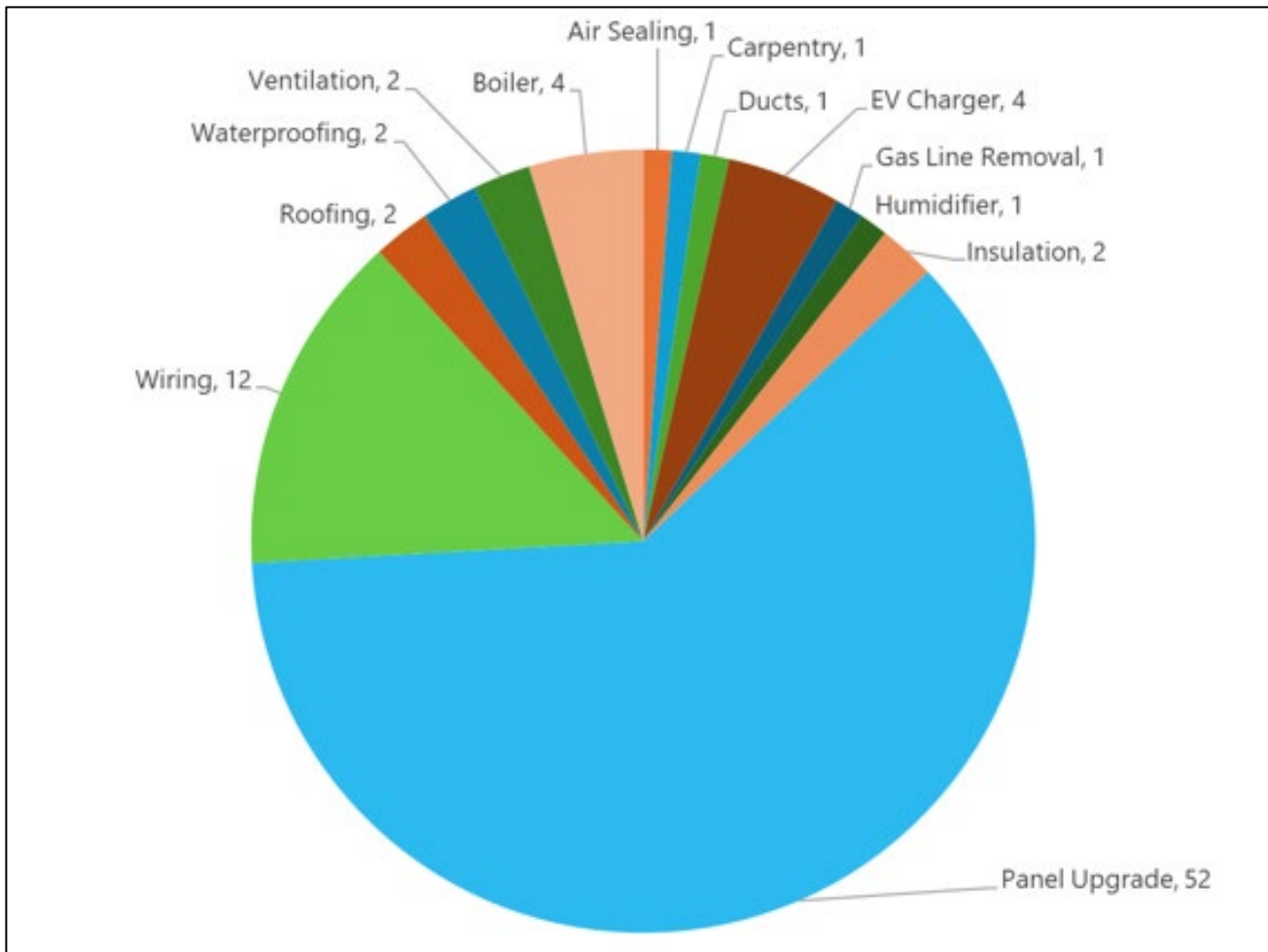


Figure 6 shows the “Other” category from Figure 5 expanded by sub-category. Notably, panel upgrades are the majority of “Other” category retrofits.

**FCM CEF Homeowner Survey Findings**

The FCM CEF Homeowner Survey (Exhibit A) is mandatory for all CEF funded programs, and captures the homeowner’s experience with CEF programs nationally, with a semi-annual prize draw to incentivize homeowners to complete it. The survey is a mandatory requirement for all Better Homes Kingston program participants and is completed at the end of the process before final loan and incentive payments are made. While the survey is mandatory, the administrative oversight is conducted by FCM, and it is not possible for City staff to monitor if every participant completed the survey. The survey report is provided twice per year by FCM, with the last update being received as of November 2023, with 124 submissions included in the report.

Highlights of the CEF Better Homes Kingston Homeowner Survey show a sustained positive customer experience through year 2. Most respondents (94%) are satisfied with support from

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program staff throughout the home upgrade process, with a similar majority (89%) being satisfied with financing made available to them for home upgrades.

Resoundingly, 97% of participants found the Energy Coaching Services to be helpful (Extremely helpful – 50%, Very helpful – 39%, Moderately helpful – 8%).

Overall, 71% of participants are very satisfied with the program, with 28% being satisfied (99% total). Furthermore, 86% of participants would be very likely to recommend the program to a friend, neighbour or colleague, with 11% being likely to do so.

In depth on-going analysis of the survey reports is conducted to support continuous improvement and allow for appropriate iterations to be made to maximize the outcomes of the program with a focus on consistent, positive customer experience going forward.

**Climate Risk Considerations**

To date, the Better Homes Kingston program will reduce 13851.4 tonnes of GHG emissions at the Community level over the 18.2-year average lifetime of the 199-home energy retrofit projects completed. This impact could be more than double by the end of the pilot phase (Q2 2025).

**Existing Policy/By-Law**

By-Law Number 2021-23, “A By-Law to Authorize the Undertaking of Energy Efficiency and Water Conservation Works on Private Residential Property as Local Improvements under the Better Homes Kingston Program”.

**Financial Considerations**

	2022	2023	2024	2025	Totals
<b>Program loans to participating homeowners</b>	\$2,500,000	\$3,750,000	\$5,250,000	\$1,000,000	\$12,500,000
<b>Program operations and homeowner incentives (including in-kind)</b>	\$1,613,750	\$1,613,750	\$1,613,750	\$1,613,750	\$6,455,000
<b>Total Program Funding</b>	<b>\$4,113,750</b>	<b>\$5,363,750</b>	<b>\$6,863,750</b>	<b>\$2,613,750</b>	<b>\$18,955,000</b>

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<b>FCM loan portion</b>	\$2,000,000	\$3,000,000	\$4,200,000	\$800,000	\$10,000,000
<b>City of Kingston loan portion</b>	\$500,000	\$750,000	\$1,050,000	\$200,000	\$2,500,000
<b>FCM grant portion for program operations</b>	\$1,250,000	\$1,250,000	\$1,250,000	\$1,250,000	\$5,000,000
<b>City of Kingston grant portion (including in-kind)</b>	\$363,750	\$363,750	\$363,750	\$363,750	\$1,455,000
<b>Total Program Funding</b>	<b>\$4,113,750</b>	<b>\$5,363,750</b>	<b>\$6,863,750</b>	<b>\$2,613,750</b>	<b>\$18,955,000</b>

**Contacts:**

Julie Salter-Keane, Manager, Climate Leadership Division, 613-546-4291 extension 1163

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**Other City of Kingston Staff Consulted:**

None

**Exhibits Attached:**

Exhibit A FCM CEF Homeowner Survey Report – Better Homes Kingston



# CEF Homeowner Program

## The Better Homes Kingston Program

### Kingston Survey report

Impact Research and Performance

November 2023

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# Introduction

As part of the Better Homes Kingston Program, a survey is sent to all participants who have completed their project. This report presents the data collected through **November 22, 2023**. This report also includes demographic data.

Tables with statistics and data for each question are available in the appendix.

## Participation

- The Kingston's survey was administered online using the survey tool, Qualtrics.
- **124** participants completed the survey.

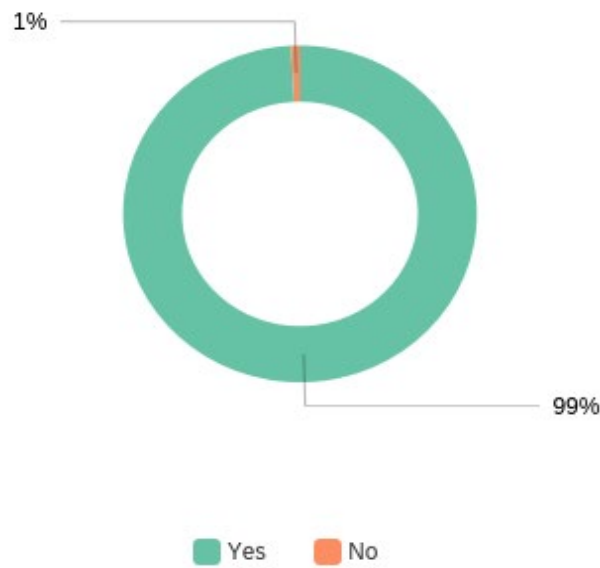
# Results

This section outlines the detailed findings ordered by question.

## Screening questions

### Has an energy advisor completed a post-renovation EnerGuide evaluation at your home?

Most of the respondents (99%) have an energy advisor completed a post-renovation EnerGuide evaluation at their home.



## Homeowner experience – Service offering

### What is your level of satisfaction with the following services you accessed through your local program?

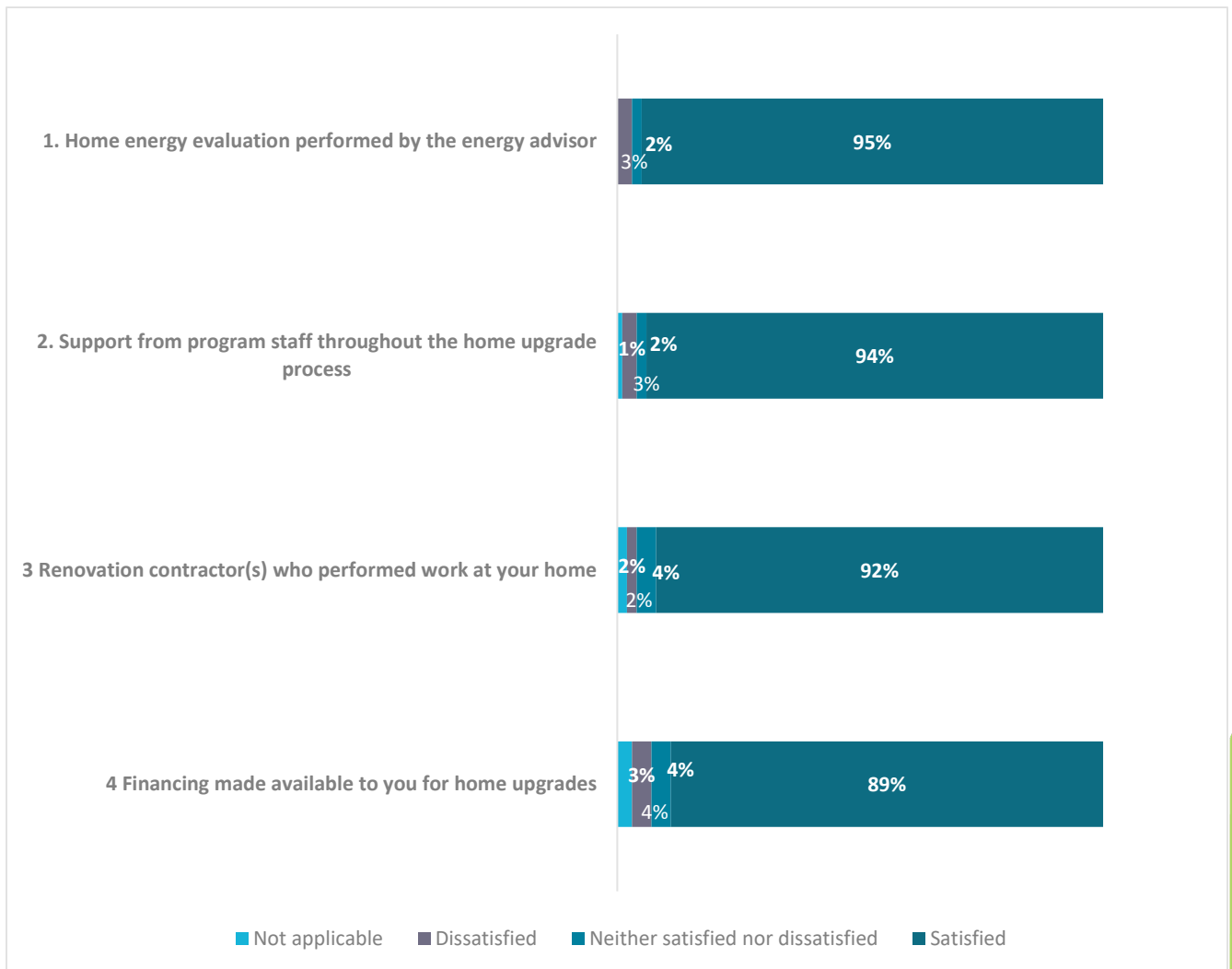
Overall, the respondents are satisfied with the services they accessed through their local program.

Most of the respondents (95%) are satisfied with the home energy evaluation performed by the energy advisor.

Most of the respondents (94%) are satisfied with support from program staff throughout the home upgrade process.

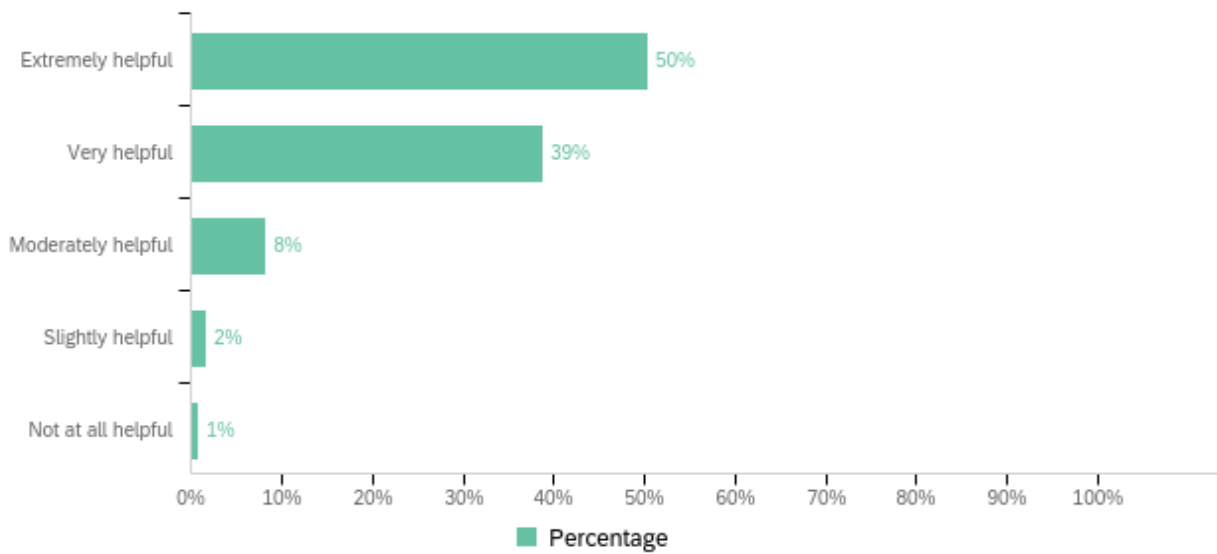
Most of respondents (92%) are satisfied with renovation contractors who performed work at their home.

Most of the respondents (89%) are satisfied with financing made available to them for home upgrades.



### How helpful did you find the Energy Coach services to be throughout your participation in the Better Homes Kingston Program?

Overall, most of the respondents (97%) found Energy Coach services to be helpful throughout their participation in the Better Homes Kingston Program, among whom 50% extremely helpful, 39% very helpful and 8% moderately helpful.



## Homeowner experience – Value proposition

Below you'll see a list of things that may have affected the outcome of your home energy project. Please rank them in order from the factor that had greatest impact on the successful completion of the project to the one that had the least.

Over four in ten respondents (45%) ranked “Financing made available to them through their financial institution, utility company or municipality” as number 1.

Many respondents (32%) ranked “Assistance with understanding and applying for available incentives rebates” as number 2.

Three in ten respondents (36%) ranked “Customer care provided by program staff” as number 3.

Many respondents (36%) ranked “Variety of upgrades available through the program” as number 4.

About half of the respondents (53%) ranked “Having a list of contractors to choose from” as number 5.

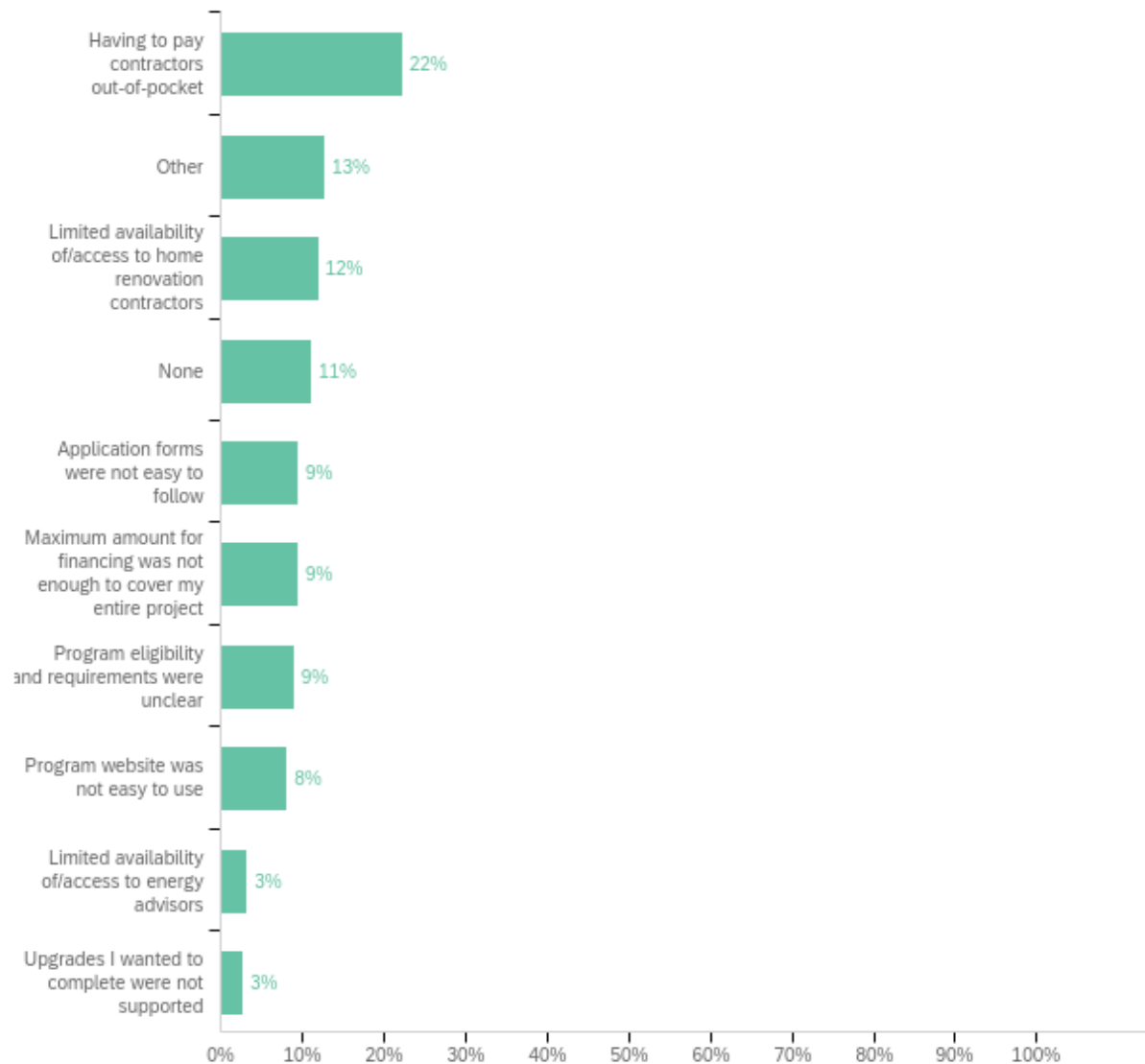
#	Question	Rank 1		Rank 2		Rank 3		Rank 4		Rank 5		Total
1	Customer care provided by the program staff	21%	25	26%	31	30%	36	18%	22	6%	7	121
2	Assistance with understanding and applying for available incentives/rebates	29%	35	32%	39	25%	30	12%	15	2%	2	121
3	Having a list of contractors to choose from	2%	2	7%	8	15%	18	24%	29	53%	64	121
4	Financing made available to me through my financial institution, utility company or municipality	45%	54	17%	20	15%	18	10%	12	14%	17	121
5	Variety of upgrades available through the program	4%	5	19%	23	16%	19	36%	43	26%	31	121

## Homeowner experience – Challenges

Which of the following challenges or barriers, if any, did you face during your home energy upgrade project? Select up to three options. (If you experienced more than three challenges, please just tell us what the three biggest challenges were.)

The three biggest challenges that respondents have faced when accessing home energy upgrades are the followings:

- having to pay contractors out-of-pocket (22%),
- Limited availability of access to home renovation contractors (12%),
- Applications forms were not easy to follow; (9%).



Additional comments on barriers and challenges were provided as follows:

- The process is exhausting and time intensive.
  - Wait time for final energy audit
  - Challenges with staff turn over with our Install/Contractor
  - Federal government's lack of information in further supporting our funding needs
  - Long wait time period for email responses/ between filing the official application and the final signing of the Property Owner Agreement
  - Difficult wording on application form and emails
  - Length of time for energy audit reports to be reviewed and approved.
  
- Slow response time from contractors and the city
- Contractors delays
- Computer challenges for senior
- Difficulty with Greener Homes website portal
- More upgrade and cost than anticipated

<b>Other - Text</b>
At this time, I am pretty satisfied with the install/heat pump-electric furnace retro-fit, but quite honestly the process was exhausting and felt very challenging in many ways. Seemed that we encountered obstacles with each step - 1/ original energy audit company (Clear Result) choosing to leave residential market and having to scramble to find a new company to do our final audit 2/Challenges with staff turn over with our Install/Contractor - which lead to false starts and some reassessment of the best equipment choice for our home's Heat Pump system 3/ Federal government's lack of information in further supporting our funding needs. Honestly, it was my neighbors and family on our street who were the key in sticking with the program and sharing information to make the process and paperwork less daunting in getting the project completed. The process was very time intensive, but we are happy that we have invested in a future of a lower carbon footprint for our home.
Wait time for final energy audit
Related was slow response times from contractors. There was also an issue with city being slow to issue a permit.
A bit difficult knowing who did geothermal work; solar contractors busy
Computer challenges for seniors
Contractors took over a year to get to the project
survey system did not allow us to only choose two options
Contractor delays
Getting responses from contractors generally
Why have to choose 3 if one answers "none"?
since the money allotted for my project will not be released until the final approval , much of the funds have been placed on my line of credit gaining interest

Difficulty with the Greener Homes website portal
The GHG reduction target required more upgrades and associated costs than I had anticipated.
Inability to obtain additional portions of the loan after one of our two projects was completed (2nd project not completed until 8 months later)
Contractors willingness to fill out such detailed estimates
That's it!
Please select at least 3 choices?
There were a lot of steps and a lot of details to keep straight. And lots of delays. At times I felt like I was juggling many things in the air all at once.
Long wait times for email responses between energy coach and myself delaying start date until late fall
The time period between filing the official application and the final signing of the Property Owner Agreement took an exceedingly long time. I felt we had been forgotten. Now the work is done, and all is good.
none
Contractor really helped us navigate
Forms were a little difficult; transition from NRC's GHG to Enbridge HER+ has delayed completion of project. Paperwork through City of Kingston was extensive *but* very easily managed with staff/energy advisor help.
Sometimes the wording on applications or in emails was hard to follow.
Frustrating when contractors cannot perform work in a timely way. Window installer was booked up for 10 months.
understanding the GHG reduction criteria
A couple small issues with contractors but those were easily resolved.
We didn't have any barriers but because the survey requires me selecting 3, I chose 'other'.
Length of time for energy audit reports to be reviewed and approved.
Carrying the cost of the upgrade until financing was paid to me.
only challenge was paying out of pocket
I tried to do this 2 years ago and could not find enough information or get consistent answers to me questions from the Federal Program. The Better Homes Kingston program provided excellent support and made it all possible.
Cedric did not have the forms completed to review at our meeting. He then held off on putting in our application until we "confirmed" with him that we wanted to go ahead, despite already having done that. It set things back by weeks. To confirm we needed to have another scheduled meeting which had no apparent new information or utility.
Communication and Organization of the BHK mailbox and responses.



## Social benefits

### How much of an improvement have you experienced in your home after completing energy efficiency upgrade(s)?

When it came to energy cost savings, about four in ten (48%) respondents have experienced improvement, while 19% indicated less and no improvement, 33% too soon to be tell.

For reduction in energy used, over six in ten (66%) respondents have experienced improvement while 12% reported less and no improvement and 22% too soon to be tell.

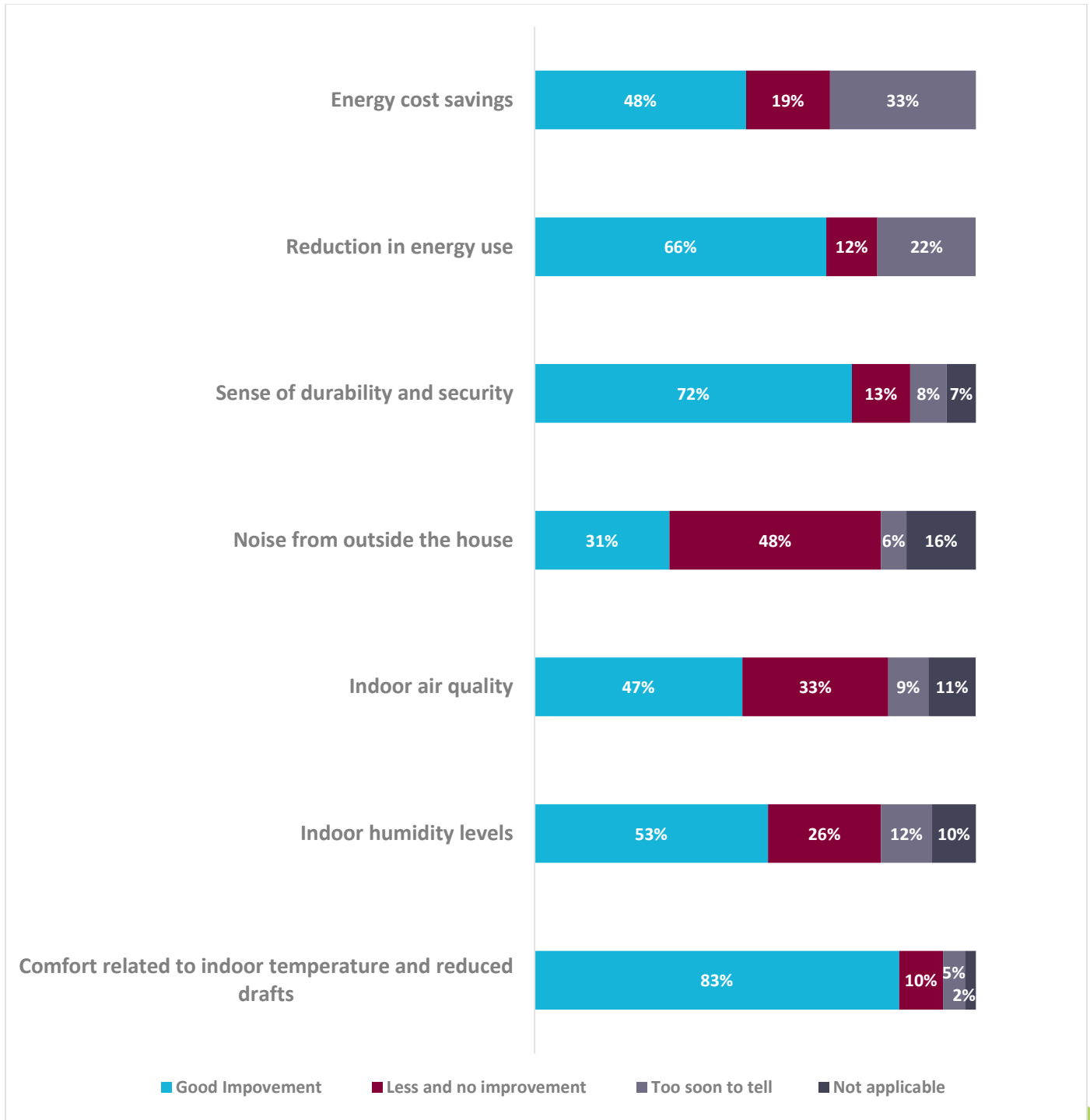
In terms of sense of durability and security, most of the respondents (72%) have experienced improvement while 13% indicated less and no improvement. On the other hand, a few respondents (8%) indicated that it was too soon to tell.

When it comes to noise from outside the house, the majority of the respondents (48%) have not experienced any improvement at all, while 6% reported less and no improvement. More than two in ten respondents (31%) have experienced improvement.

For indoor air quality, over four in ten (47%) respondents have experienced improvement while 33% indicated less and no improvement. On the other, a few respondents (9%) indicated it was too soon to tell.

For indoor humidity levels, five in ten (53%) respondents have experienced improvement while 26% indicated less and no improvement. On the other hand, a few respondents (12%) indicated it was too soon to tell.

As for comfort related to indoor temperature and reduced drafts, over eight in ten respondents (83%) have experienced improvement while 10% indicated less and no improvement. A few respondents (5%) indicated it was too soon to tell.

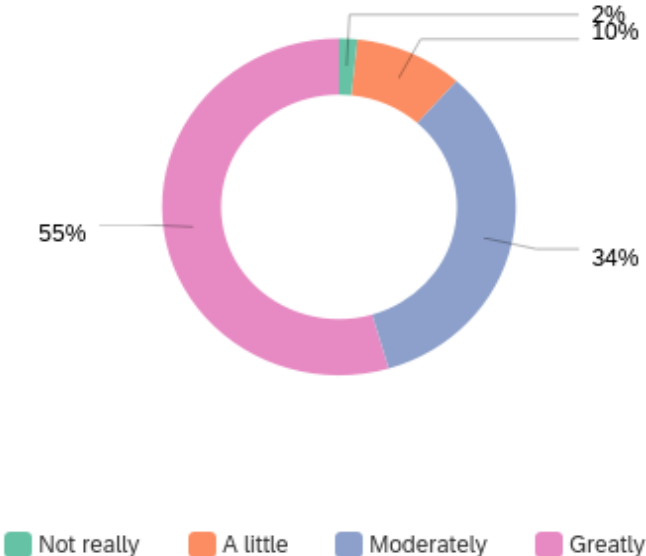




## Capacity building and behaviour change

### Do you feel that you know more about energy efficiency and renewable energy after participating in your local program?

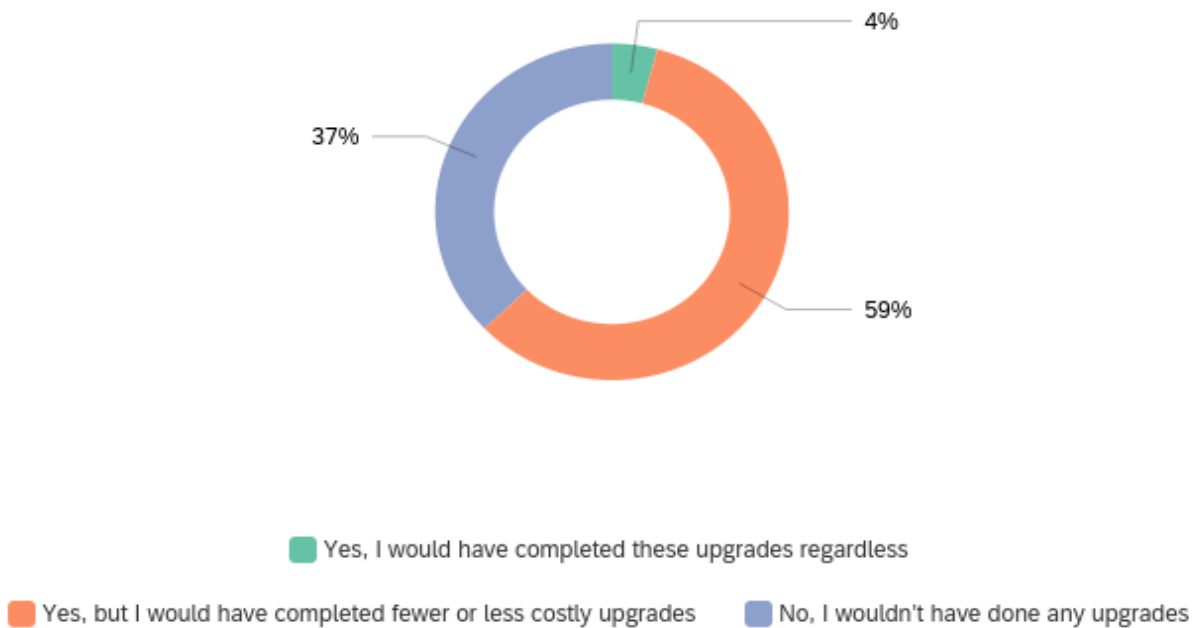
Most of the respondents (89%) reported that they know more about energy efficiency and renewable energy after participating in their local program. Half of the respondents (55%) reported great increase of knowledge, 34% reported moderate increase and 10% a little increase.



## Financing trade-offs and alternatives

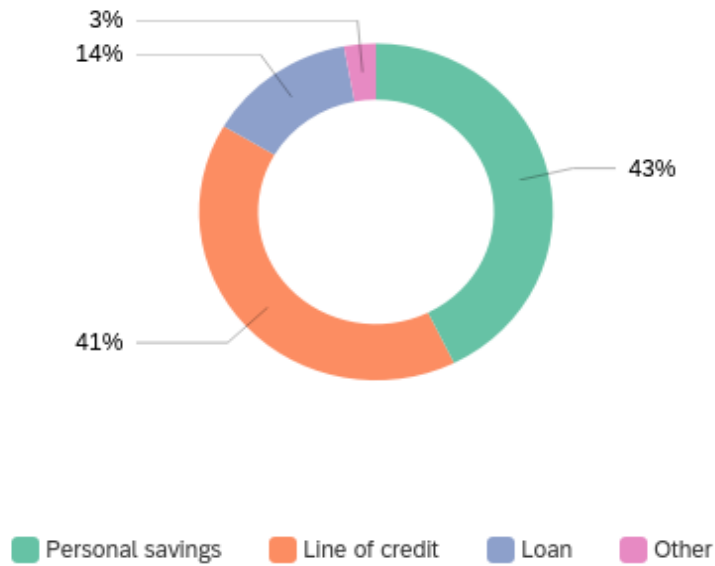
If you had not received the financing from your local program to cover the cost of energy efficiency or renewable energy upgrades, would you have still completed this work?

Over half of the respondents (59%) would have completed fewer or less costly upgrades. Over three in ten respondents (37%) indicated they would not have done any upgrades. A few respondents (4%) reported they would have completed these upgrades regardless.



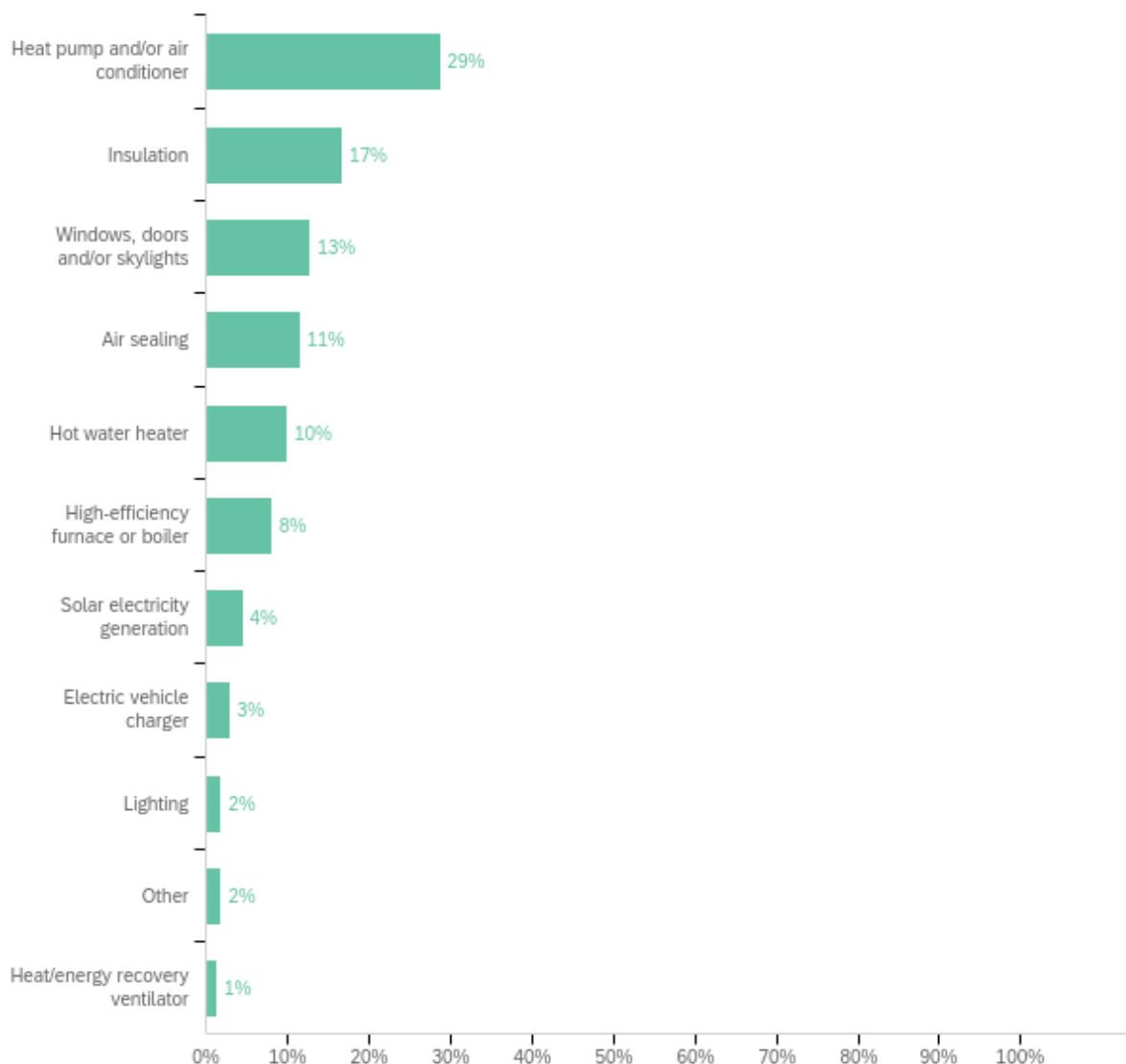
**How would you have financed these upgrades without the local program?  
(Please select all that apply)**

Over four in ten respondents (43%) would have financed these upgrades with personal savings. Four in ten (41%) would have financed through the line of credit while 14% would have taken a loan and 3% home refinancing.



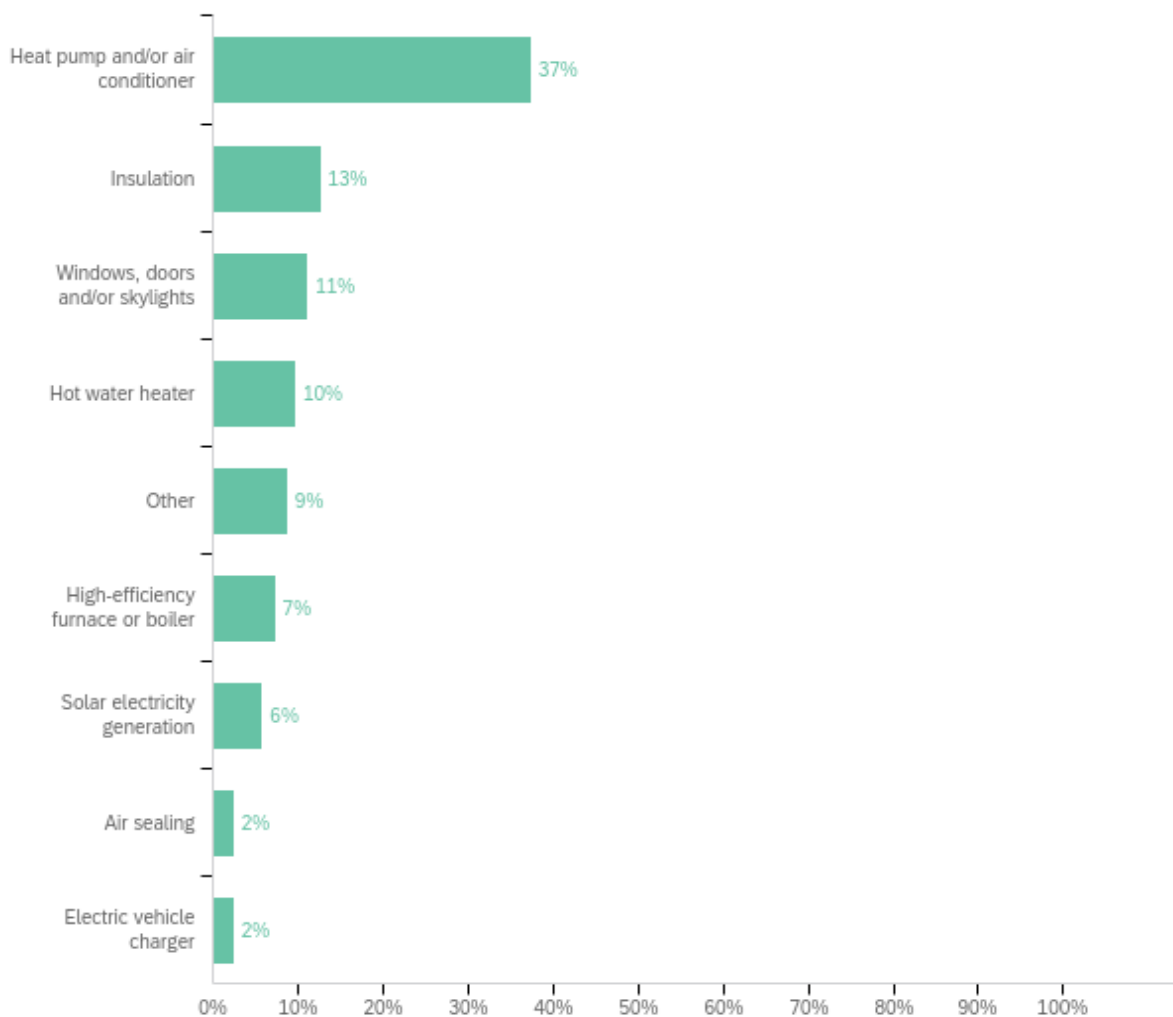
### Which improvements did you make to your home? (Please select all that apply)

Almost one in three (29%) respondents improved their heat pump and/or air conditioner, while 17% improved their insulation. More than one in ten (13%) improved windows, doors and/or skylights while 11% improved air sealing. The remaining improved their hot water heater (10%), high-efficiency furnace or boiler(8%), solar electric charger (4%), electric vehicle charger (3%), lighting (2%), heat/energy recovery ventilator (1%). A few respondents (2%) indicated that they upgraded their electrical panel, Heat pump hot water heater and installed new roof, solar panels and car charger.



### Did you make any improvements to your home that you would not have considered without your local financing program? (Please select all that apply)

Almost four in ten respondents (37%) improved their heat pump and/or air conditioner that they would have not considered without their local financing program. Respondents made improvements in their insulation (13%), in their windows, doors and/or skylights (11%), their hot water heater (10%), 7% in high-efficiency furnace or boiler, in solar electricity generation (6%), in air sealing (2%) and in Electric vehicle charger (2%). A few other respondents (9%) indicated that they made improvements in their electrical panel upgrades, heat pump hot water heater, smart thermostat, electric furnace with a hot water radiator set up.



## Overall satisfaction

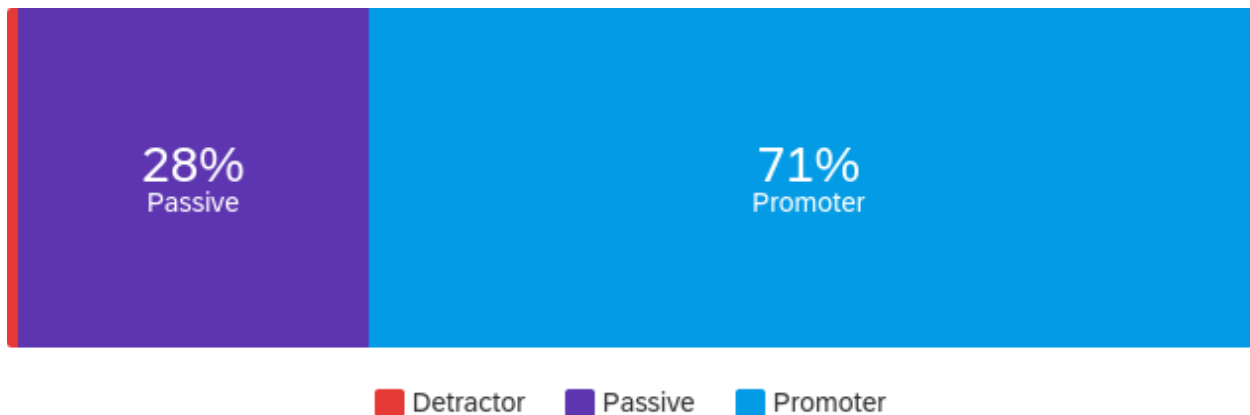
### Overall, how satisfied are you with Better Homes Kingston Program?

The Net Promoter Score (NPS) is **70%**

Promoters (scale points 9 and 10): Promoters (71%) are respondents who are very satisfied with the program.

Passives (scale points 7 and 8): Passives (28%) are respondents who are generally satisfied participants but lack the enthusiasm of promoters.

Detractors (scale points 0 to 6): Detractors (1%) are respondents who are dissatisfied with the program.



### Overall, how likely are you to recommend the Better Homes Kingston Program to a friend, neighbour or colleague?

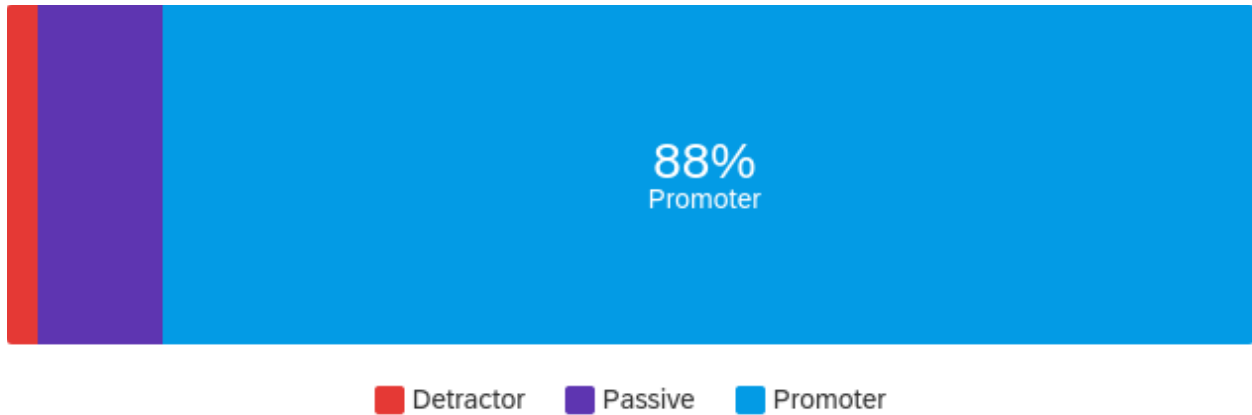
The Net Promoter Score (NPS) is **86%**

Promoters (scale points 9 and 10): Promoters (88%) are respondents who are very likely to recommend the program to a friend, neighbour or colleague.

Passives (scale points 7 and 8): Passives (10%) are respondents who are likely to recommend the program to a friend, neighbour or colleague but lack the enthusiasm of promoters.

Detractors (scale points 0 to 6): Detractors (2%) are respondents who are unlikely to recommend the program to a friend, neighbour or colleague.





**Is there any additional feedback you would like to provide? Please tell us anything else about your experience with your local program that you would like to share.**

Thanks for all the help and the financing to make it possible!
Great program
Maybe screen the contractors on the list more strictly.
Appreciated the support provided by the BHK team.
Energy Coach Team and City Staff extremely helpful in managing the program and the Federal program
Everyone we had contact with from the City of Kingston and Sustainable Kingston was remarkable! They were quick to respond, extremely helpful, and gave us a much better understanding of energy efficiency, our home, and what options were available. We could not be happier with the Better Home Kingston initiative!
We are very glad about the program, it has improved our living a lot in many ways. We have shared with others whenever there's a chance, hope it will continue to help others. Thank you very much.
Great experience. Definitely a learning curve but the team was very knowledgeable, responsive, and patient throughout the process!
Great program and service. Very appreciative.
Advisors were great!
Our experience with the program has been excellent and we are very appreciative of the ongoing and accessible support offered by the program staff.
The Better Homes Heat Pump Retrofit Program felt like a very long and complicated process, but feels at this time that it was very much worth the effort. In general, we are very satisfied with our upgrades and piece of mind in reducing our carbon footprint at the present time and into the future years.

<p>confusion between applying in two places .... federal and local..</p>
<p>I was very lucky that my windows contractor mentioned the program when he came to give me a quote. I wasn't aware of it.</p>
<p>Well done, glad that Kingston had such a program. Nice touch with Energy Coaches to guide us through the maze.</p>
<p>Incredible job! Thank you for being so supportive!</p>
<p>The advice from the energy coach and from the energy audit person didn't always align, which made it confusing at the end as we were trying to tie everything up</p>
<p>The program works well. however i think basing the \$ available on the Mpac assessment may be wrong may want to look at other factors as in this case 17k was less then a 3rd of the upgrades completed.</p>
<p>This is a great program which allowed me to make energy efficient upgrades to my home which I otherwise would not have been able to put in place. The energy advisors were very helpful as was the energy auditor who assessed my home. Everyone was very professional and I would not be able to have lived in my home during the heat wave without the changes I made.</p>
<p>Thank you for the good work. The support from staff was great. The only major flaw is the out of pocket part which means it is not accessible to everyone. I was only able to do it with help.</p>
<p>The time it took to complete this was long and stressful at times. As we needed to coordinate all projects around the same time to avoid high financial charges. Coordination of multiple contractors is extremely difficult. If we could have had payment available for each project upon completion, that would have relieved some stress. Also, communications between energy advisor, energy coach and myself seemed to be a little disconnected. I found I needed to reach out to individually at times to complete similar tasks. This was not made clear to me at a few steps in the process. Overall, it has been a great success. Thank you all so much.</p>
<p>Additional information on the repayment and amortization of the loan would be greatly useful. At present I am still unclear on the details of the repayment amount, and any conflict or interaction it may play with my regular biweekly mortgage payment who pay my property taxes on my behalf.</p>
<p>ECM contractors were diligent, excellent and had great business ethics.</p>
<p>The list of contractors trained for the program was helpful as a starting point, but even then I had to re-request invoices from them as they did not contain all the required information.</p>
<p>We were very happy with the program and would like to thank all of the City staff and energy coaches that run it. As a comment on this survey, I note that I encountered a couple of issues that could affect the results generally: the questions regarding challenges/disadvantages that we faced (if any) does not allow you to choose "none" as an option - you have to select at least three to progress. The question that allows you to rank how significant the improvements are (big improvement, very big improvement, - or something similar to that) does not display the full options without having to scroll across the embedded box. I almost missed the options beyond "big improvement" and expect others might also. I was using an up-to-date Chrome browser with scale at 100%. Thanks!</p>
<p>thanks to Wes for all his help through the process!</p>
<p>Really excellent program. I did not initially consider solar (just wanted to replace existing ancient geothermal HP) but the consultation (that I was skeptical about) was extremely helpful (and not at all pushy) and assisted in us understanding the value/possibility of solar. Since then we have also changed one of our cars to electric to get full value out of system and are considering doing the same (at least plug in hybrid) with 2nd vehicle. Also interested in the future in hybrid hot water heater in place of gas. Thanks for your help!</p>

great program, very satisfied.
I had the heat pump installed and then insulation blown in to the crawl space. A couple of weeks later I had a heat pump issue. If anyone else does this same work, they should be told to change the filter in the furnace immediately afterward.
I recommended this to others who followed through
Everything was great, and the advisors were top notch
One of the questions asked us about what improvements we noticed, but we had a new furnace installed and are not able to assess the outcome now - during the summer months.
Wes Kerr was excellent. Very client-focused and patient. HomeSol was a challenge to book post evaluation. Navigating rebates was difficult. Still unclear how to proceed. I think HomeSol does it for me. Overall, a good program and zero interest is a huge incentive.
While the complexity of the program is understandable, having to proceed through multiple layers of administration is somewhat frustrating.
great job!
Not ideal being unable to qualify for loans if any work had started or payments made,
It was awesome
I loved this experience and our family benefited greatly. I wondering if improvements could be made to make the process more accessible for individuals who might have limits to the up-front financial requirements?
Because the program was new, there were a lot of missteps in terms of clarity about what steps I needed to take and how long it would all be. I had a lot of unnecessary meetings at the beginning, and the timeline and required steps were very unclear all throughout. Because I was also communicating with several different parties, I heard different things about what was required. I feel like I was an early applicant through the program and it seemed like a trial run. I hope it'll be smoother for others now going forward. I think the biggest hurdle with this program is that in order to partake you need to already have the resources available to cover all the costs yourself (i.e. personal savings, or access to funding). I think the program could be more clear that the onus is on the applicants to figure it all out themselves, and that the real benefit here is to relieve the long term burden of paying out interest on big loans. The program seems to be presented as a huge opportunity to support people who can't afford upgrades, but really it should be said that you will have to take on big loans and pay out interest for the duration of a pretty lengthy bureaucratic process (possibly a year+), but then you'll be able to pay off your loans. It needs to be more clear what applicants will have to pay out of pocket in terms of interest for how long before the process is complete. I get that it's not the same for every project, but even a worst cast scenario would help us to plan.
It was great
I did this survey before having a chance for a long term evaluation of effectiveness of improvements made,
Great project and very happy with the strong support and of course the funding. So glad we were auto take this on and be aboard with the city and Sustainable Kingston
Support staff (Energy Coaches)at SustainableKingston were very knowledgeable and helpful. Not sure yet about NRC Greener Homes.
I wish there was an area where home owners/renovators could discuss contractors and find people for specific upgrades.

I was kind of disappointed, after choosing and completing the top 2 recommendations for enviromental/energy savings that were suppose to bring about the most change and savings. The changes in the pre-assessment and post-assessment numbers seemed to be quite small. These changes didn't or haven't made much of a difference for the cost.
The support for the Better Homes Kingston program was great. We also applied for the Enbridge HER+ program and the Greener Homes Canada program. The Greener Homes program in particular was more difficult to navigate. It would have been helpful to have support across all programs.
Difficult to obtain financing in time to cover costs
Quick turn around time on document submission and approvals to move to the next steps in the renovation project.
It would be helpful if those administering local program also had more experience with the federal programs.
This was a very helpful incentive program and I really appreciate the funds - they helped greatly. The energy coaches were good and I could not have done it without them - there are a lot of considerations and paperwork to navigate - their help was very needed.
It would have been nice to have the ability to match loan payments with completion of work during the various stages of the program. In this case, our heat pump was installed in September, however the solar was not installed until May so we had to carry the cost of the heat pump and various installments towards the solar out of pocket.
Amazing job Soren, Cedric and team
Service providers are very knowledgeable and accessible, contrary to the federal program which is a nightmare to deal with. The one difficulty with the kingston program is the requirement to access it through the federal program.
Overall, a very good program. Support staff were excellent. We would not have made these upgrades without this program, so we are certainly grateful for it.
I found the staff very supportive, at times when I was overwhelmed with the paperwork.
More staff provided as advisors would have been helpful. At times access to this was difficult and created more delays. When accessed they were very helpful but clearly understaffed.
I worked with Wes Kerr and he was an extremely useful resource for understanding what was available to me, expected grants/funding, how to proceed with the National program etc.
This has been a great experience and we have happily shared our experience with other community members! I will be forwarding a more detailed reply shortly.
Our situation was unique in that the furnace quit just after we were approved for the program. We were extremely pleased that Better Homes allowed us to go ahead with the program which involved the installation of a heat pump and propane furnace (hybrid). Fortunately, it was not during an extended cold snap and we were able to get at least the propane furnace going in good time. Our Energy Coach was very helpful and easily accessible during the project. Steps were a bit confusing at time, but good overall.
I would have liked more information about heat pumps before buying one. Things I have learned since buying a Bosch heat pump. All Cold Climate heat pumps do not work to -28, some only work to -18. "Bosch" Heat pumps operate much differently than a regular furnace, they run constantly when outside temperatures drop below -10. Heat pumps are slow to regulate home air temperatures. Heat pumps vibrate and make a lot of noise compared to a natural gas furnace.
More advertising for program would have been helpful

It was great
I fully realize that at times during the process, I was somewhat annoying with my constant questions, and confusion. The people involved were very patient with me. I believe that the Kingston programme is a great add-on to the federal programme, and the personnel involved were very helpful. Communication with the federal programme was very unsatisfactory. Communication with the Kingston programme was excellent
Everything about the program went well except for the initial applications to get the program started. I had 2 zoom chat meetings with Cedric last spring and he was very knowledgeable and helpful. Whoever else I was dealing with submitting quotes and all the required documents before I could start the program was not as helpful. I would wait 3 or 4 weeks at times before I would have to email again to ask what else was required of me before I could start the work. This delayed the start date to late October and considering the amount of work that needed to be completed our furnace and heat pump did not get installed until January. I already removed the baseboard heaters in order to instal the duct work so needless to say with only our wood stove the house was on the chilly side.
Excellent program, I'm glad I participated
I already mentioned the long wait period in getting the initial go-ahead in place, but otherwise, everyone was helpful and friendly. It seems the final payment will be forthcoming shortly, which is good because some contractors are small businesses and they are accustomed to being paid once is completed. They also require a 50% down payment. As it happens, we only had one contractor with this issue, but I just feel that aspect was a challenge.
The energy coach was extremely helpful in walking through the program, discussing evaluating more complicated upgrades such as solar panel installation, and navigating the process. This knowledge I found in much more limited amounts when it came to the vendors and Energy Advisor, and it was very helpful to have the coach.
The form "notice to proceed" needs the language changed asap. It is not permission to proceed with renovations, so is the INCORRECT LANGUAGE to use on the form. Request to proceed would be more accurate. Our windows were not covered due to they did not meet the standard of the program even though they are high efficient windows this was not explained before hand and lead to an expensive mistake. The whole thing took a year this was completely unacceptable. The whole time I was paying interest on a loan as I had to take out a loan because this program left me hanging. I would only recommend this program to someone who could afford to pay the whole thing on their own as I have low confidence in the ability of the government employees to do their jobs properly, competently or quickly. But. that's obvious because if they could, they wouldn't be working for the government would they.
The program is not very senior friendly, relying on technology many seniors do not have or know how to use. The number of steps involved in the process is overwhelming.
Team at BHK extremely helpful.
The Team at Better Home Kingston has been great to deal with
Amazing program and you run it exceptionally well. Thank you for your support through this
I was very appreciative of the support of Soren the manager and Cedric the energy coach; I was an early applicant and they were very responsive and helped me through the process/paperwork extensively.

<p>Not really though, I found that the survey questions were a little restrictive. In the section about improvements that we may have noticed, it is too early to tell in many of the questions or N/A would have made better sense that "no improvement".</p>
<p>I very much appreciated my conversations with the Energy Coach. He was promptly available to answer my many queries, and seemed genuinely interested in my efforts and the outcome. There was no pressure, and lots of support.</p>
<p>Nothing to add</p>
<p>The portal didn't work well, but it was nicer just to email with my Energy Coaches anyways. The most confusing part was how to GHG reduction would be calculated, but Cedric talked me through that during our online meeting. Also, booking an online meeting with the coach was a bit confusing; at one point I needed to email to get the link.</p>
<p>Overall we are very thankful for the program and the staff was very kind and helpful. Unfortunately, when we started it looked like our upgrade would qualify us for the full 5000. In the end we only qualified for 1000. It is hard to go into a project and make financial plans when you really don't know how much will be covered. Also there is a big push for solar. In the meeting it sounded like solar could really be a viable option with a loan. Even with the loan solar is still (at least for our life and budget) prohibitively expensive.</p>
<p>Very smooth process with the guidance from the Energy Advisors!</p>
<p>Very much needed program but may not be easily navigated by many seniors.</p>
<p>My sense, from this experience, is that heating contractors in Kingston are still relatively unfamiliar with heat pump technology. One contractor we contacted didn't seem to understand the technology very well at all. The one we used had to come back three times to replace parts that didn't seem to work. In the end, all is working as it should, but it took some trial and error, it appears.</p>
<p>None, fantastic program!</p>
<p>We have recommended the BHK program to all of our friends because we had such a positive experience with the energy coaches, the amount of funding made available by the City, and the speed in which our file was handled. WELL DONE&amp;gt;</p>
<p>We qualified for the maximum loan amount, which was great! We found it a bit challenging to juggle the various project timelines and billing dates to avoid having to pay out of pocket for long periods of time. Being able to access funds by project would have helped with this issue (understanding that it is more tracking on the back end). Being able to access funds for solar panels would also be great (I'm not sure if we can re-qualify for the government program now that we've done our heat pump). It also wasn't clear to us at first that our home would qualify, we thought it was a program only for older homes.</p>
<p>We always talked with very knowledgeable and caring people. Very helpful in walking us through the whole process and finding ways to assist us financially. We would not have done this upgrade, had we not had support from the city.</p>
<p>We feel the Better Homes Kingston team is outstanding! This is likely why the city has run out of money more quickly than expected; all the participants are raving about the program to friends and neighbours!</p>
<p>Now that the first round of applications has gone through the process, I'd like to see improvements to the information provided on the program website based on feedback from users, energy coaches, and the program manager.</p>
<p>All good</p>

<p>Excellent program!! Coaches so helpful and incentives inspired us to do more with energy conservation. We are very happy with the program!!! Well done!!</p>
<p>Soren and the team was simply excellent at helping us navigate through the program. They were always available to answer the phone, respond to calls, and help us understand how to make the applications and the next steps. I think this is absolutely crucial (a number of helpful staff to deal with in person) because the administration burden of the grant program is quite high and, at times, disorientating. I have thought about it, and while the instructions might be made a little bit clearer, the truth is that when dealing with this kind of bureaucracy there is no easy way. I also understand why there are numerous steps because of legal and city requirements. You are also limited by the City of Kingston website design, which is not amazing. Overall, full marks (A+), because without your support, the experience would have been very hard. You made it easy and congrats to you. I have two small suggestions. The first is that you ask the City to set you up with an automatic response that assigns a tracking number of emails sent. At times, I sent in documents, and were not sure if they had been received; I believe we chatted about the size of the files being blocked by the email program. If I had received a ticket number, I think, it would have been easier to follow up on this and not where in the processing stage it was at. The second tip is that you'll notice on this qualtrics survey (I am reading it in Firefox on a laptop) at one point, there are about 10 options, from very unsatisfied to extremely satisfied, I think, but if one misses the scroll across (as many users will) the 'extremely satisfied' (It might be 'extremely big improvement,' I can't recall) radial button doesn't appear. If people miss this it might crush some of your results, so you might want to make it so that all the options appear at once, without scrolling. Thanks again for this excellent and important service.</p>
<p>It would be helpful to have a flow chart of the process from beginning to end and final payment.</p>
<p>Great work, thank you very much. Here are some thoughts: (1) We still face is that we still have to pay the monthly service fees for gas despite having capped the gas connection. It would be great if Utilities Kingston would drop those charges. (2) We would love to have solar panels but cannot afford them after our retrofit. It would be great if there was a solar company that installs solar panels on your home for no money down, and the house owner pays a monthly rate for the clean energy those panels produce. I think there are some options now available (e.g. <a href="https://freeontariosolar.com/">https://freeontariosolar.com/</a>) and I will start looking into it. I recommend that you help disseminate such information.</p>
<p>The mayor should not have to sign all loan agreements.</p>
<p>No thank you</p>
<p>This was a wonderful program! We are very grateful to the City of Kingston for this opportunity. A special thank you to Cedric for all of his assistance.</p>
<p>I have a line of credit that I paid the contractor out of. Without a line if credit I could not have done this. There is a long delay from paying the contractors until reimbursement. Maybe this would be a barrier to others who want to be part of this program.</p>
<p>Can't say enough good things about the program and the team that runs it. Very positive experience!</p>
<p>Inspite of the initial flood of interest in your program and difficulty getting and training staff, the program is doing an excellent job of supporting applicants throughout the whole process. It is a great initiative and makes us proud to live in Kingston. Thank you.</p>
<p>Extremely knowledgeable staff, Very quick return on any inquiries/clarifications needed,</p>
<p>You need time to embark on these upgrades so it pays to plan ahead and start well before you think you have to.</p>

Website did not function or provide forms as instructed. Relied heavily on Energy Coach sessions to obtain forms, receive guidance, and instruction along the way. Energy Coach provided an immense amount of help in achieving project completion. Ran into a handful of administrative issues throughout, however in time these were successfully resolved. Thanks again!

Overall I was grateful for the help and money, though I think the number and length of the meetings was excessive.

Understanding energy use of your home is quite technical and navigating the available funding for energy retrofits can be complicated. Energy retrofits are expensive and the current supply chain challenges have driven costs up significantly. I am so proud that my City offers this type of financing and incentive program and that they provide the services of an Energy coach but I think this whole process is still very daunting. It would be good to provide additional resources for people who cannot easily grasp the technical concepts or afford the energy retrofits.

I think there should always be an incentive part of the program; third-party funding is important as well, but a bit of incentive really helps.

Carefully read emails and attachments. Do not auto reply without understanding what client's are asking. Is there a way on your end that you are tracking client's progress? I have a friend at the early stages of the program and is also struggling with how her questions are answers.

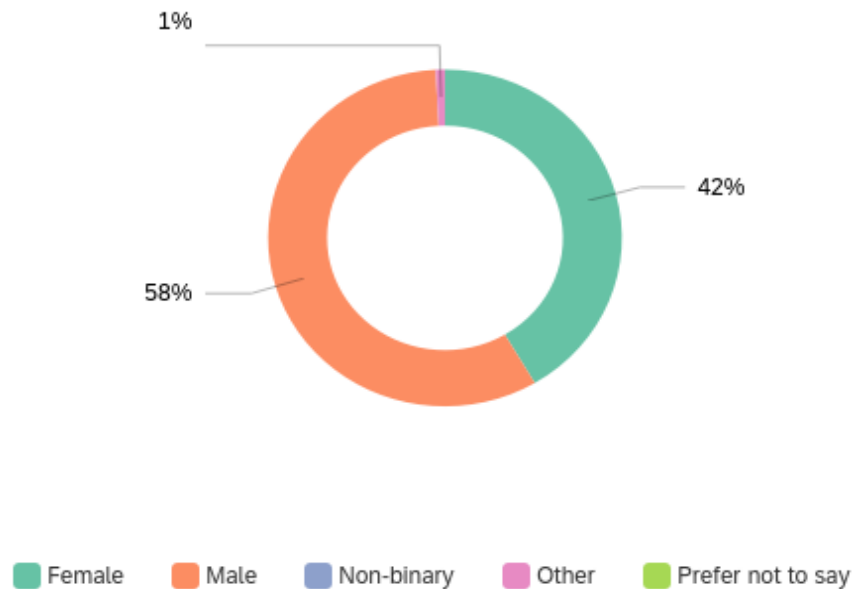
great programme. I would have reduced the maximum amount available for an interest free loan from \$40K so more people could access the programme.



## Demographics

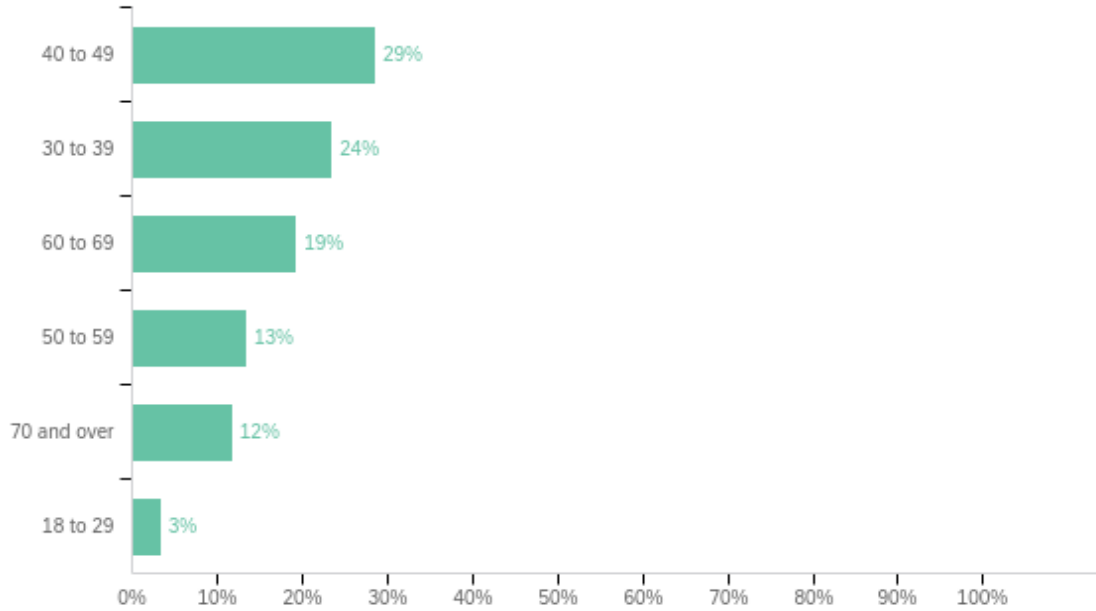
### Which of the following best describes your gender?

Over half of respondents (58%) describe their gender as male. About four in ten respondents (42%) describe their gender as female.



### What is your age range?

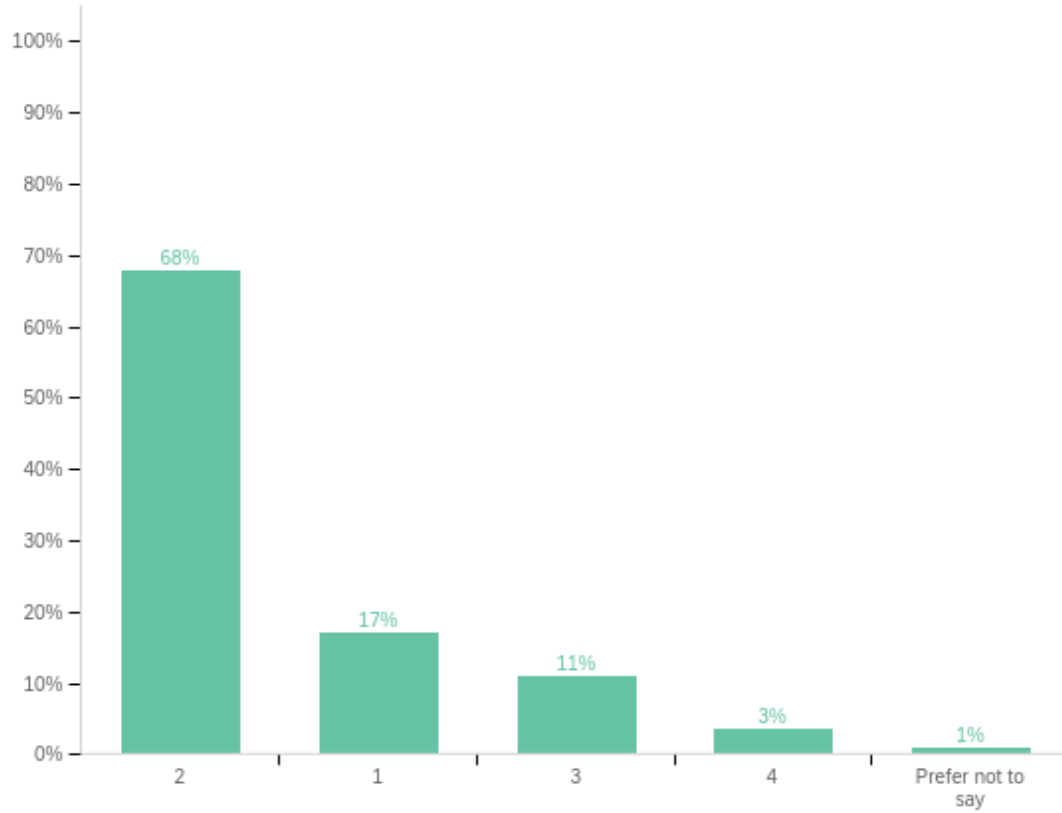
Two in ten respondents (24%) ranged their age from 30 to 39 years, while 29% respondents reported their ages range from 40 to 49 years. Another two-tenths (19%) ranged their age from 60 to 69 years while 13% aged from 50 to 59 years old, 12% from 70 and over. A few respondents (3%) aged from 18 to 29 years old.



### Including yourself, how many people currently live in your household?

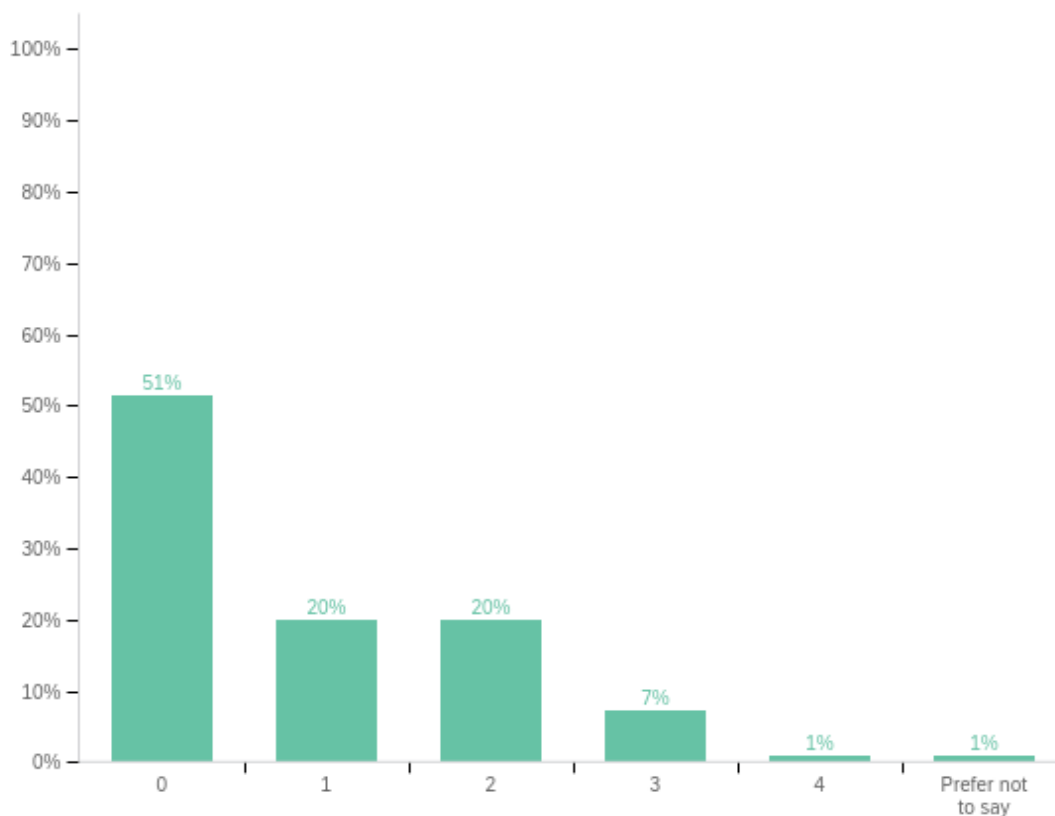
#### A. Adults 18 and older

Seven in ten respondents (68%) have 2 adults of 18 years and older currently living in their households, while 11% respondents have 3 adults living in their household. On the other hand, over one in ten respondents (17%) have 1 adult living in their household while 3% have 4 adults living in their household.



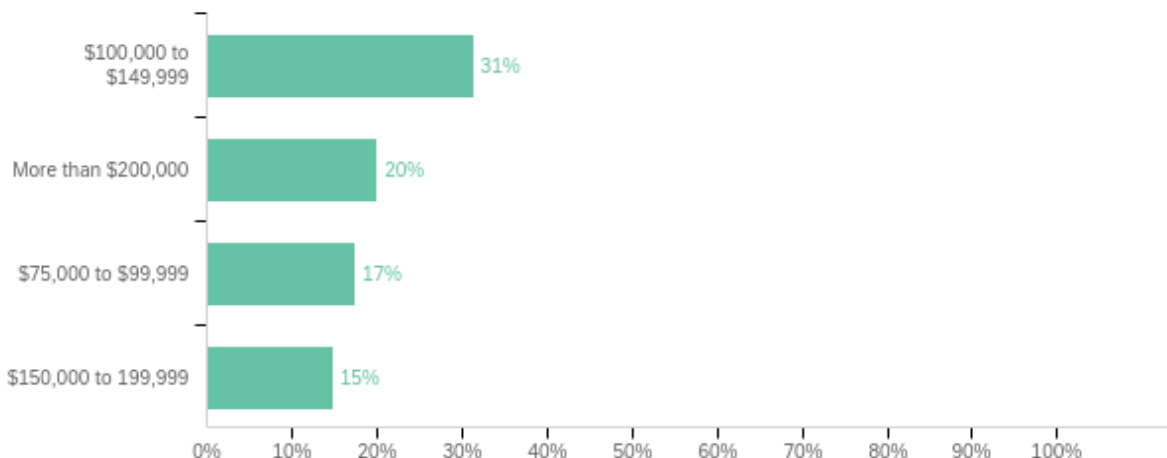
**B. Children under the age of 18**

Half of respondents (51%) reported they have no children under the age of 18 currently living in their household, while (20%) have 1 child, 20% reported 2 children. A few respondents (3%) reported 3 children while a few other (1%) reported 4 children living in their household.



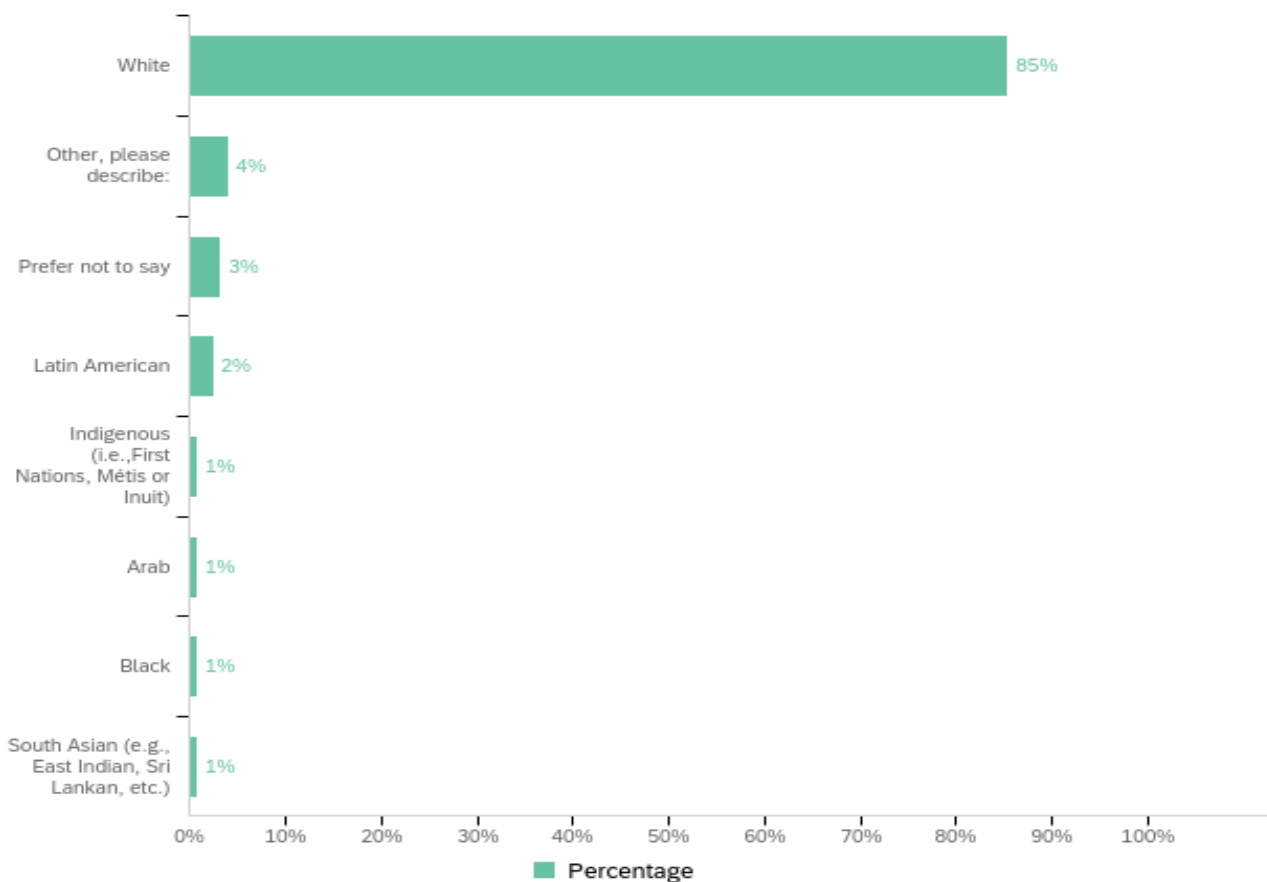
**Please select the category that best describes your total household income last year before taxes.**

One quarter of respondents (31%) describe their total household income from \$100,000 to \$149,999 while 17% reported household income from \$75,000 to \$99,999 last year before taxes. On the other hand, over a third of respondents (35%) reported a household income from \$150,000 to more than \$200,000.



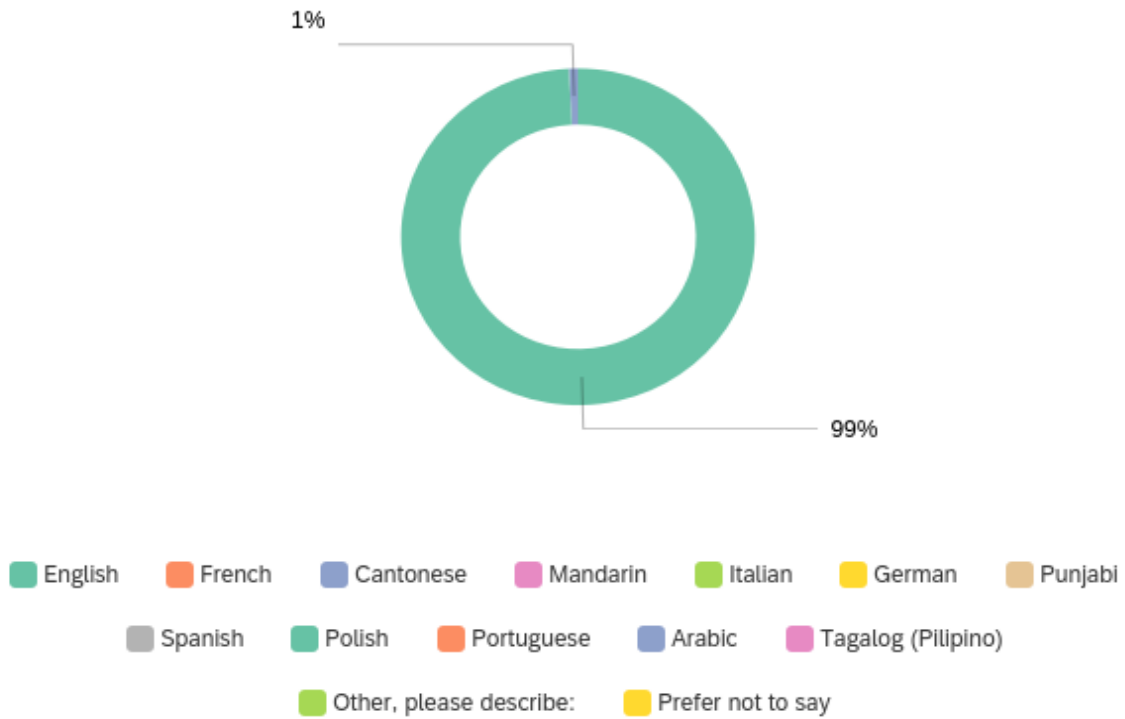
### Which of the following best describes your ethnicity?

Most of the respondents (85%) are white, while 4% described themselves as German, Irish, English, French Canadian, Jewish and Caucasian European. The remainder (6%) describes equally their ethnicity as Indigenous (1%), Arab (1%), Black (1%) and South Asian (1%).



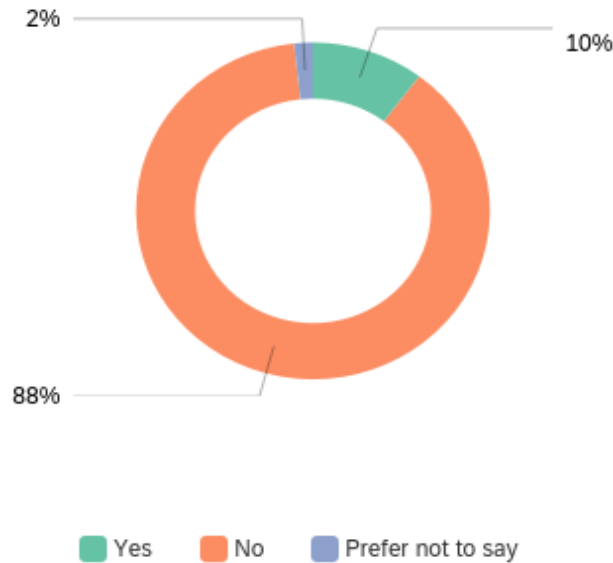
### What is the language in which you prefer to receive information regarding home energy upgrades?

Most of the respondents (99%) prefer to receive information regarding home energy upgrades in English.



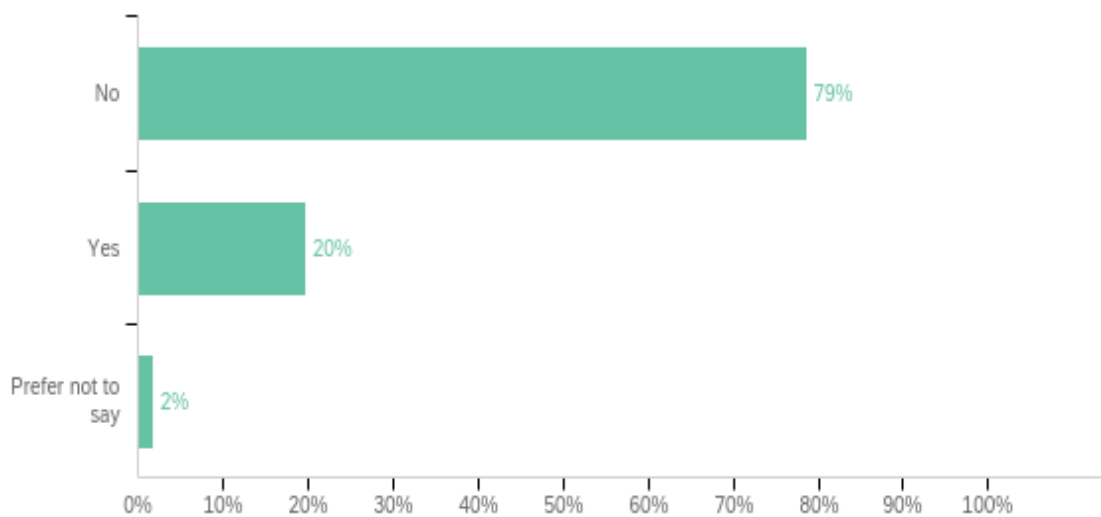
### Do you identify as a person with a disability?

About eight in ten respondents (88%) do not identify themselves as a person with a disability, while 10% identify as a person with a disability and 2% prefer not to say.



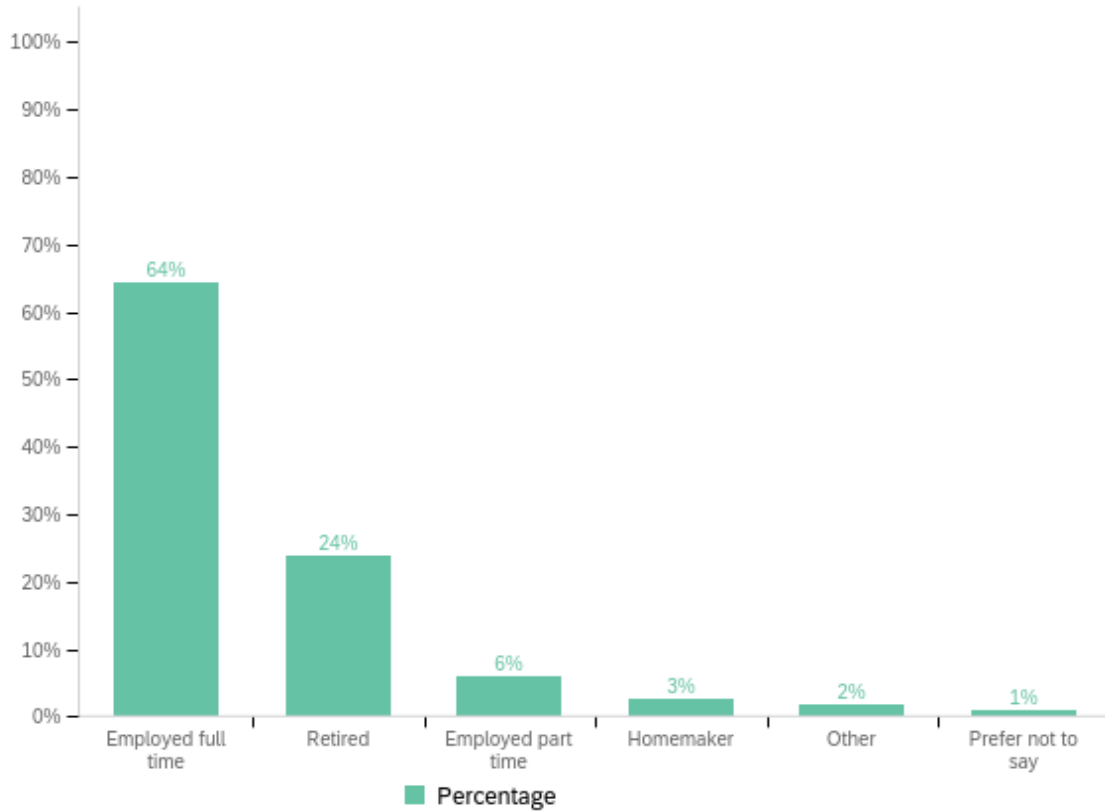
### Are you now, or have you ever been, a landed immigrant in Canada? (Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.)

About eight in ten respondents (79%) are not landed immigrant, while 20% identified as landed immigrant.



### Which of the following best describes your current employment status?

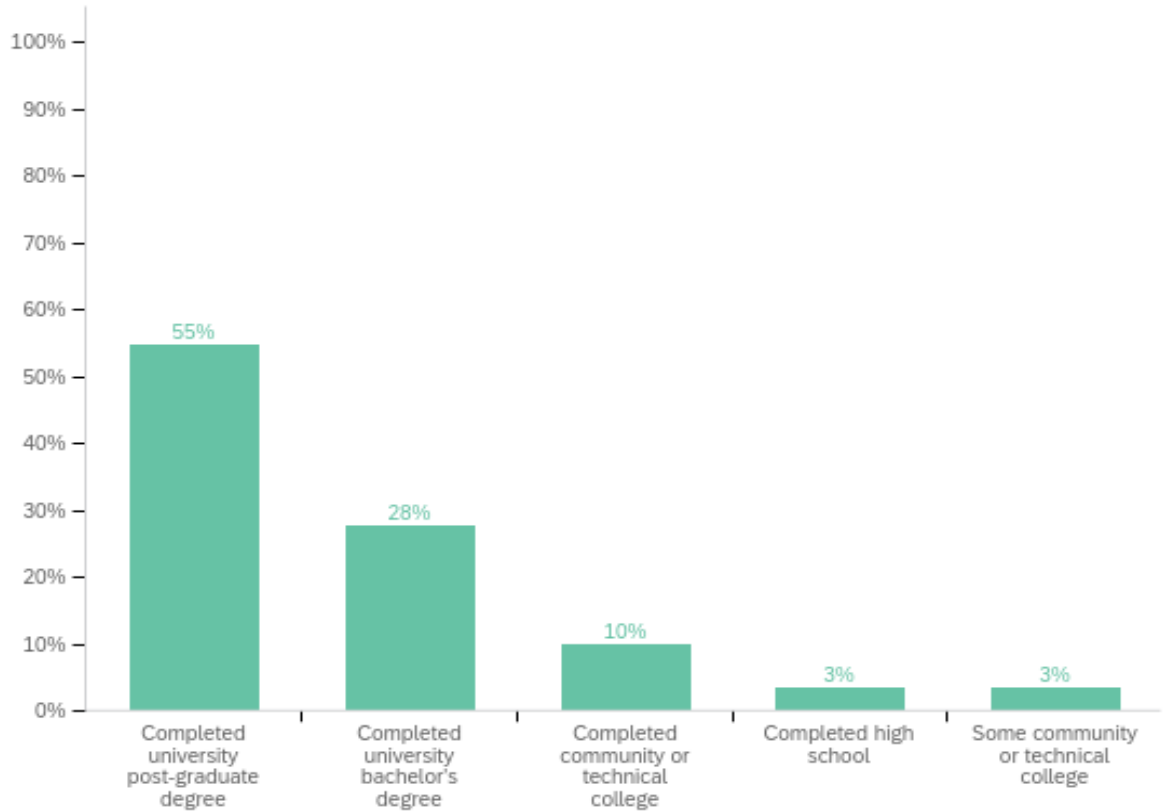
Six in ten respondents (64%) are employed full time, while 24% are retired. The remaining respondents (11%) are either employed part-time (6%), homemaker (3%) or other (2%).



### What is the highest level of education you have completed?

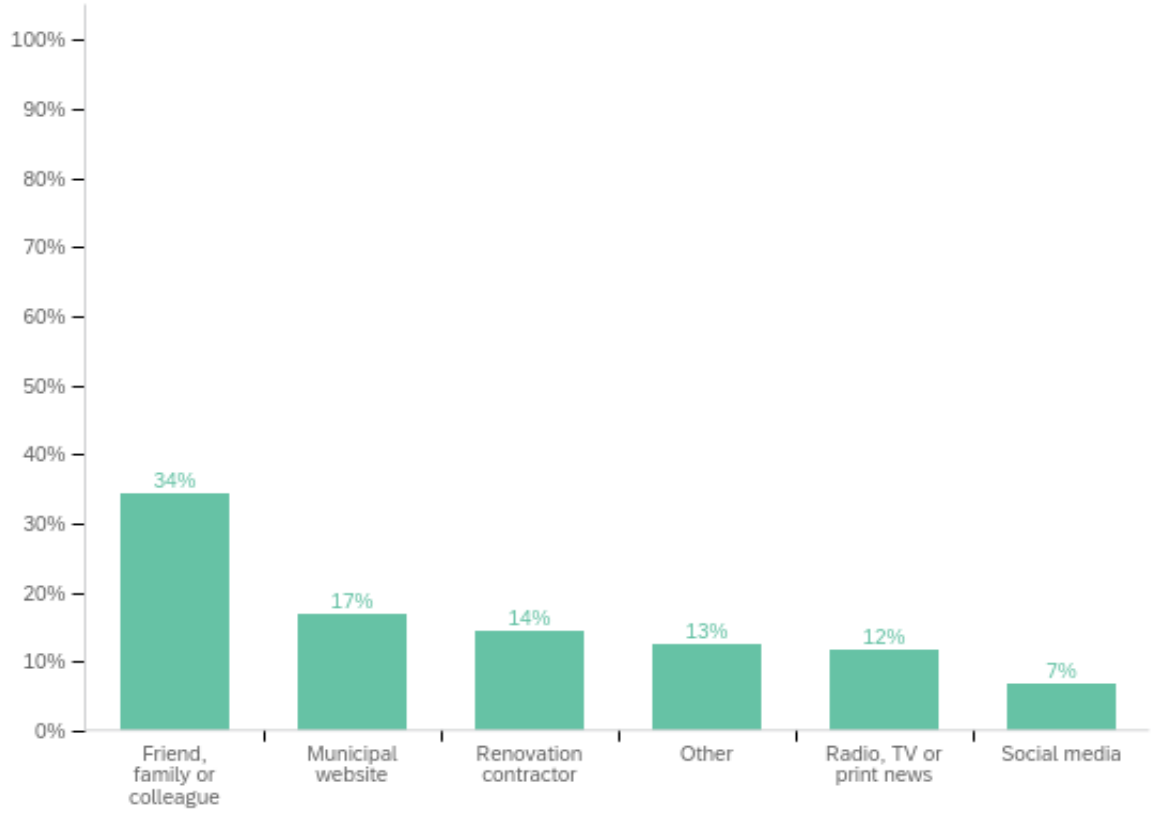
Half of the respondents (55%) completed university post-graduate degree, while 28% completed university bachelor's degree. Some respondents (10%) completed community or technical college while 3% completed some community or technical college. A few respondents (3%) completed high school.





### How did you hear about the local program?

Over three in ten respondents (34%) heard about the local program through a friend, family or colleague, while 17% indicated municipal website and 14% reported renovation contractor. Over one in ten (12%) indicated radio, TV or print news. A few respondents (7%) mentioned social media. Some respondents (13%) heard about the local program through roadside signs, salesman for air-conditioning company and Sustainable Kingston, sign at the Memorial Centre and their neighbourhood.



## Annexes

Screening question - Has an energy advisor completed a post-renovation EnerGuide evaluation at your home?

Answer	%	Count
Yes	99%	121
No	1%	1
Total	100%	122

What is your level of satisfaction with the following services you accessed through your local program?

#	Question	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable	Total
1	1. Home energy evaluation performed by the energy advisor	2% 2	1% 1	2% 3	21% 25	74% 90	0% 0	121
2	2. Support from program staff throughout the home upgrade process	2% 2	1% 1	2% 3	14% 17	80% 97	1% 1	121
3	3. Renovation contractor(s) who performed work at	2% 2	0% 0	4% 5	32% 39	60% 73	2% 2	121

	your home													
4	4 Financing made available to you for home upgrades	2%	2	2%	2	4%	5	18%	22	71%	86	3%	4	121

**How helpful did you find the Energy Coach services to be throughout your participation in the Better Homes Kingston Program?**

#	Answer	%	Count
5	Very helpful	39%	47
3	Slightly helpful	2%	2
2	Not at all helpful	1%	1
4	Moderately helpful	8%	10
19	Extremely helpful	50%	61
	Total	100%	121

Below you'll see a list of things that may have affected the outcome of your home energy project. Please rank them in order from the factor that had greatest impact on the successful completion of the project to the one that had the least.

#	Question	1	2	3	4	5	Total				
1	Customer care provided by the program staff	21%	25	26%	31	30%	36	18% 22	6%	7	121
2	Assistance with understanding and applying for available incentives/rebates	29%	35	32%	39	25%	30	12% 15	2%	2	121
3	Having a list of contractors to choose from	2%	2	7%	8	15%	18	24% 9	53%	64	121
4	Financing made available to me through my financial institution, utility company or municipality	45%	54	17%	20	15%	18	10% 12	14%	17	121
5	Variety of upgrades available through the program	4%	5	19%	23	16%	19	36% 3	26%	31	121

Which of the following challenges or barriers, if any, did you face during your home energy upgrade project? Select up to three options. (If you experienced more than three challenges, please just tell us what the three biggest challenges were.)

#	Answer	%	Count
3	Upgrades I wanted to complete were not supported	3%	10
7	Program website was not easy to use	8%	30
2	Program eligibility and requirements were unclear	9%	33
10	Other	13%	47
9	None	11%	41

4	Maximum amount for financing was not enough to cover my entire project	9%	35
6	Limited availability of/access to home renovation contractors	12%	44
5	Limited availability of/access to energy advisors	3%	12
8	Having to pay contractors out-of-pocket	22%	82
1	Application forms were not easy to follow	9%	35
	Total	100%	369

How much of an improvement have you experienced in your home after completing energy efficiency upgrade(s)?

#	Question	Moderate improvement		Big improvement		Very big improvement		To so on to tel l		No improvement		Slight improvement		Not applicable		Total
1	Comfort related to indoor temperature and reduced drafts	30.58%	37	33.88%	41	18.18%	22	4.96%	6	3.31%	4	6.61%	8	2.48%	3	121
2	Indoor humidity levels	24.79%	30	22.31%	27	5.79%	7	11.57%	14	16.53%	20	9.09%	11	9.92%	12	121
3	Indoor air quality	23.14%	28	13.22%	16	10.74%	13	9.09%	11	19.83%	24	13.22%	16	10.74%	13	121
4	Noise from outside the house	16.53%	20	10.74%	13	3.31%	4	5.79%	7	37.19%	45	10.74%	13	15.70%	19	121
5	Sense of durability and security	28.93%	35	28.93%	35	14.05%	17	8.26%	10	4.96%	6	8.26%	10	6.61%	8	121
6	Reduction in energy use	16.53%	20	31.40%	38	18.18%	22	23.14%	27	3.31%	4	8.26%	10	0.00%	0	121

7	Energy cost savings	17.36%	21	20.66%	25	9.92%	12	33.06%	40	9.09%	11	9.92%	12	0.00%	0	121
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**Do you feel that you know more about energy efficiency and renewable energy after participating in your local program?**

#	Answer	%	Count
1	Not really	2%	2
2	A little	10%	12
3	Moderately	34%	41
4	Greatly	55%	66
	Total	100%	121

**If you had not received the financing from your local program to cover the cost of energy efficiency or renewable energy upgrades, would you have still completed this work?**

#	Answer	%	Count
2	Yes, I would have completed these upgrades regardless	4.13%	5
3	Yes, but I would have completed fewer or less costly upgrades	58.68%	71
4	No, I wouldn't have done any upgrades	37.19%	45
	Total	100%	121



How would you have financed these upgrades without the local program?  
(Please select all that apply)

#	Answer	%	Count
1	Personal savings	43%	
4	Other	3%	
3	Loan	14%	
2	Line of credit	41%	
	Total	103	

Which improvements did you make to your home? (Please select all that apply)

#	Answer	%	Count
1	Windows, doors and/or skylights	12.79%	49
2	Water conservation	0.00%	0
3	Solar thermal	0.00%	0
4	Solar electricity generation	4.44%	17
5	Other	1.83%	7
6	Lighting	1.83%	7
7	Insulation	16.71%	64
8	Hot water heater	9.92%	38
9	High-efficiency furnace or boiler	8.09%	31
10	Heat pump and/or air conditioner	28.72%	110
11	Heat/energy recovery ventilator	1.31%	5
12	Electric vehicle charger	2.87%	11
13	Air sealing	11.49%	44
	Total	100%	383

**Did you make any improvements to your home that you would not have considered without your local financing program? (Please select all that apply)**

#	Answer	%	Count
1	Insulation	12.62%	26
2	Air sealing	2.43%	5
3	High-efficiency furnace or boiler	7.28%	15
4	Hot water heater	9.71%	20
5	Heat pump and/or air conditioner	37.38%	77
6	Heat/energy recovery ventilator	0.49%	1
7	Lighting	0.97%	2
8	Windows, doors and/or skylights	11.17%	23
9	Solar electricity generation	5.83%	12
10	Solar thermal	0.00%	0
11	Electric vehicle charger	2.43%	5
12	Water conservation	0.97%	2
13	Other	8.74%	18
	Total	100%	206

**Demographics**

**Which of the following best describes your gender?**

#	Answer	%	Count
1	Female	42%	49
2	Male	58%	68
3	Non-binary	0%	0
4	Other	1%	1
5	Prefer not to say	0%	0
	Total	100%	118

What is your age range?

#	Answer	%	Count
1	18 to 29	3%	4
2	30 to 39	24%	28
3	40 to 49	29%	34
4	50 to 59	13%	16
5	60 to 69	19%	23
6	70 and over	12%	14
7	Prefer not to say	0%	0
	Total	100%	119

Adults at home - Including yourself, how many adults currently live in your household? Adults 18 and older

#	Answer	%	Count
9	Prefer not to say	1%	1
8	More than 7	0%	0
7	7	0%	0
6	6	0%	0
5	5	0%	0
4	4	3%	4
3	3	11%	13
2	2	68%	80
1	1	17%	20
	Total	100%	118

**Children at home - How many children currently live in your household?  
Children under the age of 18**

#	Answer	%	Count
0	0	51%	57
1	1	20%	22
2	2	20%	22
3	3	7%	8
4	4	1%	1
5	5	0%	0
6	6	0%	0
7	7	0%	0
8	More than 7	0%	0
9	Prefer not to say	1%	1
	Total	100%	111

**Please select the category that best describes your total household income last year before taxes.**

#	Answer	%	Count
6	\$150,000 to 199,999	15%	17
5	\$100,000 to \$149,999	31%	36
4	\$75,000 to \$99,999	17%	20
3	\$50,000 to \$74,999	13%	15
2	\$26,000 to \$49,999	3%	3
7	More than \$200,000	20%	23
1	Less than \$26,000	1%	1
	Total	100%	115

**What is the language in which you prefer to receive information regarding home energy upgrades?**

#	Answer	%	Count
12	Tagalog (Pilipino)	0%	0
8	Spanish	0%	0
7	Punjabi	0%	0
14	Prefer not to say	0%	0
10	Portuguese	0%	0
9	Polish	0%	0
13	Other, please describe:	0%	0
4	Mandarin	0%	0
5	Italian	0%	0
6	German	0%	0
2	French	0%	0
1	English	99%	118
3	Cantonese	1%	1
11	Arabic	0%	0
	Total	100%	119

**Do you identify as a person with a disability?**

#	Answer	%	Count
1	Yes	10.26%	12
2	No	88.03%	103
3	Prefer not to say	1.71%	2
	Total	100%	117

**Are you now, or have you ever been, a landed immigrant in Canada? (Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.)**

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you now, or have you ever been, a landed immigrant in Canada? Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.	1.00	3.00	1.94	0.40	0.16	18

#	Answer	%	Count
1	Yes	20%	23
2	No	79%	92
3	Prefer not to say	2%	2
	Total	100%	117

**Which of the following best describes your current employment status?**

#	Answer	%	Count
4	Unemployed - not looking for work	0%	0
3	Unemployed - looking for work	1%	1
6	Retired	24%	28
8	Prefer not to say	1%	1
7	Other	2%	2
5	Homemaker	3%	3
2	Employed part time	6%	7
1	Employed full time	64%	76

	Total	100%	118
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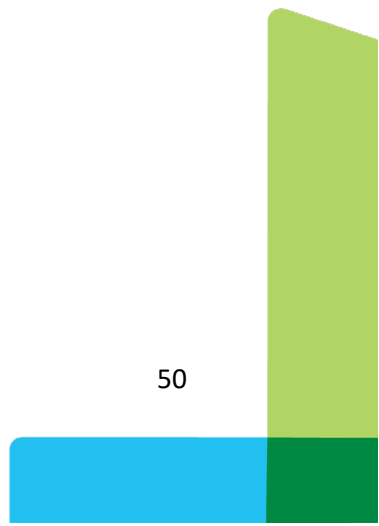
**What is the highest level of education you have completed?**

#	Answer	%	Count
1	Elementary school	0.00%	0
2	Some high school	0.84%	1
3	Completed high school	3.36%	4
4	Some community or technical college	3.36%	4
5	Completed community or technical college	10.08%	12
6	Some university	0.00%	0
7	Completed university bachelor's degree	27.73%	33
8	Completed university post-graduate degree	54.62%	65
9	No schooling	0.00%	0
10	Other	0.00%	0
11	Prefer not to say	0.00%	0
	Total	100%	119

**How did you hear about the local program?**

#	Answer	%	Count
1	Social media	7%	8
2	Renovation contractor	14%	17
3	Radio, TV or print news	12%	14
4	Other	13%	15
5	Municipal website	17%	20
6	Friend, family or colleague	34%	41
7	Total	100%	119

50





16-458 Correspondence from Peter Clarke re fluoridation, dated May 15, 2024.pdf

16-460 Correspondence from Hannah Blaine re Rip and Sip event July 12, dated May 14, 2024.pdf

16-461 Resolution from Lake of Bays re AMP in OBC, dated May 14, 2024.pdf

16-462 Resolution from Bradford West Gwillimbury re Well Water Testing, dated May 15, 2024.pdf

16-463 Correspondence from Rosemary Thoms re vote no to Councillor McLaren's proposed motion , dated May 23, 2024.pdf

16-464 Correspondence from Donna Shetler re motion for 309 QMR to be site for family medicine practices, dated May 23, 2024.pdf

16-465 Correspondence from Mingon (Min) Morphet re please support transitional housing at Queen Mary Road, dated May 25, 2024.pdf

16-466 Correspondence from Alan McCaugherty re Whig article on family medicine clinic at 309 Queen Mary Road, dated May 26, 2024.pdf

16-467 Correspondence from Richard Myers re 309 Queen Mary Road, dated May 26, 2024.pdf

16-468 Correspondence from Rose Wenglensky re 309 Queen Mary Road, dated May 27, 2024.pdf

16-469 Proclamation Request-Joesph Dowser-June 10 -14 Taxi Operator Awareness Week.pdf

16-470 Proclamation Request-Sarah Utting-Proclaim Sept 24 Lacrosse Day in Kingston.pdf

16-471 Resolution from Town of Cochrane re return to combined ROMA & OGRA conference, dated May 24, 2024.pdf

16-472 FCM Voice, dated May 27, 2024.pdf

16-473 Correspondence from Ron Roy re 309 Queen Mary Road, dated May 27, 2024.pdf

16-474 Correspondence from Laura Carter re 309 Queen Mary Road, dated May 28, 2024.pdf

16-475 Resolution from KFL&A Board of Health re GBV, IPV & family violence epidemic, dated May 28, 2024.pdf

16-476 AMO Watchfile, dated May 23, 2024.pdf

16-477 Correspondence from Peter Grills re super-clinics - a new direction, dated May 27, 2024.pdf

16-478 Correspondence from Rosemary Lysaght re action on family health teams in Kingston, dated May 27, 2024.pdf

16-480 Correspondence from Katherine & Michael Granger re Extencicare Building, dated May 29, 2024.pdf

2024-26 - CRCA Full Authority Board Hearing Agenda - Meeting May 29 645 pm Hybrid format.pdf

2024-27 - CRCA Full Authority Board Agenda - Meeting May 29 645 pm Hybrid format.pdf

2024-28 KFPL Minutes 2024-03 - meeting held April 24, 2024.pdf