

# THEORY OF CHANGE

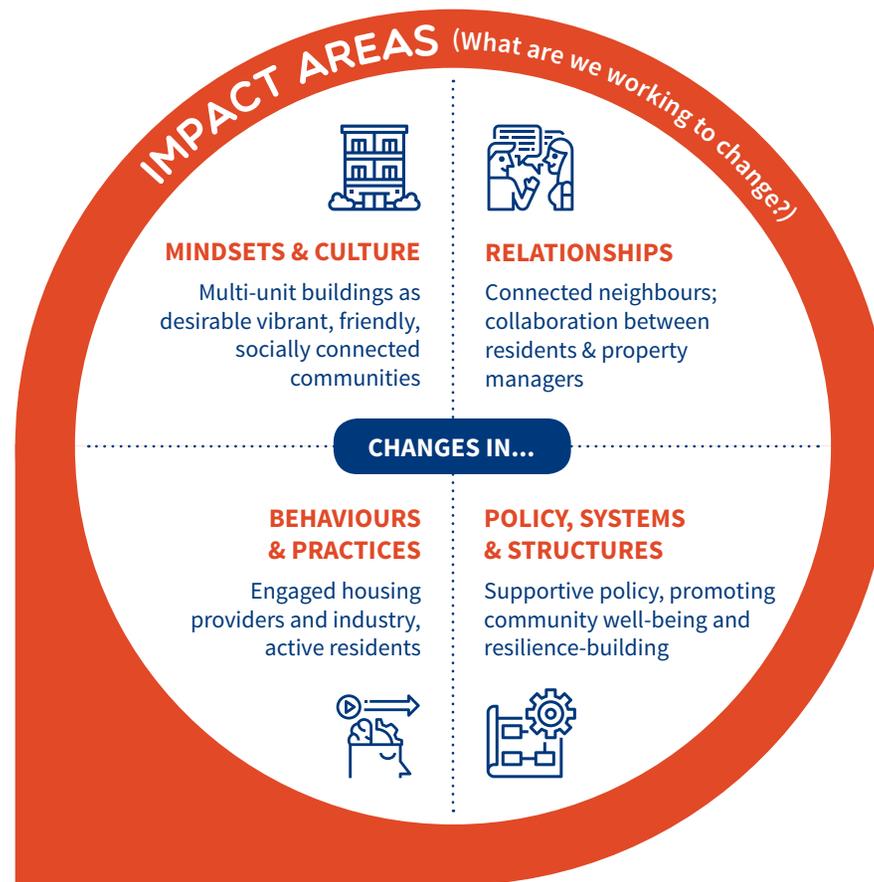
MULTI-UNIT HOUSING IS: SOCIALLY CONNECTED • DESIRABLE • NEIGHBOURLY • HEALTH-PROMOTING • RESILIENT

## INTENDED IMPACT

### HEY NEIGHBOUR COLLECTIVE

helps to create the conditions for these **LONG-TERM OUTCOMES**:

- **A measurable increase** in social connectedness and resiliency amongst residents of multi-unit buildings in BC's urban communities, leading to improved health and well-being.
- **Positive transformation** of the ways in which multi-unit buildings are engaged, managed and designed, in order to foster more socially connected, vibrant, and resilient communities.
- **Shifting attitudes, beliefs and values** about the desirability of living in multi-unit housing – where multi-unit housing is seen as a “home” rather than a temporary place of residence.



## WHAT SUPPORTS THESE CHANGES?

- ✓ **ENGAGED, SAFE & EMPOWERED RESIDENTS**  
Healthier residents through increased engagement, sense of community, safety and belonging
- ✓ **PRO-ACTIVE LANDLORDS & PROPERTY MANAGERS**  
Improved business practices and results
- ✓ **IMPROVED HOUSING DESIGN**  
Guidelines and practices that support the creation of environments which foster social connectedness and resilience
- ✓ **SUPPORTIVE POLICY**  
Resources and direction for planning, design and programming

## KEY STRATEGIES (How do we do this?)

**1**  
**PROTOTYPING AND PILOTING COMMUNITY-BUILDING PROGRAMS AND ACTIVITIES**

**Test, evaluate and share learnings** about diverse activities and approaches to increasing neighbourliness, social connectedness and resilience in multi-unit housing pilot sites.

**2**  
**ACTION RESEARCH & LEARNING**

**Generate evidence-based data** and inspiration for residents, housing operators and cross-sectoral policy makers which highlights professional practice, systems and culture change opportunities.

**3**  
**STORY SHARING & KNOWLEDGE MOBILIZATION**

**Showcase and engage others** in learning about promising practices and policy solutions through sharing stories and evidence related to improved programming, management, design, and community culture of multi-unit housing.

**4**  
**HOUSING INDUSTRY & POLICY ENGAGEMENT**

**Engage housing professionals** and cross-sectoral policy makers in understanding and implementing opportunities to foster healthier and more resilient communities through shifts in policy, programming and practice.

## WHO DO WE BRING TOGETHER?



## FOUNDATIONAL PRINCIPLES



# HNC IMPACT AREAS

- More residents in multi-unit buildings have the **capacity and skills** to take action to build greater connections with their neighbours, and to help each other out.
- More **residents are engaged as “champions”** and are actively engaging their neighbours in intentional community and resilience-building activities
- Housing providers/associations, landlords and property managers are **taking action** and playing a role in creating the conditions for socially connected, resilient buildings
- Policy makers are **including a focus on well-being and resilience** in multi-unit buildings in policy, planning and programming.

- More residents in multi-unit buildings have the **motivation and sense of agency** to take action to build greater connections with their neighbours, and to help each other out.
- Housing industry professionals, property managers and policy makers have increased their **understanding of the relationship between multi-unit buildings, social connectedness and community resiliency**, and of their potential role as champions and change agents.
- Housing industry professionals, property managers and policy makers have increased their knowledge of **diverse approaches and business opportunities** related to potential programming, design, management and policy solutions that can contribute to more socially connected buildings.

- Housing providers and property management are **incorporating policies and practices** that support and facilitate residents connecting and engaging with each other.
- There are **new policy and action directions** for social connectedness and resiliency programming in multi-unit housing contexts, and **new design and planning guidelines** for multi-unit housing.

- Residents in pilot buildings have increased their **sense of “neighbourliness”, community, safety and belonging** through connecting with their neighbours in diverse ways.
- There are **collaborative relationships between residents and property managers/landlords** which support the co-creation of a connected and resilient building community
- There are shifting beliefs and attitudes about the **value of fostering connectedness, neighbourliness and sense of community** in multi-unit buildings.
- There are **shifting attitudes, beliefs and values about the desirability of living in multi-unit housing** where multi-unit housing is seen as a “home” rather than a temporary place of residence.

