



**Frequently
Asked
Questions
about
Hiyám
Housing**

**Bringing
Our
People
Home**



Hi'yám Housing Overview

Why was Hi'yám Housing created?

Hi'yám Housing was established by the Sk̓wx̓wú7mesh Úxwumixw Council in 2019 to address the significant lack of affordable housing within the Nation. The main challenges included the high cost of building and managing affordable housing and the difficulty in collecting rents. Hi'yám Housing is able to address historical operational and governance issues in housing, prevent tenant arrears, and create good management practices. Hi'yám Housing operates independently from Nexwsxwníwntm ta Úxwumixw (Council) to ensure effective decision-making and policy enforcement.

Why is Hi'yám Housing a non-profit?

Hi'yám Housing is registered as a non-profit under the BC Society Act to access grants, funding, and financing available only to non-profits. Hi'yám Housing must follow the regulations and rules set out in its bylaws and the Society Act. The Society's bylaws are public and are posted on the Hi'yám Housing website at hiyamhousing.com/about.

Who runs Hi'yám Housing?

Hi'yám Housing is managed by a volunteer Board of Directors with expertise in non-profit housing development, property management, and social services. The Board appoints and oversees the Chief Executive Officer (CEO), currently Donalene Rapada from Sk̓wx̓wú7mesh Úxwumixw, who handles daily operations.



Who appoints Hi'yám Housing's Board of Directors?

Sk̓wx̓wú7mesh Úxwumixw Council appoints the Board of Directors. The Board consists of seven volunteers, including four Sk̓wx̓wú7mesh People and three non-Squamish experts in non-profit housing. The Board of Directors is responsible for hiring and overseeing the CEO, setting strategic priorities and multi-year financial plans, approving annual budgets and financial audits, and reviewing organizational policies.

Who holds Hi'yám Housing accountable?

Hi'yám Housing is accountable to its Board of Directors. Hi'yám's Board of Directors is accountable to Sk̓wx̓wú7mesh Úxwumixw Council.

How does Hi'yám Housing work with the Nation's departments?

Hi'yám Housing collaborates with various Nation Departments to provide wrap-around services for its tenants, support its operations, and address community needs.





Projects and Development

How many units does Hi'yám Housing manage?

Hi'yám Housing currently manages a total of 187 homes in the following buildings. For the most up-to-date information, visit the website at hiyamhousing.com.

- Chíshem (Eslhá7an Townhomes)
- Estítkwawtxw (Wiw'k'em 10-plex)
- Mañalhánenawtxw (Wiw'k'em 13-plex)
- Xa7útsenawtxw (Xwmélch'stn 4-plex)
- Sch'iyúyus (Xwmélch'stn 2-plex)
- Estítkw Place (Xwmélch'stn 55 units)
- Eské'kwí7ch t'l'a Sp'á'kw'us Place (Si'yích'em)
- Ocean View Apartments (North Vancouver)

How many homes does Hi'yám Housing have under construction?

Hi'yám Housing has 295 homes currently planned or under construction and is working in collaboration with Skw'xwú7mesh Úxwumixw and Nch'káy Development Corporation to build more housing over the next several years. The recently approved Build 600 Affordable Homes Action Plan will guide this work. As the work progresses, information will be available at hiyamhousing.com and squamish.net.



How do S̱kw̱wú7mesh People apply for Hiyám Housing units?

Buildings that are accepting applications are listed on the website at hiyamhousing.com/apply-for-housing along with application forms and other details about how to apply. Hiyám Housing also sends applications to both on- and off-reserve S̱kw̱wú7mesh People once newly constructed buildings are near completion. Tenant applications are made directly to Hiyám Housing who is responsible for resident selection.

What services are provided on-site at Hiyám Housing buildings?

Hiyám Housing provides various on-site services to support residents, including maintenance, and support workers to connect tenants with the Nation's social services and community programs. Other services may be provided based on the building's funding agreement.

How does Hiyám Housing support high-needs S̱kw̱wú7mesh People?

Hiyám Housing provides referrals for people to access Nation social services, housing assistance, community programs or other supports they may need.





Tenant Information and Policies

Why does HiYám Housing make Skwxwú7mesh People pay rent?

Rent is essential to maintain and build new housing. Rents cover building maintenance, staffing costs, and construction loan payments. Some buildings require rent collection due to external funding conditions.

How are rents set at HiYám Housing buildings?

Rents are set out in the funding agreements for each building. Some buildings charge 30% of a household's monthly income, while others have set rent ranges based on household income or income assistance shelter rates.

Why does HiYám Housing ask for financial documents during the application process?

Financial documents confirm household income, are used to calculate rent levels, and are a requirement of our funding agreements.



I am a tenant and need repairs in my unit. Who do I contact?

Maintenance and repair requests can be submitted online at hiyamhousing.com/maintenance-request-form. In emergency situations, please call 236-668-7665 (available 24 hours/7 days a week).

What happens if a tenant stops paying rent?

Tenants who fail to pay rent breach their tenancy agreement. Hiyám Housing staff will work with tenants to resolve the issue, offering social service support if needed. If all options are exhausted and the tenant has not made any attempts to work with Hiyám Housing to pay the outstanding rent, eviction may occur.

Does Hiyám Housing evict tenants?

Hiyám Housing will treat all individuals with dignity and respect and will only consider eviction as a last resort to resolving tenancy issues. Tenants are offered referrals to supports and services if needed. Hiyám Housing staff strive to address tenancy issues in a manner consistent with Skwxwú7mesh values and snewíyelh.

How does Hiyám Housing handle suspected criminal activity?

Hiyám Housing works with law enforcement to address any suspected criminal activity, ensuring the safety and well-being of residents.



How does HiYám Housing handle feedback or complaints?

Feedback or complaints can be sent to info@hiyamhousing.com. If unresolved, it may be escalated to the CEO. HiYám Housing reviews feedback periodically to identify and address systemic issues.



