

Appendix G

Applicant-led Public Consultation Summary Report

SMARTSTOP SELF-STORAGE

NEW WESTMINSTER

(Queensborough Landing Shopping Centre)

805 Boyd St., New Westminster, BC

OCP00041, REZ00233 and DP001019

APPLICANT-LED CONSULTATION SUMMARY AND RESPONSE

Report Prepared by: First Queensborough Shopping Centres Ltd. ("SmartCentres REIT")
Report Prepared for: City of New Westminster
Report Date: September 21, 2023



EXECUTIVE SUMMARY

First Queensborough Shopping Centres Limited (“SmartCentres REIT”) hosted a virtual Public Information Meeting (PIM) on September 13, 2023, from 5:00 PM to 7:00 PM. The purpose of the PIM was to provide the community and businesses with information and to answer questions and to obtain feedback from the public on the proposed Official Community Plan (OCP) Amendment (OCP00041), Rezoning (REZ00233), and Development Permit Application (DP001019) for the property located at 805 Boyd Street, New Westminster. The proposal included the following:

- OCP Amendment, Rezoning and Development Permit Application to allow for the proposed development of a four-storey, 131,766 sf. urban-style, fully enclosed self-storage facility in the SE Quadrant of the Queensborough Landing Shopping Centre, which would require the demolition of 21,942 sf. of vacant retail space;
- Subdivision of 1.09 acres parcel from the existing shopping centre;
- OCP Amendment from Queensborough Commercial to Queensborough Mixed Employment;
- Rezoning from Large Format Commercial Districts (C-10) to a Comprehensive Development District (805 Boyd Street) (CD-108), with the following proposed variances to the City of New Westminster Zoning Bylaw:
 - Variance to reduce the number of parking stalls required for the self-storage use from 38 to 20
 - Variance to reduce the number of loading spaces required from 5 to 3
 - Variance to permit the maximum allowable number of compact parking stalls from 7 to 8
 - Variance to reduce the number of short-term bicycle parking stalls from 72 bicycle parking stalls and 13 long-term bicycle spaces to 4 short term bicycle parking stalls and no long-term bicycle parking spaces;
- Development Permit Application submission based on the Queensborough Industrial and Mixed Employment form and character design guidelines

The community and businesses were able to provide their feedback on the proposal in the following ways:

- *Direct Contact:*

Cristiana Valero at SmartCentres REIT at 604-259-6635, cvalero@smartcentres.com
 City of New Westminster at 604-527-4532, devfeedback@newwestcity.ca;

- *Public Information Meeting:*

Date: September 13, 2023
 Time: 5:00 PM – 7:00 PM
 Location: Microsoft Teams Virtual Open House hosted by SmartCentres REIT and SmartStop Self Storage REIT

- *Website:*

Online comment form on the project website (www.SmartStopBC.ca) from August 28th, 2023, to September 20th, 2023

There were no participants at the PIM, no emails and/or calls received, and a total of six (6) comment forms were completed via survey from the applicants website; of which five (5) comment forms were opposed towards the design and the project and one (1) comment form was supportive.

Although a significant amount of public engagement opportunities and notification were provided to the community and businesses and the Queensborough Residents Association, there was limited public interest, feedback or comments provided on the proposal and/or the OCP Amendment, Rezoning and Development Permit Application.

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PUBLIC INFORMATION MEETING

PUBLIC INFORMATION MEETING DETAILS:

- Date: September 13, 2023
- Time: 5:00 PM – 7:00 PM
- Location: Microsoft Teams Virtual Open House hosted by SmartCentres REIT and SmartStop Self Storage REIT

Attendees had the ability to download, listen, and sign into Microsoft Teams to participate, view the presentation materials, and ask questions and receive responses directly from the project team.

PROJECT TEAM:

- Cristiana Valero, Development Manager, SmartCentres REIT
- Daniela Alvarado, Development Coordinator, SmartCentres REIT
- Bliss Edwards, Executive Vice President, SmartStop Self Storage REIT
- Alan Lee, Vice President, Engineering, SmartCentres REIT
- Nicholas Caragianis, Architect, WPT Architecture
- Ben Aldaba, Principal, Managing Director, PMG Landscape Architects

NOTIFICATION FLYER:

Using Canada Post, SmartCentres REIT mailed notification flyers to 196 residents and businesses located within 100 m of the subject property. The labels and mailing addresses were provided by the City of New Westminster.

A copy of the notification flyer is included as **APPENDIX “A”**

NEWSPAPER ADVERTISEMENT:

The New West Record is now digital only. As required by the City of New Westminster, a digital newspaper advertisement was placed on the New West Record website on August 29, 2023 until September 13, 2023. The newspaper advertisement included information about the proposal, details on how to participate during the public input period and at the public information meeting, and contact information for the City of New Westminster and the project team.

A copy of the newspaper advertisement and image capture from the newspaper website is included as **APPENDIX “B”**

WEBSITE:

A website was developed (www.SmartStopBC.ca) and launched on August 24, 2023 and was active during the public input period and remains active during the municipal process. The website contains detailed information on the proposal including:

- General information on the use
- Details and information on how to participate during the public input period
- Existing Site Context
- Proposal
- Project Design including Renderings and Architectural Plans (i.e. site plans, landscape plans, elevations)
- Why Self-Storage
- Have your say (Comment Form)
- SmartStop Self-Storage and SmartCentres information
- Contact information for the City of New Westminster and the project team

A copy of the website and completed comment forms are attached as **APPENDIX “C”**

PUBLIC INFORMATION MEETING CONT'D

PRESENTATION MATERIALS AND INFORMATION LOOP

Materials were prepared in the event the community and businesses attended and participated at the PIM. The presentation materials included the following:

- Welcome
 - Introduction to key members and details on how to participate during the public input process
- Project Description
 - Details on the OCP Amendment, Rezoning, and Development Application with Variances
- Key Site Information
- Key Existing Building Details
- Key Location Elements
- Key Site Plan Elements
- Key Landscape Elements
- Key Architectural Elements
- Renderings ((View from Site (Northwest) and View from Boyd St. (Southwest))
- Question and Answers:
 - Including details on how to participate during the public input process
- Information Loop:
 - During the question and answer period an information loop was prepared to circulate during that period, which included information on the project and details on how to participate during the public input process

A copy of the presentation materials and information loop are attached as **APPENDIX “D”**

NOTICE SIGNAGE:

As required by the City of New Westminster, two notice signs of the OCP Amendment and Rezoning were installed on the property on August 24, 2023. Both signs provide details on the project and the project website (www.SmartStopBC.ca) (Detailed website content is included on Page 4) and contact information for the City of New Westminster and the project team.

Photos of the installed signs are included as **APPENDIX “E”**

NEIGHBOURHOOD RESIDENTS ASSOCIATION:

On August 28, 2023, an email was sent to the Queensborough Residents Associations advising them of the virtual PIM to be held on September 13, 2023 from 5:00 PM to 7 PM. In addition, a notification flyer was sent to the neighbourhood association and information pertaining to the project website was circulated to the Queensborough Residents Association.

Copy of the email is included as **APPENDIX “F”**

FEEDBACK SUMMARY

The purpose of the PIM was to provide the community and businesses with the information and to answer questions and to obtain feedback from the public on the proposed OCP Amendment, Rezoning and Development Permit Application for the property located at 805 Boyd Street, New Westminster, BC.

In summary, there were no community members or businesses that attended the PIM.

PUBLIC INPUT PERIOD SUMMARY:

The following summarizes the feedback received from all forms of public engagement during the public input period:

- Attendees at PIM: 0
- Phone Calls Received: 0
- Emails Received: 0
- Newspaper: 32,002 Impressions Served
74 Clicks
0.23% Click Rate (Avg. click rate is approx. 0.1%, advertisement was above avg.)
- Comment Forms: 6 (6 opposed and 1 supportive)

A summary of the questions and completed comment forms are provided below:

No.	Questions	Comment Form #1	Comment Form #2	Comment Form #3	Comment Form #4	Comment Form #5	Comment Form #6
1.	Are you a resident of New Westminster?	Yes	Yes	Yes	Yes	Yes	Yes
2.	If so, please tell us which neighbourhood in the City of New Westminster you reside in	Quayside	Queensborough	Queensborough	Queensborough	Queensborough	Queensborough
3.	Do you or anyone in your household currently use self-storage?	No	No	No	No	No	No
4.	Are you likely to use self-storage in the foreseeable future?	No	No	No	No	No	No
5.	Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility?	Yes	Yes	No	Yes	Yes	Yes
6.	What do you like about the design of the proposed new self-storage facility?	Nothing, its an ugly design	Nothing. Please put it somewhere else. Not literally in the shopping mall.		Nothing	None	Nothing
7.	What do you dislike about the design of the proposed new self-storage facility?	Big Ugly Box	Its location!!!!!!! Come on!!!!!!! All we want are some nice stores and some coffee shops/wine stores there.		It's a large, imposing building that doesn't fit in with Queensborough character.	It requires new massive construction beside a daycare where children enjoy outdoor play. With construction comes noise, dust, and other pollution. Instead of retrofitting the existing building, they will need to demolish and building something new.	This does not seem to serve a purpose or need for the community and the space at Queensborough landing could be far better used
8.	Do you have any other feedback that you would like to share with us regarding the proposal?	Storing people (housing) and mixed uses should be prioritized as a land use over ever storing "stuff". It dooms that parcel of land to be a deadspace, incapable of being "activated" for anything community building.	I'm sorry but please go like..anywhere else except the mall. Why not behind the Walmart near the Lowes?!!!! Or by the casino? Why not Hamilton area. why not somewhere on Ewen street.		Such a large facility is not needed for Queensborough residents and will only serve to increase congestion in the area by people bringing moving trucks and trailers from other areas. Retail zoning should remain retail only.	How does this building improve the culture, and add value to this commercial space? It doesn't, instead of drive up commercial growth, it will be moving trucks loading goods. More trucks will clog the already busy roadways.	This does not seem to serve a purpose or need for the community and the space at Queensborough landing could be far better used

CONCLUSION

The PIM provided the community and businesses with the opportunity to engage in the public input process and to learn more about the proposal, why the change in use, to provide feedback and comments and to ask the project team direct questions.

On September 13, 2023, a virtual PIM was held and no community members or businesses attended the meeting. Also, no phone calls, emails or comments were received through other means of participation, except for six (6) comment forms being completed on the project website. Five (5) comment forms were opposed and one (1) comment form was supportive. Although a significant amount of public engagement opportunities and notification were provided to the community and businesses, there was limited public interest, feedback or comments provided on the proposal and/or the OCP Amendment, Rezoning and Development Permit Application.

Generally, the comments received were related to the building design and the use. However; with a changing retail environment, SmartCentres REIT is looking for opportunities to diversify the shopping centre with new uses, through several rezoning applications, to fill vacancy, and to provide supportive uses to local community members and businesses of the Queensborough Area.

The information gathered through the public input period will assist SmartCentres REIT with further developing and refining its proposal, while in keeping with the context of the existing shopping centre, municipal policies and design guidelines, with the intent of addressing concerns raised by the community.

SMARTSTOP SELF-STORAGE

APPENDICES

APPENDIX A: NOTIFICATION FLYER

APPENDIX B: NEWSPAPER ADVERTISEMENT

APPENDIX C: WEBSITE AND COMMENT FORMS

APPENDIX D: PRESENTATION SLIDES / INFORMATION LOOP

APPENDIX E: NOTICE SIGNAGE

APPENDIX F: NEIGHBOURHOOD RESIDENTS ASSOCIATION

APPENDIX A: NOTIFICATION FLYER

Public Engagement Opportunity for 805 Boyd Street, New Westminster, BC Queensborough Landing Shopping Centre

First Queensborough Shopping Centres Limited ("SmartCentres REIT") has submitted Official Community Plan Amendment, Rezoning and Development Permit applications (OCPO0041, REZ00233, DP001019) to the City of New Westminster to allow for the proposed development of a four-storey 12,241 sm (131,766 sf) urban-style, fully enclosed self-storage facility with an FSR of approximately 2.78, for the property located at 805 Boyd Street (Queensborough Landing Shopping Centre). The application further proposes to subdivide off a 1.09-acre parcel from the Queensborough Landing Shopping Centre to facilitate the development, which would require the demolition of a portion of a vacant building (Building F - 2,038 sm or 21,942 sf), constructed in 2008.

To learn more about the project, please visit SmartStopBC.ca or Be Heard New West at beheardnewwest.ca/805-boyd-st-storage



HOW TO PARTICIPATE: There are several ways to participate and to provide your comments during the public input period from August 28th, 2023 to September 20th, 2023.

SmartCentres REIT will be hosting a Virtual Open House:

Date: September 13th, 2023

Time: 5:00 pm - 7:00 pm

Location: Teams info



Meeting ID:
260 150 084 785
Passcode:
bfcRmF

(passcode case sensitive)

Fill out a survey form only at SmartStopBC.ca



Or dial in *(audio only)*:

1-604-335-4806

Phone Conference ID:

723 206 459#

For more information, please contact Cristiana Valero at SmartCentres REIT at 604-259-6635, cvalero@smartcentres.com
Or contact the City of New Westminster at 604-527-4532 devfeedback@newwestcity.ca

APPENDIX B: NEWSPAPER ADVERTISEMENT

Public Engagement Opportunity for 805 Boyd Street, New Westminster, BC Queensborough Landing Shopping Centre

First Queensborough Shopping Centres Limited ("SmartCentres REIT") has submitted Official Community Plan Amendment, Rezoning and Development Permit applications (OCP00041, REZ00233, DP001019) to the City of New Westminster to allow for the proposed development of a four-storey 12,241 sm (131,766 sf) urban-style, fully enclosed self-storage facility with an FSR of approximately 2.78, for the property located at 805 Boyd Street (Queensborough Landing Shopping Centre). The application further proposes to subdivide off a 1.09-acre parcel from the Queensborough Landing Shopping Centre to facilitate the development, which would require the demolition of a portion of a vacant building (Building F - 2,038 sm or 21,942 sf), constructed in 2008.

To learn more about the project, please visit SmartStopBC.ca or Be Heard New West at beheardnewwest.ca/805-boyd-st-storage



HOW TO PARTICIPATE: There are several ways to participate and to provide your comments during the public input period from August 28th, 2023 to September 20th, 2023.

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Location: Teams info

Meeting ID:
260 150 084 785
Passcode: bfcRmF

(passcode case sensitive)

Or dial in (audio only): 1-604-335-4806
Phone Conference ID: 723 206 459#

Fill out a survey form only at SmartStopBC.ca

For more information, please contact Cristiana Valero at SmartCentres REIT at 604-259-6635, cvalero@smartcentres.com Or contact the City of New Westminster at 604-527-4532 devfeedback@newwestcity.ca



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15.34 °C

THE LATEST

- Poetry in the Park winds up this week in New West about 2 hours ago
- Trans Mountain facing intense deadline pressure to finish pipeline on time: Documents about 3 hours ago
- 'Conversations continue': Park rangers stationed at Joffre Lakes Park denying access about 3 hours ago
- I keep declining work events because of my social anxiety. Is it affecting future promotions? about 3 hours ago
- Letter: Justin Trudeau's Liberals are making the housing crisis worse about 4 hours ago
- YVR launches new tool to help passengers catch their flights about 5 hours ago
- Overnight rain washes away wildfire smoke in New West about 5 hours ago

LATEST STORY

Canada's first case of new COVID variant detected in B.C.

about 2 hours ago By: Canadian Press

The new variant was first detected in Denmark last month. [More >](#)

Fill out a survey form only at SmartStopBC.ca

For more information, please contact Cristiana Valero at SmartCentres REIT at 604-259-6635, cvalero@smartcentres.com Or contact the City of New Westminster at 604-527-4532 devfeedback@newwestcity.ca

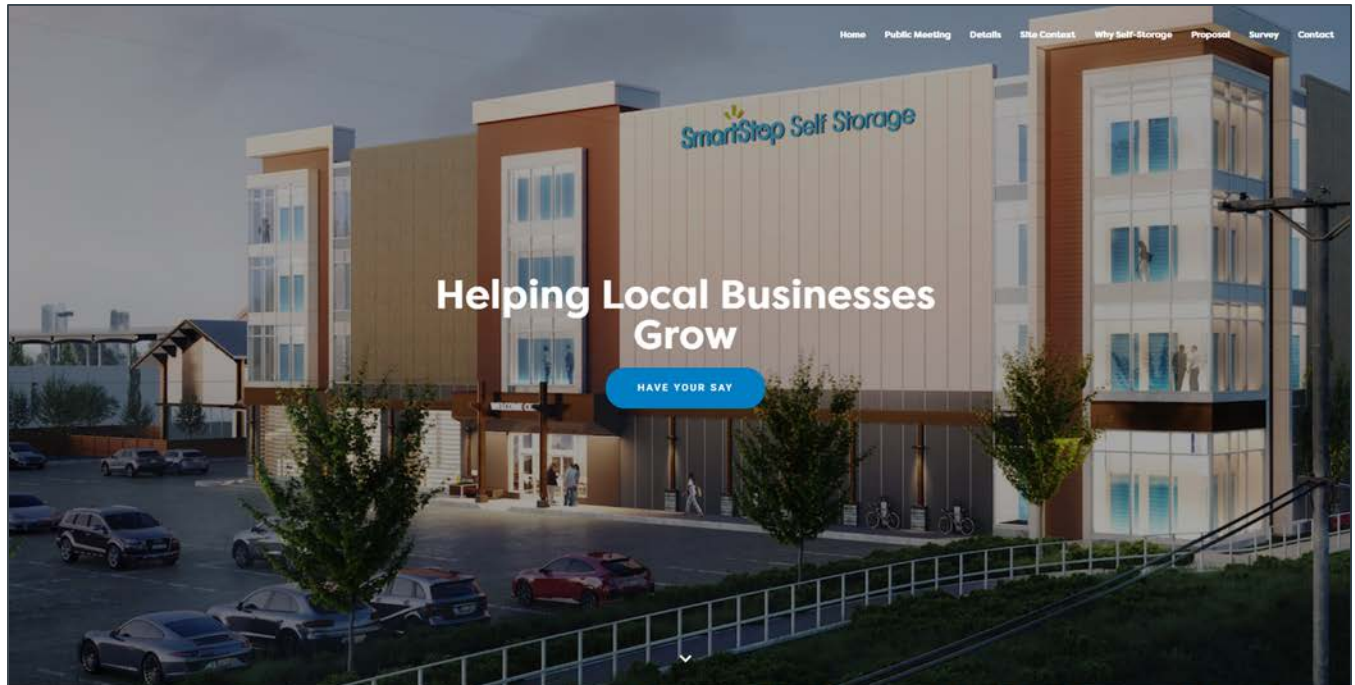
[CLICK HERE](#)

TRENDING TODAY

1 Photos: Toppled truck ties up traffic in New Westminster



APPENDIX C: WEBSITE AND COMMENT FORMS



THE NEW STANDARD

Together, SmartCentres and SmartStep are revolutionizing how storage facilities serve our communities across Canada.

Storage is transforming to support small businesses as well as individual consumers. We're offering new and innovative services to meet the needs of our communities.

PUBLIC MEETING

Join the virtual open house and have your say

SmartCentres and SmartStep will be hosting a virtual public meeting on September 13 from 5:00pm to 7:00pm. The meeting will be hosted on Microsoft Teams. [Click here to download Teams.](#)

To join the meeting:

1. Download Microsoft Teams or access on the web.
2. Input meeting ID: 260 150 084 785
3. Input passcode: bfcRmF (passcode is case sensitive)

Or dial in (audio only):
 1-604-535-4806, 723206459#
 Phone Conference ID: 723 206 459#

PROJECT DETAILS

A new storage facility in New Westminster

First Queensborough Shopping Centres Limited ("SmartCentres REIT") has submitted Official Community Plan Amendment, Rezoning and Development Permit applications (OCP00041, REZ00233, DPO01019) to the City of New Westminster to allow for the proposed development of a four-storey 12,241 sm (131,766 sf) urban-style, fully enclosed self-storage facility with an FSR of approximately 2.78, for the property located at 805 Boyd Street (Queensborough Landing Shopping Centre). The application further proposes to subdivide off a 1.09-acre parcel from the Queensborough Landing Shopping Centre to facilitate the development which would require the demolition of a portion vacant building (Building F - 2,038 sm or 21,942 sf), constructed in 2008.

CONTEXT

Existing site context

The Queensborough Landing Shopping Centre is a roughly 37.76 acre unenclosed shopping centre consisting of about 40,450 sm (435,450 sf) of retail space, located at the intersection of Boyd St. and Howes St., north of Highway 91A and west of the Queensborough Bridge in the City of New Westminster, BC. The site surrounded on all sides by commercial and industrial developments.

SmartCentres REIT has been working diligently to diversify and to strategically reposition the Queensborough Landing Shopping Centre. Today, retailers are changing and modernizing their offerings by increasing their online presence and right sizing their brick-and-mortar locations. These changes have contributed to increased vacancies as the demand for retail space within existing shopping centres has decreased. The Queensborough Landing Shopping Centre has not been exempted from these changing retail trends. SmartCentres is actively looking for new innovative ways to support local residents and businesses by introducing new complementary uses and services such self-storage to help and enhance the Queensborough Community. A new modern, clean, and covenant self-storage facility will reduce vacancies and improve the overall shopping centre.



Existing Site:

Click image to enlarge.



Proposal



SmartCentres REIT and SmartStop Self-Storage have partnered to develop self-storage facilities across Canada. The partnership has developed 19 facilities in Ontario, operating as SmartStop Self-Storage ("SmartStop") and is expanding to Western Canada. The partnership has identified the Queensborough Landing Shopping Centre as a suitable location due to its direct access to Highway 91A, its proximity to an existing commercial and industrial node, and its ability to support local residents and businesses.

SmartCentres REIT and SmartStop Self-Storage are proposing the following amendments to the City of New Westminster municipal policies and regulations:

- **Official Community Plan:** Official Community Plan Amendment to amend 1.09 acres of land from Queensborough Commercial to Queensborough Mixed Employment to permit the self-storage use
- **Zoning Amendment:** Zoning Amendment to amend 1.09 acres of land from Large Format Commercial District (C-10) to a Comprehensive Development District (805 Boyd Street) (CD-10B) to permit the use, density, and setbacks of the proposed self-storage building on the subject property
- **Development Permit:** Development Permit submission based on the Queensborough Industrial and Mixed Employment form and character design guidelines

Project Design

- Four (4) storey, urban-style, fully enclosed 12,241 sm (131,766 sf) GFA self-storage facility consisting of approximately 1,081 climate-controlled units and ancillary office space
- Demolition of approximately 2,038 sm (21,942 sf) GFA of existing vacant retail space located in the southeast quadrant of the site, in Building F.
- The aesthetic of the self-storage facility will be modern, while maintaining a consistent and cohesive west-coast design that reflects the existing shopping centre.
- Subdivide the existing 3.776 acre parcel to create a 1.09 acre parcel to accommodate the proposed self-storage use with a Floor Area Ratio of 2.78 and Site Coverage of 69.63%
- The shopping centre and the self-storage parcels will have separate ownerships but will function as a single site
- Site circulation, parking, and access will remain seamless, safe, and functional for both the shopping centre and self-storage use
- Variance to reduce the number of parking stalls required for the self-storage use from 39 parking stalls to 20 parking stalls
- Variance to reduce the number of loading spaces required from 5 to 3
- Variance to permit the maximum allowable number of compact parking stalls from 7 to 8
- Variance to reduce the number of short-term bicycle parking stalls from 72 bicycle parking stalls and 13 long-term bicycle parking spaces to 4 short term bicycle parking stalls and no long-term bicycle parking spaces.
- Two Level-2 electric vehicle charging stations will be included as part of the development. There are no minimum bylaw requirements for electrical charging stations from the City of New Westminster



Architectural Plans



SELF-STORAGE**Why Self-Storage?**

Self-Storage has completely revolutionized from traditional single storey buildings, hidden in industrial areas, to become part of mainstream development, creating economic activity and supporting communities.

Self-storage has evolved into a multi-faceted business that offers a variety of services and incentives that provides for an affordable alternative to traditional office or warehouse space. The intent and the primary customers now include small to medium sized businesses, start-ups, and local residents. Businesses are increasingly utilizing self-storage to meet their needs and the intent of self-storage is to be an extension of the home and/or a business.

Each self-storage location is carefully selected and planned for areas with a high degree of visibility and accessibility, urban amenities, and within well-established residential/commercial areas such as the Queensborough Landing Shopping Centre.

**Key business support features include:**

- 📶 Wifi, Hot Desks and boardrooms for collaboration and gathering
- 🔒 Secure facilities to house merchandise, supplies or goods
- 📅 Flexible lease terms built with business expansion in mind
- 💡 Affordable alternative to traditional office or warehousing
- 🕒 Flexible hours to accommodate business needs

BUSINESS EXAMPLES

- 🏠 Small Warehouse Businesses
- 📷 Photographers
- 🎨 Art Galleries
- 🏡 Interior Design Firms & Home Staging
- 🔧 Contractors
- ⚖️ Lawyers and Notaries
- 🏗️ Architects
- 💊 Pharmaceutical Representatives
- 🔧 Trades
- 👤 Other Entrepreneurs

Self-Storage facilities are now designed to fit into the surrounding urban context

- Modern, state-of-the-art design
- Multi-storey design seamlessly integrated into the shopping centre
- Flexible building and unit configurations
- Adaptable design for future uses
- Clean, bright and safe particularly for women and the elderly consumers
- Designed for multi-modal transport access
- Maximize site area for high intensity land use
- Support homeowners renovating, moving or downsizing, individuals with no permanent address (i.e., students), and/or homeowners looking to extend their home (needing more closet space or storage for tools, heirlooms, or equipment)



The self-storage proposal at the Queensborough Landing Shopping Centre will replace existing retail vacancies with a supportive service that will play a key role in meeting the demand for storage space from residential and businesses, specifically those located in Queensborough Community.

SURVEY

Have your say

1. Are you a resident of New Westminster?
 Yes
 No
2. If so, please tell us which neighbourhood in the City of New Westminster you reside in.
3. Do you or anyone in your household currently use self-storage?
 Yes
 No
4. Are you likely to use self-storage in the foreseeable future?
 Yes
 No
5. Do you have any concerns with the proposed replacement of approximately 21,942 sq of vacant retail space with a new four-storey self-storage facility?
 Yes
 No
6. What do you like about the design of the proposed new self-storage facility?
7. What do you dislike about the design of the proposed new self-storage facility?
8. Do you have any other feedback that you would like to share with us regarding the proposal?



[Submit](#)

About



SmartStop is a diversified real estate company focused on self-storage assets, along with student and senior housing. The company has managed a portfolio that includes 174 properties in the United States and Canada comprising of approximately 119,200 units and 13.5 million rentable square feet. SmartStop and SmartCentres own or manage 19 operating self-storage properties in Canada, which total approximately 16,200 units and 1.6 million rentable square feet.



[Learn More](#)



SmartCentres was started more than 50 years ago because we believed that Canadians deserved products they could afford at convenient times, in stores that were close to home. By fulfilling those needs, SmartCentres has grown and expanded into communities in every province in Canada.

Today, Canadians need transit-connected homes with urban amenities. So, SmartCentres is evolving 'from Shopping Centres to City Centres' and SmartLiving has emerged with a \$15 billion transformation plan to enhance Canadian communities.

SmartCentres has 3,500 acres of land across 185 prime locations coast-to-coast. We are now planning, developing, building, and managing holistic pedestrian-focused communities on these lands, enabling Canadians to live life without compromise.

[Learn More](#)

CONTACT

Questions? Get in touch.

SmartCentres REIT
 Cristiana Valero, Development Manager

📞 604.259.6630
 ✉️ cvalero@smartcentres.com

City of New Westminster

📞 604.527.4522
 ✉️ devfeedback@newwestcity.ca

9/14/23, 9:34 AM

Formidable | Entries < SmartStop New Westminster — WordPress

Entry (ID 5)

Show empty fields

1. Are you a resident of New Westminster?

Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in.

Quayside

3. Do you or anyone in your household currently use self-storage?

No

4. Are you likely to use self-storage in the foreseeable future?

No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility?

Yes

6. What do you like about the design of the proposed new self-storage facility?

Nothing, its an ugly design.

7. What do you dislike about the design of the proposed new self-storage facility?

Big ugly box

8. Do you have any other feedback that you would like to share with us regarding the proposal?

Storing people (housing) and mixed use should be prioritized as a land use over ever storing "stuff". It dooms that parcel of land to be a deadspace, incapable of being "activated" for anything community building.

Entry Details

 Submitted: Aug 30, 2023 @ 7:46

 Entry ID: 5

 Entry Key: 19ux5

User Information

Personal Information

 Browser/OS: Google Chrome 116.0.0.0 / Windows

 Referrer: <https://www.smartstopbc.ca/>

Made with by the Formidable Team
Support / Docs / Upgrade

https://www.smartstopbc.ca/wp-admin/admin.php?page=formidable-entries&frm_action=show&id=5

1/1

9/14/23, 9:33 AM

Formidable | Entries < SmartStop New Westminster — WordPress

Entry (ID 6)

Show empty fields

1. Are you a resident of New Westminster?

Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in.

Queensborough

3. Do you or anyone in your household currently use self-storage?

No

4. Are you likely to use self-storage in the foreseeable future?

No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility?

Yes

6. What do you like about the design of the proposed new self-storage facility?

nothing. Please put it somewhere else. not literally in the shopping mall.

7. What do you dislike about the design of the proposed new self-storage facility?

Its location!!!!!!!!!!!! Come on!!!!!!!!!!!! All we want are some nice stores and some coffee shops/wine stores there.

8. Do you have any other feedback that you would like to share with us regarding the proposal?

I'm sorry but please go like.. anywhere else except the mall. why not behind the Walmart near the Lowes!!!! Or by the casino? Why not Hamilton area. why not somewhere on Ewen street.

Entry Details

Submitted: Aug 30, 2023 @ 22:51

Entry ID: 6

Entry Key: vouc0

User Information

Personal Information

Browser/OS: Apple Safari 14.0.1 / OS X

Referrer: https://www.smartstopbc.ca/

Made with by the Formidable Team

[Support](#) / [Docs](#) / [Upgrade](#)https://www.smartstopbc.ca/wp-admin/admin.php?page=formidable-entries&frm_action=show&id=6

1/1

9/14/23, 9:33 AM

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Entry (ID 7)

Show empty fields

1. Are you a resident of New Westminster? Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in. Queensborough

3. Do you or anyone in your household currently use self-storage? No

4. Are you likely to use self-storage in the foreseeable future? No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility? No

Entry Details

 Submitted: Aug 31, 2023 @ 17:47

 Entry ID: 7

 Entry Key: m3swx

User Information

Personal Information

 Browser/OS: Unknown ? / OS X

 Referrer: <https://www.smartstopbc.ca/>

fbclid=IwAR1Mlx_38FMwQPRHrhwhgwYf1POxtW3Z_1aQISTcDGv6CFT1T192e2EXpE4_aem_AeA26tZhcYRTEnZYf3EaqBlizN_8BguHhO3wIaiN_uSoF

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https://www.smartstopbc.ca/wp-admin/admin.php?page=formidable-entries&frm_action=show&id=7

1/1

9/14/23, 9:32 AM

Formidable | Entries < SmartStop New Westminster — WordPress

Entry (ID 8)

Show empty fields

1. Are you a resident of New Westminster?

Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in.

Queensborough

3. Do you or anyone in your household currently use self-storage?

No

4. Are you likely to use self-storage in the foreseeable future?

No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility?

Yes

6. What do you like about the design of the proposed new self-storage facility?

nothing

7. What do you dislike about the design of the proposed new self-storage facility?

It's a large, imposing building that doesn't fit in with Queensborough character.

8. Do you have any other feedback that you would like to share with us regarding the proposal?

Such a large facility is not needed for Queensborough residents and will only serve to increase congestion in the area by people bringing moving trucks and trailers from other areas. Retail zoning should remain retail only.

Entry Details

 Submitted: Sep 13, 2023 @ 17:03 Entry ID: 8 Entry Key: ebx60

User Information

Personal Information

 Browser/OS: Google Chrome 116.0.0.0 / Windows Referrer: https://www.smartstopbc.ca/Made with by the Formidable Team
[Support](#) / [Docs](#) / [Upgrade](#)https://www.smartstopbc.ca/wp-admin/admin.php?page=formidable-entries&frm_action=show&id=8

1/1

9/18/23, 8:40 AM

Formidable | Entries < SmartStop New Westminster — WordPress

Entry (ID 9)

Show empty fields

1. Are you a resident of New Westminster? Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in. Queensborough

3. Do you or anyone in your household currently use self-storage? No

4. Are you likely to use self-storage in the foreseeable future? No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility? Yes

6. What do you like about the design of the proposed new self-storage facility? None

7. What do you dislike about the design of the proposed new self-storage facility? It requires new massive construction beside a daycare where children enjoy outdoor play. With construction comes noise, dust, and other pollution. Instead of retrofitting the existing building, they will need to demolish and building something new.

8. Do you have any other feedback that you would like to share with us regarding the proposal? How does this building improve the culture, and add value to this commercial space? It doesn't, instead of driving up commercial growth, it will be moving trucks loading goods. More trucks will clog the already busy roadways.

Entry Details

Submitted: Sep 18, 2023 @ 5:41

Entry ID: 9

Entry Key: hb5vz

User Information

Personal Information

Browser/OS: Google Chrome 4.0 / Android

Referrer: https://www.smartstopbc.ca/?fbclid=IwAR1PzsTWvQd89xwqR-5Dzm4SDNKsNaMVpgPdrUPyaAUmdQARviGVFAaPg6E_aem_AYnEaCNYndH7M_5raWmUuhj4n39RXgyVctoXqx2yg0MlrorzagBtlqGWw7-OUph1Q&mibextid=Zxz2cZ

Made with by the Formidable Team

[Support](#) / [Docs](#) / [Upgrade](#)

9/21/23, 7:33 AM

Formidable | Entries < SmartStop New Westminster — WordPress

Entry (ID 10)

Show empty fields

1. Are you a resident of New Westminster? Yes

2. If so, please tell us which neighbourhood in the City of New Westminster you reside in. Queensborough

3. Do you or anyone in your household currently use self-storage? No

4. Are you likely to use self-storage in the foreseeable future? No

5. Do you have any concerns with the proposed replacement of approximately 21,942 sf of vacant retail space with a new four-storey self-storage facility? Yes

6. What do you like about the design of the proposed new self-storage facility? Nothing

7. What do you dislike about the design of the proposed new self-storage facility? This does not seem to serve a purpose or need for the community and the space at queensborough landing could be far better used

8. Do you have any other feedback that you would like to share with us regarding the proposal? This does not seem to serve a purpose or need for the community and the space at queensborough landing could be far better used

Entry Details

Submitted: Sep 20, 2023 @ 21:59

Entry ID: 10

Entry Key: nvyvc

User Information

Personal Information

Browser/OS: Mozilla Firefox 117.0 / Windows

Referrer: https://www.smartstopbc.ca/

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https://www.smartstopbc.ca/wp-admin/admin.php?page=formidable-entries&frm_action=show&id=10

1/1

APPENDIX D: PRESENTATION SLIDES / INFORMATION LOOP

QUEENSBOROUGH LANDING SHOPPING CENTRE

Virtual Open House –September 13, 2023 (5 PM to 7PM)

- WELCOME
- KEY TEAM MEMBERS
 - Cristiana Valero – Development Manager, SmartCentres REIT
 - Daniela Alvarado – Development Coordinator, SmartCentres REIT
 - Bliss Edwards – Executive Vice President, SmartStop Self-Storage
 - Alan Lee – Vice President, Engineering, SmartCentres REIT
 - Nicholas Caragianis – Architect, WPT Architecture
 - Ben Aldaba – Principal, Managing Director, PMG Landscape Architects
- PROJECT DESCRIPTION / PROPOSAL
- Q&A SESSION: Your questions answered
- HOW TO PARTICIPATE:
 - Post your questions in the chat during the Virtual Open House,
 - Fill out a survey form at www.SmartStopBC.ca or;
 - Visit Be Heard New West at www.beheardnewwest.ca/805-boyd-st-storage



PROJECT DESCRIPTION

Self-Storage Proposal

- SmartCentres REIT and SmartStop Self-Storage partnership
- Official Community Plan, Rezoning and Development Permit Application to allow for the proposed development of a four-storey, 131,766 sf. urban-style, fully enclosed self-storage facility in the SE Quadrant of the Queensborough Landing Shopping Centre, which would require the demolition of 21,942 sf. of vacant retail space
- Subdivision of a 1.09 acres parcel from the existing shopping centre
- Official Community Plan amendment from Queensborough Commercial to Queensborough Mixed Employment
- Rezoning from Large Format Commercial Districts (C-10) to a Comprehensive Development District (805 Boyd Street)(CD-108), with the following proposed variances to the City of New Westminster Zoning Bylaw:
 - Variance to reduce the number of parking stalls required for the self-storage use from 38 to 20
 - Variance to reduce the number of loading spaces required from 5 to 3
 - Variance to permit the maximum allowable number of compact parking stalls from 7 to 8
 - Variance to reduce the number of short-term bicycle parking stalls from 72 bicycle parking stalls and 13 long-term bicycle spaces to 4 short term bicycle parking stalls and no long-term bicycle parking spaces.
- Development Permit submission based on the Queensborough Industrial and Mixed Employment form and character design guidelines

KEY SITE INFORMATION:

Property Address:

- 805 Boyd Street


Shopping Centre (Before)

- 37.76 acres with 435,292 sf. of retail space

Proposed Site Area:

- 1.09-acre parcel subdivided from the existing shopping centre

Existing Retail Building:

-  13,357 sf. (Retail)
-  21,942 sf. (Demolition)

Shopping Centre (After):

- 36.67 with 413,350 sf. of retail space



KEY EXISTING BUILDING:

Existing Retail Building:

- Existing building constructed in 2008
- 62.16% building vacancy
- 35,298 sf. existing retail building
- 13,357 sf. of retail building with existing tenant to remain

Demolition:

- 21,942 sf. of retail building to be demolished

Proposed Use:

- Self-Storage use to replace existing retail building
- New use to eliminate vacancy and to diversify existing shopping centre



EXISTING RETAIL BUILDING – WEST ELEVATION



EXISTING RETAIL BUILDING – SOUTH ELEVATION



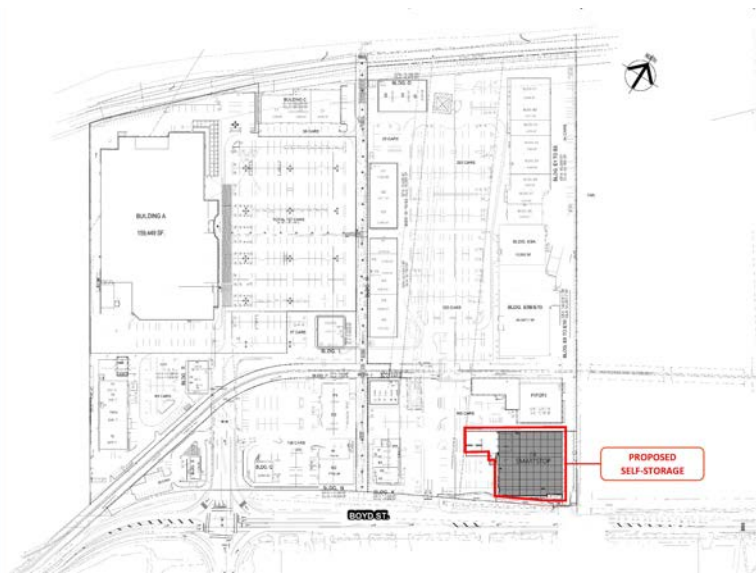
EXISTING RETAIL BUILDING – SOUTHEAST ELEVATION



EXISTING RETAIL BUILDING – NORTHEAST ELEVATION

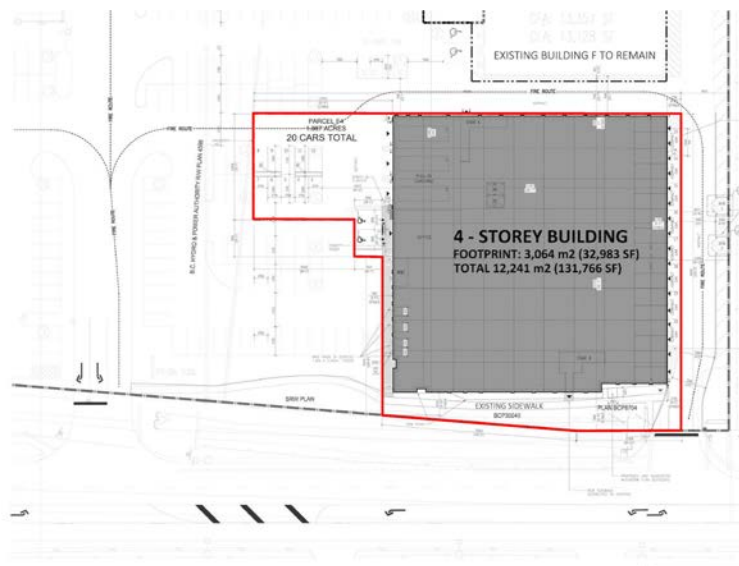
KEY LOCATION ELEMENTS:

- 1.09-acre parcel in the SW Quadrant of the existing shopping centre
- Shopping centre and the self-storage parcels to have separate ownership but will function as a single site
- Site circulation, parking, and access will be seamlessly integrated with the existing shopping centre
- Parking, vehicular, and bicycle access to the site from the existing shopping centre or Boyd St.
- Highway access (HWY. 91A) and the proposed use is located adjacent to existing industrial properties
- Site encumbered by BC Hydro ROW



KEY SITE PLAN ELEMENTS:

- Four (4) storey, urban-style, fully enclosed, self-storage facility
- 131,766 sf. consisting of approximately 1,081 climate-controlled units and ancillary office space
- Floor Area Ratio of 2.78
- Site Coverage of 69.63%
- 20 parking stalls including 8 compact stalls
- Drive-up units provided along the east elevation
- Two (2) Level-2 electric vehicle charging stations
- Three (3) enclosed loading bays
- Four (4) short term bicycle parking stalls



KEY LANDSCAPE ELEMENTS:

- Landscaping to be focused on the Boyd St. frontage and within the parking area with shrubs and trees
- Eleven (11) replacement deciduous trees to be incorporated into the site
- Trees along the east property boundary to be retained
- Irrigation system to be included
- Structural soil to be employed to provide for suitable rooting depth and soil volume for trees
- Outdoor seating area included near the entrance into the facility
- Pedestrian connection provided to the existing sidewalk along Boyd St.



KEY ARCHITECTURAL ELEMENTS:

- Design subject to the Queensborough Industrial and Mixed Employment form and character Design Guidelines
- Architectural style designed to reflect the riverfront community context and the existing shopping centre
- Design elements such as colours (muted earth tones), wood, stone, and corrugated metal consistent with adjacent buildings
- Vertical tower elements, loading doors, and entrance features with clear glazing visible to the interior
- Entrance feature with wood canopy
- Design elements consistently applied to all sides of the building





QUESTIONS AND ANSWERS

• KEY TEAM MEMBERS

- Cristiana Valero – Development Manager, SmartCentres REIT
- Daniela Alvarado – Development Coordinator, SmartCentres REIT
- Bliss Edwards – Executive Vice President, SmartStop Self-Storage
- Alan Lee – Vice President, Engineering, SmartCentres REIT
- Nicholas Caragianis – Architect, WPT Architecture
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• HOW TO PARTICIPATE:

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- Fill out a survey form at www.SmartStopBC.ca or;
- Visit Be Heard New West at www.beheardnewwest.ca/805-boyd-st-storage



PROJECT DESCRIPTION

Self-Storage Proposal



HOW TO PARTICIPATE
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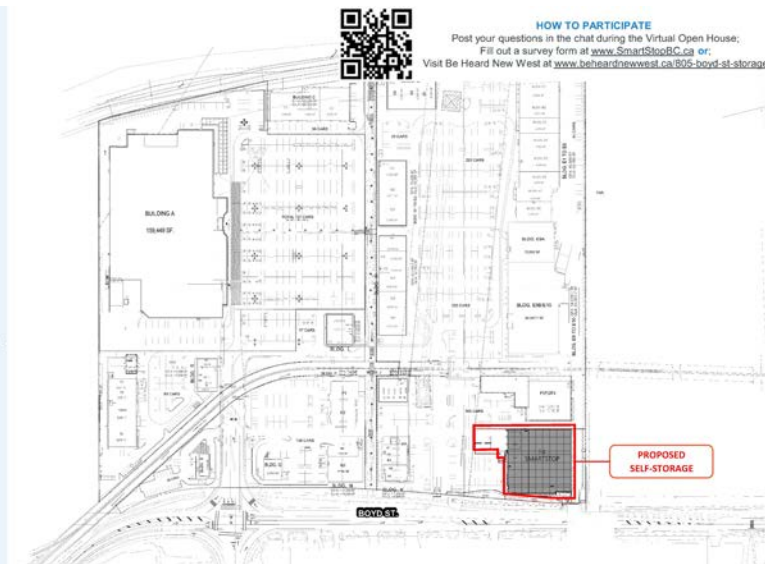
Shopping Centre (After):

- 36.67 with 413,350 sf. of retail space



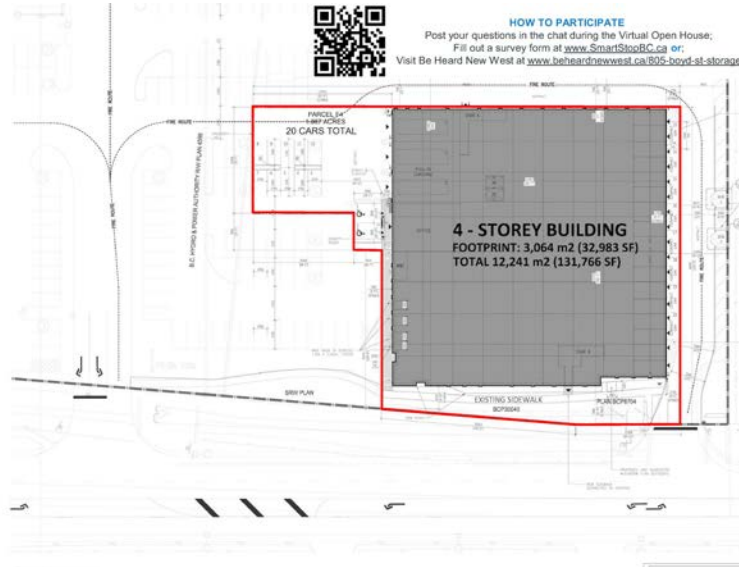
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- Parking, vehicular, and bicycle access to the site from the existing shopping centre or Boyd St.
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- Site encumbered by BC Hydro ROW



KEY SITE PLAN ELEMENTS:

- Four (4) storey, urban-style, fully enclosed, self-storage facility
- 131,766 sf. consisting of approximately 1,081 climate-controlled units and ancillary office space
- Floor Area Ratio of 2.78
- Site Coverage of 69.63%
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- Drive-up units provided along the east elevation
- Two (2) Level-2 electric vehicle charging stations
- Three (3) enclosed loading bays
- Four (4) short term bicycle parking stalls



APPENDIX E: NOTICE SIGNAGE



APPENDIX F: NEIGHBOURHOOD RESIDENTS ASSOCIATION

Cristiana Valero

From: Cristiana Valero
Sent: Monday, August 28, 2023 9:18 AM
To: [REDACTED]
Cc: Personal Information
Subject: RE: SmartCentres - SmartStop: application at 805 Boyd Street (Queensborough Landing)

Importance: High

Hi [REDACTED]

I hope you're doing well!

I'm reaching out to touch base once more about our upcoming virtual open house, which is scheduled for September 13, 2023, from 5 to 7 pm. We sent a Notification Flyer to the Queensborough Residents Association by mail. In the meantime, I'd like to provide you with the link to our website where you can access additional information: [SmartStop New Westminster \(smartstopbc.ca\)](https://www.smartstopbc.ca)

Please feel free to share this link and event details with the members of the Queensborough Residents Association. Their participation and insights are highly valued. Should you have any inquiries or require further details, please don't hesitate to reach out.

Thank you,

CRISTIANA VALERO, Development Manager

Direct • 778-233-3992

Office • 604-448-9112 x 8015

Fax • 604-448-9114

Email • cvalero@smartcentres.com



SMARTCENTRES

11120 Horseshoe Way, Suite 201, Richmond, BC V7A5H7

From: [REDACTED]
Sent: Wednesday, July 26, 2023 3:04 PM
To: Cristiana Valero <CValero@smartcentres.com>
Subject: Re: SmartCentres - SmartStop: application at 805 Boyd Street (Queensborough Landing)

Alert: External E-mail

Hi Cristiana

I don't have any templates of what has been shared in the past, but if you were to send me your notification flyer and your invite for your open house I would share that with our Queensborough Facebook membership and bring it up at our next QRA meeting Sept 12 at 7pm.

Hope that helps, just contact me if you need more help or information.



On Jul 26, 2023, at 14:03, Cristiana Valero <CValero@smartcentres.com> wrote:

Hello [REDACTED]

I hope you're doing well.

The planner at the City of New Westminster provided us with your contact information, and we wanted to reach out regarding our application for the site located at 805 Boyd Street (Queensborough Landing).

As part of the application process, we were asked to get in touch with the Residents Association and provide information and notice of our application.

Could you please let us know what documents you would require from us for the notice of our application? We were thinking of sharing a copy of our Notification Flyer with all the details of the open house. If you have any samples or templates that you could share with us, it would be immensely helpful.

In addition to the virtual open house scheduled for September 13, 2023, from 5 to 7 pm; what other information would typically be shared with the RA?

Thank you so much for your assistance.
Best regards,

CRISTIANA VALERO, Development Manager

Direct • 778-233-3992

Office • 604-448-9112 x 8015

Fax • 604-448-9114

Email • cvalero@smartcentres.com



11120 Horseshoe Way, Suite 201, Richmond, BC V7A5H7