

# Heritage Conservation District Study

## Cabbagetown-Metcalf Heritage Conservation District City of Toronto



# Heritage Conservation District Study

Prepared for  
The Architectural Conservancy of Ontario

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Of the  
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# Acknowledgements

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We would also like to thank the local volunteers and municipal staff for their time and effort surveying residents, answering interview questions and helping to gather other vital information.

Thank you!

# Executive Summary

## Introduction

- The Ontario Heritage Act enables municipalities to designate Heritage Conservation Districts (HCDs)
- Heritage Conservation Districts allow municipalities to guide future changes in these areas of special character
- This study of Heritage Conservation Districts has been funded by the Ontario Trillium Foundation and is a joint effort among volunteers of the Architectural Conservancy of Ontario, the Heritage Resources Centre and volunteer historical societies across the province
- 32 districts designated in or before 2002 were examined

## Background of Cabbagetown-Metcalf Heritage Conservation District

- Located in the City of Toronto
- Consists of 314 residential properties
- District was designated in 2001
- Plan was written by Unterman McPhail Associates

## Study Approach

- Resident surveys were conducted door-to-door by HRC staff
- Land use mapping and a streetscape evaluation was conducted
- Sales history trends were collected from GeoWarehouse and analyzed
- Key stakeholders were interviewed

## Analysis of Key Findings

- The following objectives of the district plan have been met:
  - To maintain the residential character of the area
  - To protect and enhance existing heritage buildings
  - To avoid the destruction of the heritage buildings and landscape fabric
  - To encourage only those changes that are undertaken in a non-destructive manner
- Fifteen of 16 people surveyed are very satisfied or satisfied with living in the district
- Information about applications for alterations was inconclusive
- Properties in Cabbagetown-Metcalf performed well in the real estate market – 48 of 57 properties sold at or above average
- Designation has brought stability and predictability to the property market in Cabbagetown-Metcalf
- Overall, the Cabbagetown-Metcalf Heritage Conservation District has been a successful planning initiative

## Recommendations

The following aspects of the district represent areas for improvement:

- Track applications for alterations in a comprehensive and easily accessible manner
- Support the Neighbourhood Association as a primary means of communication

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# 1.0 Introduction

## 1.1 Heritage Act and Designation

The Ontario Heritage Act (Subsection 41. (1)) enables municipalities to designate Heritage Conservation Districts (HCDs). A Heritage Conservation District is an area with “a concentration of heritage resources with special character or historical association that distinguishes it from its surroundings.”<sup>1</sup> Districts can be areas that are residential, commercial, rural, industrial, institutional or mixed use. According to the Ministry of Culture, “the significance of a HCD often extends beyond its built heritage, structures, streets, landscape and other physical and special elements to include important vistas and views between buildings and spaces within the district.”<sup>2</sup>

The designation of a Heritage Conservation District allows municipalities to protect the special character of an area by guiding future changes. The policies for guiding changes are outlined in a Heritage Conservation District Plan that can be prepared by city staff, local residents or heritage consultants. A Heritage Conservation District Plan must also include a statement of objectives and guidelines that outline how to achieve these objectives<sup>3</sup>.

## 1.2 Rationale for Heritage Conservation District Study

With funding from the Ontario Trillium Foundation, volunteers from branches of the Architectural Conservancy of Ontario (ACO) and Historical Societies partnered with the Heritage Resources Centre (HRC) at the University of Waterloo to undertake Phase 2 of a province-wide research program to answer the question: have Heritage Conservation Districts in Ontario been successful heritage planning initiatives over a period of time?

Many people now consider the Heritage Conservation District to be one of the most effective tools not only for historic conservation but for good urban design and sound planning. At least 102 HCDs are already in existence in Ontario with the earliest designations dating back to 1980. While more are being planned and proposed all the time there is also a residual resistance to HCDs from some members of the public. Typically this resistance centres on concerns about loss of control over one’s property, impact on property values and bureaucratic processes. On the other hand, the benefits of HCDs, establishing high standards of maintenance and design, allowing the development of and compliance with shared community values and the potential for increasing property values, are not as widely perceived as might be the case.

Since it takes a period of time for the impacts of district designation to manifest, Phase 1 of the study concentrated on examining the oldest districts, those designated in or before 1992. Phase 2 continued to look at well-established districts. Applying the criterion of residential, commercial or mixed-use areas designated in 2002 or before, 32 HCDs were examined. These districts are found in or near the following areas: Cobourg, Hamilton, Ottawa, St. Catharines, Markham, Toronto, Centre Wellington, Orangeville, London, Stratford, and the Region of Waterloo.

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<sup>1</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

<sup>2</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

<sup>3</sup> Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 12

Figure 1 shows that the 32 districts have a wide geographic distribution and represent various community sizes. The types of districts that are part of the study are also evident.

Geographical Distribution		Community Size		Type	
Northern	0	Small Community	11	Commercial	6
Eastern	7	Medium Sized	10	Residential	20
Central	19	Large City	11	Mixed	6
South Western	6				
	32		32		32

*Figure 1: Distribution of Heritage Conservation Districts under examination.*

The study sought to answer the following specific questions in each of the 32 Heritage Conservation Districts:

- Have the goals or objectives set out in the District Plan been met?
- Are residents content living in the Heritage Conservation District?
- Is it difficult to make alterations to buildings in the Heritage Conservation District?
- Have property values been impacted by the designation of the district?
- What are the key issues in the district?

These questions were answered through the contributions of local volunteers from the Architectural Conservancy of Ontario branches, Historical Societies and local heritage committees as well as through communication with local municipal officials.

## 2.0 Background of Cabbagetown-Metcalfe Heritage Conservation District

### 2.1 Description of the District

The Cabbagetown-Metcalfe Heritage Conservation District is located in the City of Toronto. It runs along Metcalfe and Sackville Streets between Amelia and Carleton Streets. The District consists 314 residential buildings.

### 2.2 Cultural Heritage Value of the District

The Heritage Conservation District Plan describes the heritage character as follows:

“Cabbagetown is recognized as one of the most vibrant residential communities in Toronto. The “Victorian” character of the District is visible in the relatively unchanged streetscapes, many surviving examples of row housing and single family residences displaying late nineteenth century architectural styles and an integrity of form. Landscape characteristics include the long narrow lots, small front yard gardens and backstreet lanes. Residents’ strong sense of pride and commitment to this community are exhibited in the restoration and conservation of many residents, individual front yard garden landscaping and the preservation of the tree-lined streetscape” (p. 2).



### 2.3 Location of the District



Figure 2: Map of Cabbagetown-Metcalf Heritage Conservation District.

## 2.4 Designation of the District

The designation of the Cabbagetown-Metcalf Conservation District was initiated by local residents and the Cabbagetown Historical Association. The Heritage Character Statement and Plan was completed in 2001 by Unterman McPhail.

The Cabbagetown-Metcalf Heritage Conservation District is protected by By-law 110-02 adopted by the City of Toronto on February 15, 2002.

## 3.0 Study Approach

### 3.1 Resident Surveys

Residents of the Cabbagetown-Metcalf Heritage Conservation District were asked a series of questions relating to their experiences and satisfaction living in the district. These surveys were conducted door-to-door by HRC staff. A sample was taken of the 314 properties, resulting in door-to-door surveys being conducted at 97 residences. Only 16 of the 97 residents answered surveys, representing a 16.49% response rate. The tabulated findings of the survey are presented in Appendix A.

### 3.2 Townscape Survey

A Townscape Survey of Cabbagetown-Metcalf was conducted in September 2011. The purpose of this survey is to provide an objective way to evaluate streetscapes. There are two elements to the survey; land use mapping and a streetscape evaluation. Land use maps, which represent the current use of buildings in the district, were produced for Cabbagetown-Metcalf (see Appendix B). The streetscape evaluation involves the use of a view assessment pro forma that generates scores between one and five for 25 factors in a view. A total of 14 views were photographed and evaluated (see Appendices C and D). The summary of the scores is included as Appendix E.

### 3.3 Real Estate Data

Sales history trends for properties within each Heritage Conservation District (HCD) under study were calculated and compared against non-designated properties in the immediate vicinity of each district. Sales records spanning an average 30 year period were identified for individual district properties using GeoWarehouse™, an online subscription database commonly used by real estate professionals.

To measure the market performance of properties within a given HCD the designated properties were compared with surrounding real estate. Properties within the HCD that had more than one record of sale were plotted on graphs and compared with the average sales figures for properties outside the HCD and within a 1 km radius. This comparison was done using three factors: first the line of best fit (a trend line derived from regression analysis) was compared to establish which was rising or falling at the greater rate, second the period between designated property sales was compared with that segment of the longer line that coincided with it and third the gap between the designated property sale value and the average for that year was noted. From this the judgement was made whether the designated property performed above, at, or below the average.

It is expected that the use of average sales prices from the immediate vicinity of a district as opposed to the use of municipality-wide sales trends would provide a more accurate comparative record to show how the district designation status itself affects property values. Aside from the locational factor (i.e. properties located within a district), it must be recognized that this study did not take into account a variety of other issues that can also affect sales prices (e.g. architecture, lot size, zoning etc.). This comparison simply looks at the single variable of designation. A total of 872 properties sales histories were calculated as part of this study.

### 3.4 Key Stakeholder Interviews

Individuals that had special knowledge of each district were interviewed for their experiences and opinions. These stakeholders often included the local planner, the chair or a member of the Municipal Heritage Committee and members of the community association or BIA. Two people were interviewed for the Heritage Conservation District. Both interviews were conducted over the phone. Those interviewed included two Preservation Officers for the City of Toronto. A summary of the responses is included in Appendix G. Interviewees are not identified in accordance with the University of Waterloo policy on research ethics.

### 3.5 Requests for Alterations

With respect to the requests for alterations within the Heritage Conservation District, the study wished to answer these questions in each district:

- How many applications for building alterations have been made?
- How many applications have been approved or rejected?
- How long did the application process take for individual properties?
- What type of changes were the applications for?

For the Cabbagetown-Metcalf Heritage Conservation District, the information regarding the number of applications for alterations and the time it took to receive approvals was not available.

## 4.0 Analysis of Key Findings

### 4.1 Have the goals or objectives been met?

The district plan has specified four goals:

*a) To maintain the residential character of the area.*

The objective to maintain the area as a residential neighbourhood has been met. Drawing on measures collected in the Townscape Survey, coherence, edge quality, legibility, sense of threat, traffic safety and vitality, all signs of residential character, scored well. In addition, the land-use map show that all but two properties in the district are residential.

*b) To protect and enhance existing heritage buildings.*

The objective to protect and enhance existing heritage buildings has been met. The Townscape Survey shows that conserved elements, detailed maintenance and quality of conservation work all scored extremely high. There is also no dereliction and few neglected historic features. This means that visually the area is well maintained and historic elements and buildings have been conserved (Figure 3).



*Figure 3: Well maintained buildings.*

*c) To avoid the destruction of the heritage buildings and landscape fabric.*

The objective to avoid the destruction of heritage buildings and landscape fabric has been met. Drawing on measures collected in the Townscape Survey coherence and private planting, both significant landscape elements, scored well.

*d) To encourage only those changes that are undertaken in a non-destructive manner.*

The goal to ensure non-destructive changes has been met. The score for façade quality in the Townscape quality is fairly high. In addition, quality of new development scored very high.

### 4.2 Are people content?

Two questions in the resident survey addressed people's contentment with living in the district. Most of the respondents (12 of 16) moved to the area after it was designated. Of these, nine people stated that the designation did not affect their decision to move to the area.

Currently, 12 of 16 respondents are very satisfied with living in the district. An additional three people are satisfied with living in the district. One responded indicated they did not know how they felt about living in the district.

The satisfaction rates indicate that people are happy with the district, however, due to the low response rate, these findings may not be representative.

#### **4.3 Is it difficult to make alterations?**

Only five respondents indicated they had made applications for alterations. Four of the five applications were approved. Only one person indicated the application took over five months, three people did not know how long it took, and the other three indicated it was “not long.” The records from the City of Toronto were not available.

#### **4.4 Have property values been impacted?**

According to the resident surveys, eight respondents believed that the designation has increased their property values. Another six believed there was no impact and no one thought the designation had a negative impact on the value of their home. One person did not know how the designation would impact their value.

The data from GeoWarehouse indicated that only 57 of the 314 properties had sales histories. Of these 57 properties, 23 performed above average, 25 at average and nine below average. The sales histories indicated that this is a very stable neighbourhood with great predictability in terms of property values.

Twenty-three of 57 properties with sales records performed above average but very few deviated significantly from the surrounding area’s norm. It is indicative of the stable market that 25 of 57 properties studied performed at the average rate of increase. Only nine properties fell below the norm. However, similarly to those performing slightly above average the deviation was seldom great.

Three properties went up noticeably in price when the ambient market was going down, but three properties went down in value while the rest of the market was going up. These six outliers were no doubt subject to other market conditions.

Very few sales occurred in 2008 when the surrounding market spiked upward before falling and most of the Cabbagetown sales were below that high. This indicates that Cabbagetown-Metcalf values are somewhat independent of the general market.

Not only are the properties in Cabbagetown-Metcalf performing well, it appears that designation has brought stability and predictability to the property market in in the district.

#### **4.5 What are the key issues in the district?**

##### *a) Neighbourhood Association*

The district was initiated with the help of the neighbourhood association, which is still very active. The association has erected many historic plaques in the area, and appears to be active in communicating with the residents, including sending out newsletters. This group is also seeking to designate other areas in Cabbagetown.

# 5.0 Conclusions

## 5.1 Conclusions

- The following objectives of the district plan have been met:
  - To maintain the residential character of the area
  - To protect and enhance existing heritage buildings
  - To avoid the destruction of the heritage buildings and landscape fabric
  - To encourage only those changes that are undertaken in a non-destructive manner
- Fifteen of 16 people surveyed are very satisfied or satisfied with living in the district
- Information about applications for alterations was inconclusive
- Properties in Cabbagetown-Metcalf performed well in the real estate market – 48 of 57 properties sold at or above average
- Designation has brought stability and predictability to the property market in Cabbagetown-Metcalf

Overall, the Cabbagetown-Metcalf Heritage Conservation District has been a successful planning initiative.

## 5.2 Recommendations

The following aspects of the district represent areas for improvement:

- Track applications for alterations in a comprehensive and easily accessible manner
- Support the Neighbourhood Association as a primary means of communication

# Appendices



## Appendix A

### Tabular Results of Resident Surveys

Heritage Conservation District Name: Cabbagetown- Metcalfe

1. Are you the owner or tenant of this property?

Responses

	Owner	Tenant-Commercial	Tenant - Residential
Counts	12	0	4
Percentage	75.00	0.00	25.00

2. Are you aware you live within a HCD?

Responses

	Yes	No
Counts	16	0
Percentage	100.00	0.00

3. Did you move here before or after the area was designated?

Responses

	Before	After
Counts	4	12
Percentage	25.00	75.00

4. If you lived here before designation, how did you feel about it at the time?

Responses

Positive	4
Negative	1
Neutral	1
Mixed Feelings	0

5. If you came after the designation did the designation affect your decision to move here?

Responses

	Yes	No
Counts	2	9
Percentage	18.18	81.82

6. What is your understanding of how the HCD works?

Responses

Some knowledge	2
Restrictions	1
Preservation	9
Extensive knowledge	3
No knowledge	1

7. Have you made application(s) for building alterations?

Responses

	Yes	No
Counts	5	11
Percentage	31.25	68.75

8. If so, were your applications for alterations approved?

Responses

	Yes	No
Counts	4	1
Percentage	80.00	20.00

9. On average, how long did the application take?

Responses

Over 5 months	1
4 to 5 months	0
1 to 3 months	0
Do Not Know	3
Not long	3

10. Overall, how satisfied are you with living in a HCD?

Responses

	Mean Score out of 5	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Do not Know
Counts	4.80	12	3	0	0	0	1
Percentage		75.00	18.75	0.00	0.00	0.00	6.25

11. How do you think the HCD designation has affected the value of your property compared to similar non-designated districts?

Responses

	Mean Score out of 5	Increased a Lot	Increased	No Impact	Lowered	Lowered a lot	Do not Know
Counts	3.71	3	5	6	0	0	1
Percentage		20.00	35.71	42.86	0.00	0.00	6.67

12. Do you think the HCD designation will affect your ability to sell your property?

Responses

No	9
Yes	2
Yes, easier	2
Yes, harder	0
Don't know	0
Maybe	2

13. Comments

Responses

**Comments:** Like character of area (1) Need resident costs related benefits along with designation (1)  
 Problem getting insurance (1)

Total Population	97
Participants	16
Participation Rate	16.49484536



Appendix B  
Land Use Maps

## Ground Level Land Use in Cabbagetown-Metcalf Area Heritage Conservation District, Toronto



### Legend

HCD Boundary	Office / Commercial	Services
Not in HCD	Parking	Soft or hard landscaping
Eating / Drinking Places	Public buildings	Under development
Industrial	Residential	Vacant
Land use not assigned	Retail (low end - CS)	Warehouse / Storage
Leisure	Retail	

Meters  
0 10 20 40 60 80 100



Heritage Resources Centre  
August 11, 2011  
Data provider: Teranet Inc.  
Coordinate system: NAD\_1983\_UTM\_Zone\_17N

## Upper Level Land Use in Cabbagetown-Metcalf Area Heritage Conservation District, Toronto



### Legend

HCD Boundary	Office / Commercial	Services
Not in HCD	Parking	Soft or hard landscaping
Eating / Drinking Places	Public buildings	Under development
Industrial	Residential	Vacant
Land use not assigned	Retail (low end - CS)	Warehouse / Storage
Leisure	Retail	

Meters  
0 20 40 60 80 100



Heritage Resources Centre  
August 11, 2011  
Data provider: Teranet Inc.  
Coordinate system: NAD\_1983\_UTM\_Zone\_17N







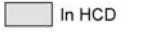
# Appendix C

## Map of Views

# Views in Bishop Hellmuth Heritage Conservation District, London



## Legend

-  HCD Boundary
-  Viewpoints
-  Viewlines
-  Not in HCD
-  In HCD

0 15 30 60 90 120 150 Meters

Heritage Resources Centre  
August 21, 2011

Data provider: Teranet Inc.

Coordinate system: NAD\_1983\_UTM\_Zone\_17N



## Views in Cabbagetown-Metcalf Area Heritage Conservation District, Toronto



**Legend**

- HCD Boundary
- Viewpoints
- Viewlines
- In HCD
- Not in HCD

0 15 30 60 90 120 150 Meters

Heritage Resources Centre  
 August 11, 2011  
 Data provider: Teranet Inc.  
 Coordinate system: NAD\_1983\_UTM\_Zone\_17N



Appendix D  
Photographs of Views



View 1



View 2



View 3



View 4



View 5



View 6



View 7



View 8



View 9



View 10



View 11



View 12



View 13



View 14

## Appendix E

### Townscape Evaluation Pro Forma



<b>A. Streetscape Quality</b>				
	Score	Out of	%	Out of 5
A1-Pedestrian friendly	48	70	68.57	3.4
A2-Cleanliness	55	70	78.57	3.9
A3-Coherence	52	70	74.29	3.7
A4-Edgefeature Quality	60	70	85.71	4.3
A5-Floorscape Quality	42	70	60.00	3.0
A6-Legibility	54	70	77.14	3.9
A7-Sense of Threat	52	70	74.29	3.7
A8-Personal Safety: Traffic	52	65	80.00	4.0
A9-Planting: Public	0	0	0.00	0.0
A10-Vitality	50.5	70	72.14	3.6
A 11- Appropriate Resting Places	48.5	65	74.62	3.7
A12-Signage	52	65	80.00	4.0
A13-Street Furniture Quality	42	65	64.62	3.2
A14-Traffic Flow. Appropriateness	55.5	70	79.29	4.0
<b>SUM A</b>	663.5	890	74.55	3.7

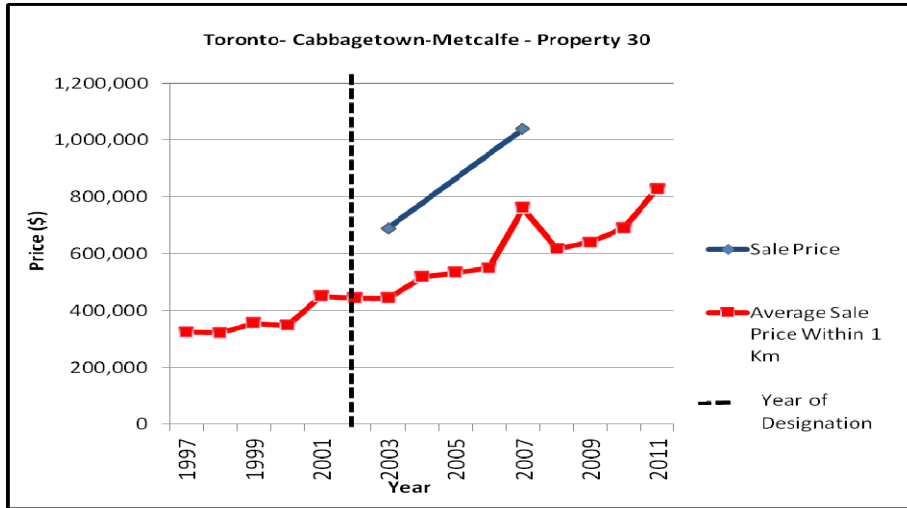
<b>B. Private Space in View</b>				
	Score	Out of	%	Out of 5
B15-Advertising, in keeping	0	0	0.00	0.0
B16-Dereliction, Absence of	61	65	93.85	4.7
B17-Detailing, Maintenance	54.5	70	77.86	3.9
B18-Facade Quality	54	70	77.14	3.9
B19-Planting Private	66.5	70	95.00	4.8
<b>SUM B</b>	236	275	85.82	4.3

<b>C. Heritage in View</b>				
	Score	Out of	%	Out of 5
C20-Conserved Elements Evident	60	65	92.31	4.6
C21-Historic Reference Seen	18	70	25.71	1.3
C22-Nomenclature/Place Reference	18	70	25.71	1.3
C23-Quality of Conservation Work	49.5	65	76.15	3.8
C24-Quality of New Development	16	20	80.00	4.0
C25-Neglected Historic Features	53.5	65	82.31	4.1
<b>SUM C</b>	215	355	60.56	3.0

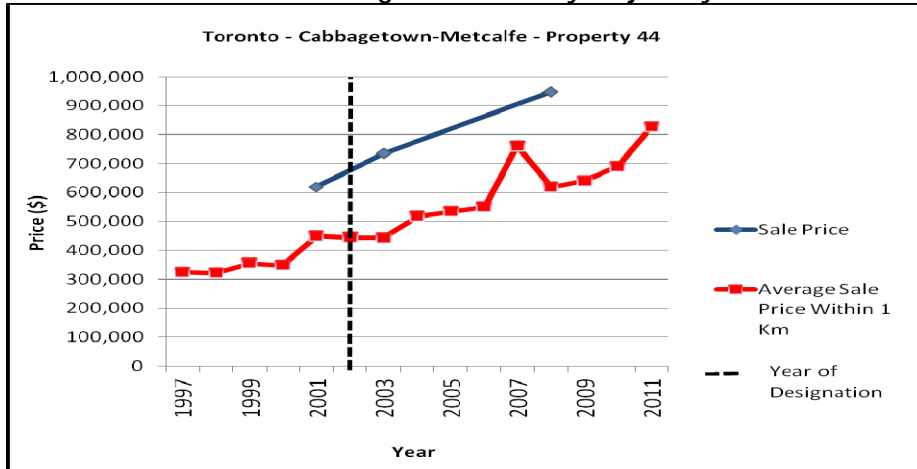
<b>Impression Score</b>				
<b>Aggregate Score</b>	<b>1114.5</b>	<b>1520</b>	<b>73.6440413</b>	<b>3.7</b>

# Appendix F

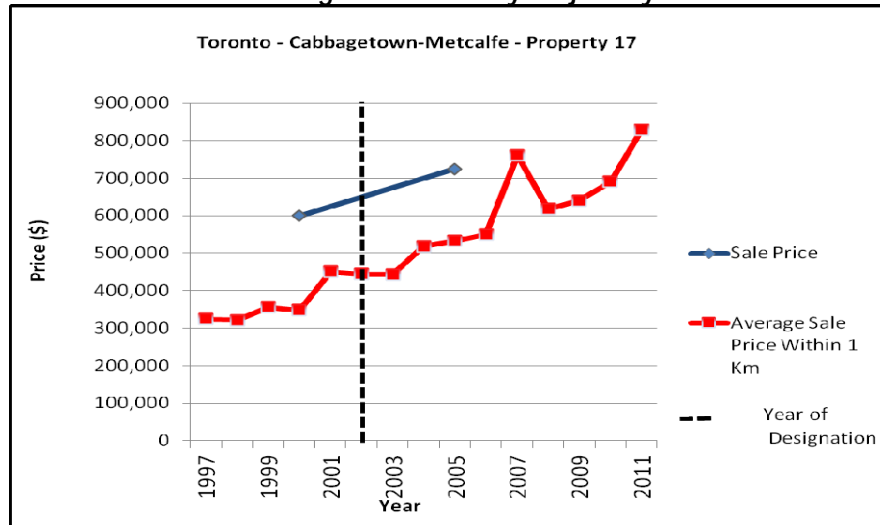
## Real Estate Data



**Above Average Sales History Trajectory**



**Average Sales History Trajectory**



**Below Average Sales History Trajectory**

## Appendix G

### Summary of Key Stakeholder Interviews

Heritage Conservation District Name: Cabbagetown-Metcalf

Month(s) of Interviews: February 2012

Number of People Interviewed: 2

Question	Summary of Answer
1. How are you involved in the HCD?	<ul style="list-style-type: none"> <li>• Preservation Officer for the City of Toronto's Heritage Preservation Services (2)</li> </ul>
2. How did the HCD come about?	<ul style="list-style-type: none"> <li>• From the efforts of local community members in association with the Cabbagetown Historical Association (2)</li> </ul>
3. In your opinion how has the HCD designation been accepted?	<ul style="list-style-type: none"> <li>• Broad acceptance (2)</li> <li>• Cabbagetown Advisory Committee is seeking the creation of two additional districts in the area</li> <li>• Residents are striving for increased protection</li> </ul>
4. In your experience what are the HCD management processes in place and how do they work?	<ul style="list-style-type: none"> <li>• Review heritage permits</li> <li>• Committee of Adjustment applications/ and other Planning Act applications</li> <li>• Building permit applications</li> <li>• Also have a Heritage Property Standards By-law that is enforced in this District</li> <li>• With the exception of stand alone Heritage Permits, the above work relatively well in managing change in the District</li> </ul>
5. In your experience what is the process for applications for alterations?	<ul style="list-style-type: none"> <li>• Drawings are reviewed and their appropriateness is assessed based on the guidelines outlined in the HCD plan (2)</li> <li>• If applications are submitted not in keeping with the plan, staff meet with the applicant and provide advice in an attempt to bring the application into conformity with the plan</li> <li>• In situations where applications that are not in keeping with the Plan or applications that may not be fully anticipated by the plan (i.e. a unique proposal) is submitted, staff seek advice from the Heritage Advisory Committee</li> <li>• If an agreement cannot be reached the issue goes on to the Preservation Board with a report from staff, then to the local community council and finally on to Council for the final decision</li> <li>• Staff have delegated approval authority for alterations in keeping with the intent of the district plan (2)</li> </ul>
6. Is there a communication process set up for the HCD?	<ul style="list-style-type: none"> <li>• District has an active Advisory Committee that facilitates communication between residents and the municipality (newsletters) (2)</li> <li>• City of Toronto engages with Advisory Committee on more detailed alteration requests</li> <li>• Post card sent from the municipality to district residents each year regarding the heritage grant program</li> </ul>
7. In your opinion, what are the issues that are unique	<ul style="list-style-type: none"> <li>• Heritage Permits that do not also require permission under the Building Code Act or the Planning Act (for instance window replacement) occasional cause challenges</li> <li>• Owners do not always obtain permission under the OHA prior to undertaking</li> </ul>

<p>to the HCD and how have they been managed?</p>	<p>these and we are left taking enforcement action after the fact</p> <ul style="list-style-type: none"> <li>• Due to nature of the building stock there are few opportunities for alterations not in keeping with the district plan – results in few problems</li> <li>• Alteration requests are generally submitted by owners wanting to change their own properties (both major and minor alterations)</li> <li>• There is a high number of Part IV and V designated properties in the area</li> </ul>
<p>8. What are similar non designated areas?</p>	<ul style="list-style-type: none"> <li>• Cabbagetown southwest (near Seaton St. and Gerrard St. E.) (2)</li> </ul>
<p>9. Other comments</p>	<ul style="list-style-type: none"> <li>• n/a</li> </ul>