Heritage Conservation District Study

St. Mary's Heritage Conservation District City of Kitchener













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Prepared for
The Architectural Conservancy of Ontario
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We would like to thank staff at the Ministry of Culture for providing information and advice about the project: Paul King, Chris Mahood and Bert Duclos.

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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 the St. Mary's Heritage Conservation District

- Located in the former City of Berlin, now the City of Kitchener
- Consists of 222 properties that are predominantly single family dwellings
- The district was designated in 2001
- The District Plan was written by Archaeological Services Inc., Wendy Shearer Landscape Architect Limited, L. Alan Grinham Architect Inc. and Unterman McPhail Heritage Resource Consultants

Study Approach

- Resident surveys were conducted door-to-door by University of Waterloo undergraduate students
- Land use mapping and a streetscape evaluation were 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 existing stock of veteran housing and protect their defining features
 - To conserve and manage landscape elements and protect public spaces
- The following objective has been less successful:
 - To ensure that new development has no adverse impacts on heritage attributes and that heritage character is protected and enhanced
- 75% of the people surveyed are very satisfied or satisfied with living in the district
- All requests for alterations were approved within three months
- Sales histories indicate that designation has had a slightly positive impact on property values
- Overall, the St. Mary's Heritage Conservation District has been a successful planning initiative

Recommendations

- Track alteration requests in a comprehensive and easily accessible manner
- Create policies or financial incentives to improve the quality of new development and to ensure that it is compatible with the character of the district

 Share the guidelines created for residents who would like to install modern energy upgrades in order to preserve the character of the district with other municipalities and districts

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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." 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."

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 objectives³.

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

¹ Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

² Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 5

³ Ontario Heritage Toolkit, Heritage Conservation Districts, Ministry of Culture (2006), Page 12

found in or near the following areas: Cobourg, Hamilton, Ottawa, St. Catharines, Markham, Toronto, Centre Wellington, Orangeville, London, Stratford, and the Region of Waterloo. Figure 1 shows that the 32 districts have a wide geographic distribution and represent the various community sizes. The various types of districts that are part of the study are also evident.

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 Dis	tribution	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 the St. Mary's Heritage Conservation District

2.1 Description of the District

The St. Mary's Heritage Conservation District is bounded by Spadina Road East, Highland Road East, Stirling Avenue South, and Pleasant Avenue in the former City of Berlin, now the City of Kitchener. The district consists of 222 properties. These properties are predominantly single family dwellings.

2.2 Cultural Heritage Value of the District

According to the St. Mary's Heritage Conservation District Plan, the cultural heritage value of the district lies in the fact that:

"Within the City of Kitchener the heritage environment of the St. Mary's neighbourhood represents an important and formative aspect of post World War II construction, planning and development. The significant architecture and suburban landscape is unique to the post World War II housing character associated with the area.

The historical growth of the St. Mary's neighbourhood is the result of the development of two major plans of subdivision that were developed by Wartime Housing Limited. The development was a direct response from the federal government to the post World War II housing crisis. Ultimately, this resulted in the partnership between the public and private housing sectors (that provided funds) together with municipal government (that provided land) and local contractors that resulted in an innovative, administrative response to provide low-cost rental housing at a time of considerable need.

The houses in the St. Mary's Heritage Conservation District are single family dwellings. Common design features include: predominantly one storey or one-and-a-half stories, structures are primarily square or rectangular in plan with single gable roofs without front dormers, asphalt shingle roofing, a variety of center, off-center and side hall plans, simple window types and a lack of exterior detailing. The land use of this wartime housing subdivision development includes a simple but distinctive and compact form that offers a low density, low profile, single detached residential environment."

2.3 Location of the District

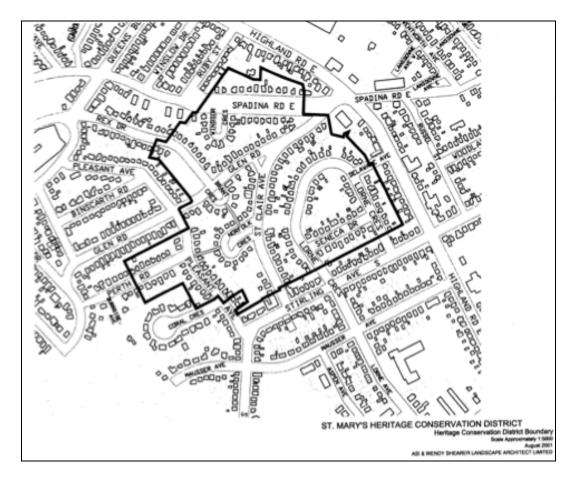


Figure 2: Map of St. Mary's Heritage Conservation District.

2.4 Designation of the District

The designation of the St. Mary's Heritage Conservation District was initiated by the Local Architectural Conservation Advisory Committee (LACAC), now the Municipal Heritage Committee. The District Plan was prepared for the City of Kitchener by the LACAC. The St. Mary's Heritage Conservation District is protected by By-law 2001-216, which was passed on May 15, 2002 by the City of Kitchener. The designation was approved by the Ontario Municipal Board under the 1980 *Ontario Heritage Act* in 2001.

The Heritage Conservation District Plan contains sections on the purpose of the plan, policies related to the architecture of the district, the history of the area, guidelines for conservation and change, design guidelines for alterations, conservation of building materials, landscape conservation guidelines and planning and implementation procedures.

3.0 Study Approach

3.1 Resident Surveys

Residents of the St. Mary's Heritage Conservation District were asked a series of questions relating to their experiences and satisfaction with living in the district. These surveys were conducted door-to-door in March 2012 by volunteers from the School of Planning at the University of Waterloo. Fifty-five of 222 residents answered surveys, representing a 25% response rate. The tabulated findings of the survey are presented in Appendix A.

3.2 Townscape Survey

A Townscape Survey of the St. Mary's Neighbourhood Conservation District was conducted in March 2012. 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 St. Mary's (see Appendix B). The streetscape evaluation involves the use of a view assessment pro forma which generates scores between one and five for 25 factors in view. A total of 17 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. Three people were interviewed for the St. Mary's Heritage Conservation District report. Each interview was conducted over the phone. Those interviewed included two Heritage Planners for the City of Kitchener, and a member of the Municipal Heritage Committee 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 Districts, 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 St. Mary's Neighbourhood Heritage Conservation District, only the information regarding the number of applications for alterations was available from the City of Kitchener.

4.0 Analysis of Key Findings

4.1 Have the goals or objectives been met?

Based on the Heritage Conservation District Plan prepared in 2001, there are goals that relate to both the built and streetscape/landscape heritage of the district. The plan states that the goals will be met through objectives that fall into three categories:

a) Built – to maintain the existing stock of veteran housing and protect their defining features.

The objective to maintain the existing stock of veteran housing and protect their defining features has been met. The measures collected in the Townscape Survey such as historic reference, conserved elements and quality of conservation all scored in the



Figure 3: An example of a low density and a low profile environment.

mid-range. Absence of dereliction and maintenance of detailing also scored well. The low-density, low profile environment of the community has been maintained.

b) Landscape – to conserve and manage landscape elements and protect public spaces.

The objective to conserve and manage landscape elements and protect public spaces has been met. In the Townscape Survey, both public and private plantings scored high, as did cleanliness. This indicates that the landscaping and public places have been well-maintained and cared for.

c) New Development – to ensure that new development has no adverse impacts on heritage attributes and that heritage character is protected and enhanced.

The objective to ensure new development, including additions, has no adverse impacts has not been met. The Townscape Survey indicates that the quality of new development scored extremely low and was therefore of poor quality and not compatible with the character of this district. This observation is supported by the stakeholder interviews. Interviewees identified that due to the modest size of the homes, there is increasing pressure to allow for additions built from modern materials.

4.2 Are people content?

Two questions in the resident survey addressed people's contentment with living in the district. Of the 55 residents surveyed, 28 said they lived in the district prior to designation, ten had positive feelings about the designation, eight had neutral feelings, two had negative feelings and six had mixed feelings. Currently, 75% of the residents are satisfied or very satisfied with the designation.

4.3 Is it difficult to make alterations?

Of the residents surveyed, five people said they have made an alteration request. All five said their alteration request was approved and that the approval process took less than three months. There are no records from the City of Kitchener on the processing times of alteration requests.

4.4 Have property values been impacted?

According to the resident surveys, 18 people stated they believe the designation has not adversely affected their properties' value. Rather, they believe that the designation has increased the value of their properties. The same number of residents also think that there would be no impact due to designation. Three residents felt that the designation would lower the value of their dwelling and 16 responded as not having any knowledge about the matter. The majority of people from the residents' survey (37 of 52 respondents) think that designation will not affect their ability to sell their properties in the future.

The data from GeoWarehouse[™] for 83 properties indicates that 55.42% of the properties' have sales values above the average sale price in comparison to the average sale price of different properties within a one kilometre radius of the designation district (see Figure 10). Respectively, 24.10% of the properties' values fall within the average and only 20.48% of the properties' values are below average. The sales histories show that the district shares roughly the same property values, or slightly better property values, than the surrounding area.

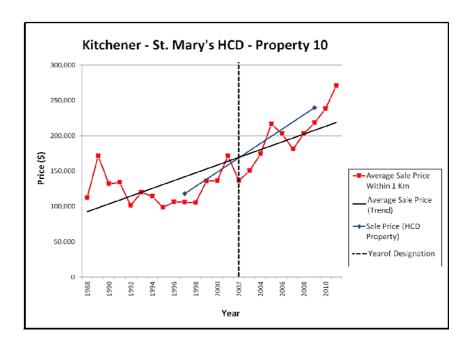


Figure 6: Sale History Trajectory for Property 10.

4.5 What are the key issues in the district?

a) New Development Impact

There have been several new developments, in this case additions, in the area. Although the new developments are small in number, they are not compatible with the heritage character of the district. The City is receiving a large number of applications for additions due to the fact that the houses are very modest and simple in design.

b) Solar Panels

Installations of modern materials, such as solar panels, have become an issue in the district. Many residents raised concerns claiming that they find modern materials to be aesthetically unpleasing, while others stated otherwise. This in turn creates disagreement among the residents. Creating a policy on the addition of solar panels to heritage buildings would provide standard guidelines. In May of 2012 the City of Kitchener responded to this need with the creation and approval of Guidelines for the Installation of Solar Technology on Cultural Heritage Resources. These guidelines can serve as a best practice for other municipalities and districts.

5.0 Conclusions

5.1 Conclusions

- The following objectives of the district plan have been met:
 - To maintain the existing stock of veteran housing and protect their defining features
 - o To conserve and manage landscape elements and protect public spaces
- The following objective has been less successful:
 - o To ensure that new development has no adverse impacts on heritage attributes and that heritage character is protected and enhanced
- 75% of the people surveyed are very satisfied or satisfied with living in the district
- All requests for alterations were approved within three months
- Sales histories indicate that the designation has had a slightly positive impact on property values

Overall, the St. Mary's Heritage Conservation District has been a successful planning initiative.

5.2 Recommendations

The following aspects of the district are areas for improvement:

- Track alteration requests in a comprehensive and easily accessible manner
- Create policies or financial incentives to improve the quality of new development and to ensure that it is compatible with the character of the district
- Share the guidelines created for residents who would like to install modern energy upgrades in order to preserve the character of the district with other municipalities and districts

Appendices

Appendix A

Tabular Results of Resident Surveys

St. Mary's Heritage Conservation District

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

Responses:

55

	Owner Tenant-Commercial		Tenant-Residential	
Counts	52	0	3	
Percentage	94.55	0.00	5.45	

2. Are you aware you live within a HCD?

Responses:

55

	Yes	No
Counts	55	0
Percentage	100.00	0.00

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

Responses:

55

	Before	After
Counts	28	27
Percentage	50.91	49.09

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

Responses:

Positive	10
Negative	2
Neutral	8
Mixed Feelings	6

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

Responses:

28

	Yes	No
Counts	1	27
Percentage	3.57	96.43

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

Responses:

42

Preserve/Protect	17
Regulate/Guidelines	3
Restrictions	8
Apply/Approval	6
Heritage Committee Authority	0
Little Understanding	8

Additional Comments: Excellent (1), Good Understanding (5), It Is What It Is (1), Nervous (1)

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

Responses:

55

	Yes	No
Counts	5	50
Percentage	9.09	90.91

8. If so, were your application(s) for alterations approved?

Responses:

	Yes	No
Counts	5	0
Percentage	100.00	0.00

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

Responses:

5

Over 5 months	0
4 to 5 months	0
1 to 3 months	4
Less than 1 month	1
Not long	0

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

Responses:

55

	Mean Score out of 5	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Do not Know
Counts	4.15	22	19	12	1	0	1
Percentage	100.00	40.74	35.19	22.22	1.85	0.00	1.82

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	3.34	4	14	18	3	0	16
Percentage	100.00	7.27	35.90	46.15	7.69	0.00	29.09

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

Responses: 52

No	37
Yes	5
Yes, easier	1
Yes, harder	2
Don't know	1
Maybe	6

13. Comments

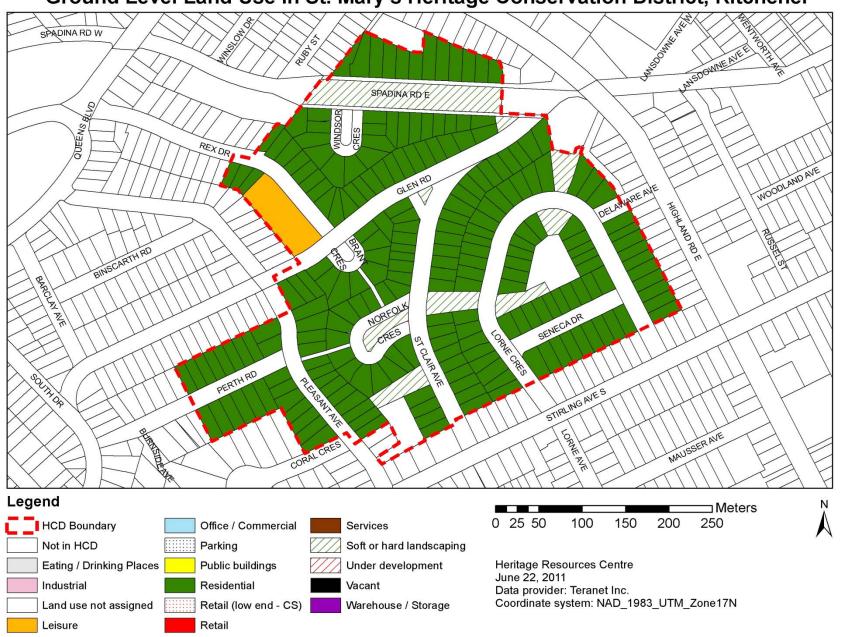
Responses:

Positive	11
Negative	6
Neutral	2
Mixed Feelings	1

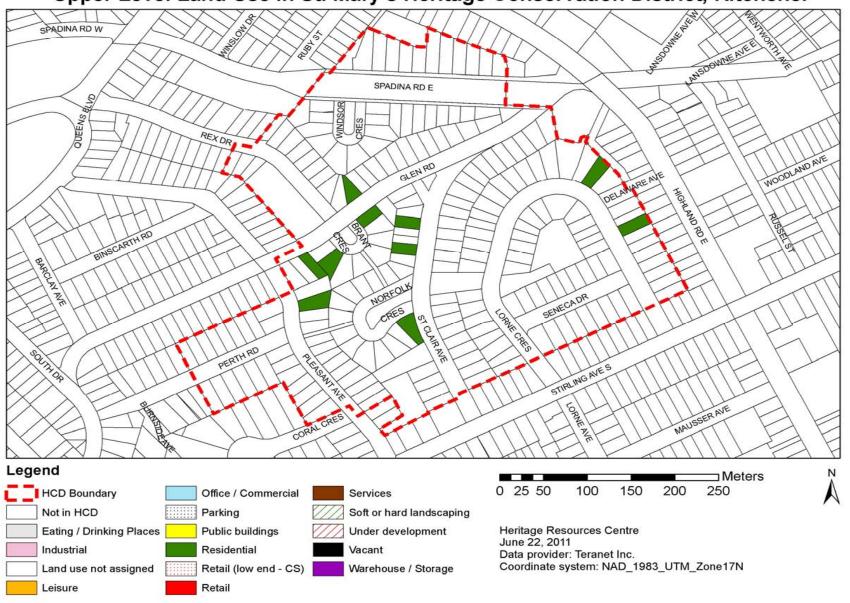
Total Population	222
Participants	55
Participation Rate	24.77477

Appendix B Land Use Maps

Ground Level Land Use in St. Mary's Heritage Conservation District, Kitchener



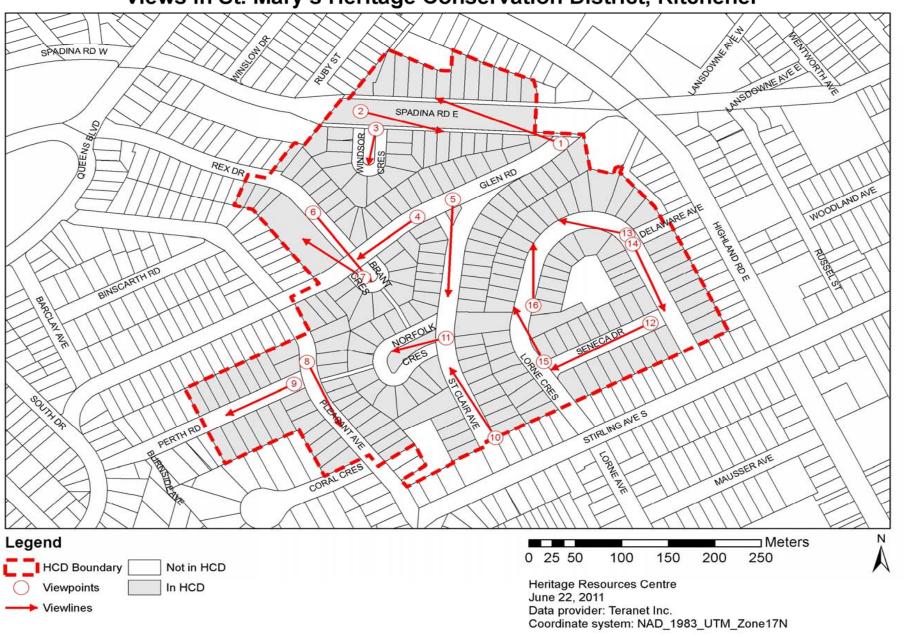
Upper Level Land Use in St. Mary's Heritage Conservation District, Kitchener



Appendix C

Map of Views

Views in St. Mary's Heritage Conservation District, Kitchener



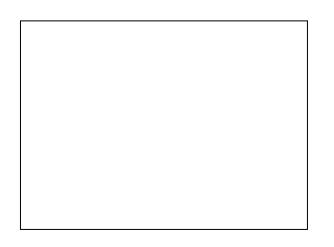
Appendix D Photographs of Views



View 1



View 2



View 4



View 5



View 6



View 7



View 8



View 9



View 10



View 11



View 12



View 13



View 14



View 15



View 16



View 17

Appendix E Townscape Evaluation Pro Forma

Heritage Conservation District Townscape Summary

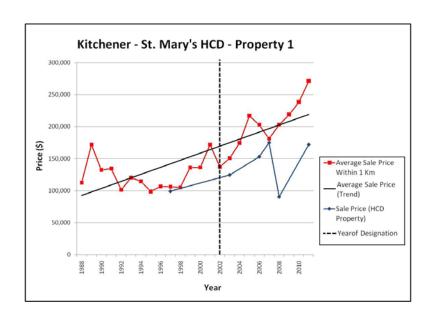
Name of District: St. Marys Date: March 24, 2012

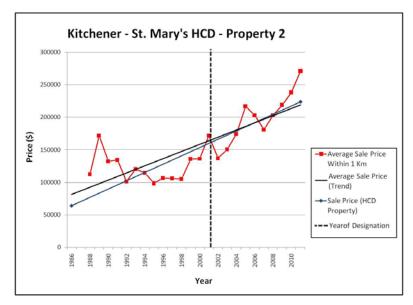
A. Streetscape Quality				
	Score	Out of	%	Out of 5
A1-Pedestrian friendly	60	75	80.00	4.0
A2-Cleanliness	65	75	86.67	4.3
A3-Coherence	62	75	82.67	4.1
A4-Edgefeature Quality	47	55	85.45	4.3
A5-Floorscape Quality	53	75	70.67	3.5
A6-Legibility	61.5	75	82.00	4.1
A7-Sense of Threat	67	75	89.33	4.5
A8-Personal Safety: Traffic	65	65	100.00	5.0
A9-Planting: Public	54.5	65	83.85	4.2
A10-Vitality	50.5	75	67.33	3.4
A 11-Appropriate Resting				
Places	51.5	75	68.67	3.4
A12-Signage	32.5	45	72.22	3.6
A13-Street Furniture Quality	44.5	70	63.57	3.2
A14-Traffic Flow.				
Appropriateness	65	65	100.00	5.0
SUM A	779	965	80.73	4.0
Impression Score				
Aggregate Score	1245	1555	80.102	4.0

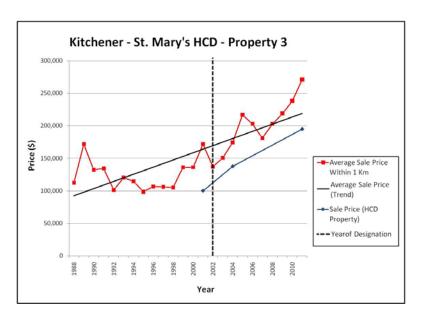
B. Private Space in View				
	Score	Out of	%	Out of 5
B15-Advertising, In keeping	0	0	0.00	0.0
B16-Dereliction, Absence of	60	55	109.09	5.5
B17-Detailing, Maintenance	67	75	89.33	4.5
B18-Facade Quality	47	65	72.31	3.6
B19-Planting Private	58.5	70	83.57	4.2
SUM B	232.5	265	87.74	4.4

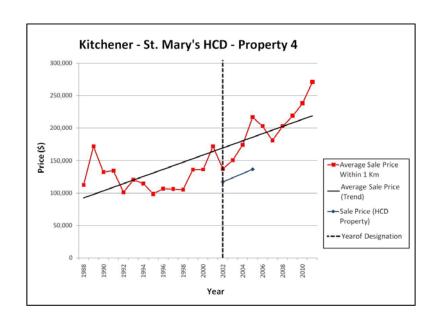
C. Heritage in View				
	Score	Out of	%	Out of 5
C20-Conserved Elements				
Evident	49.5	65	76.15	3.8
C21-Historic Reference				
Seen	34	65	52.31	2.6
C22-Nomenclature/Place				
Reference	33	65	50.77	2.5
C23-Quality of Conservation				
Work	43	60	71.67	3.6
C24-Quality of New				
Development	1	5	20.00	1.0
C25-Neglected Historic				
Features	73	65	112.31	5.6
SUM C	233.5	325	71.85	3.6

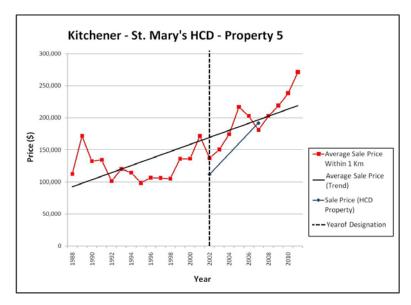
Appendix F Real Estate Data

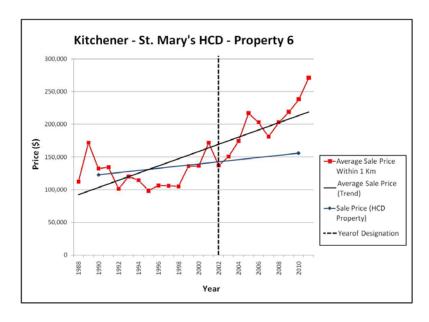


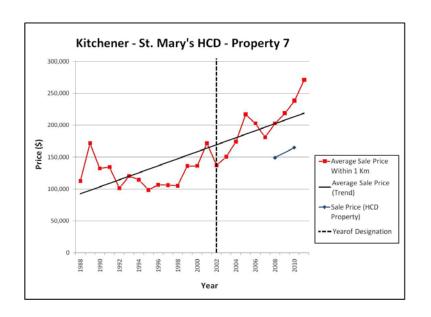


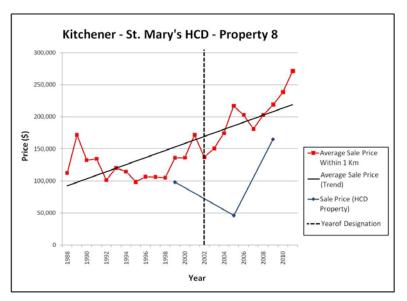


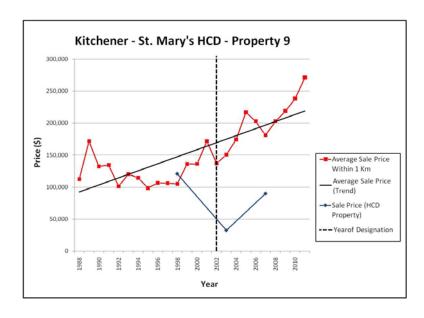


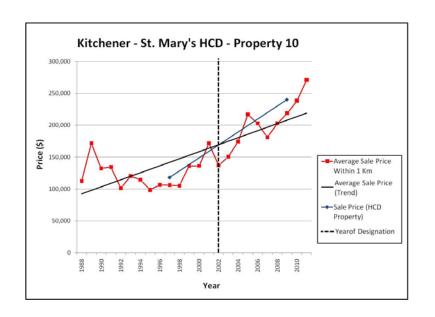


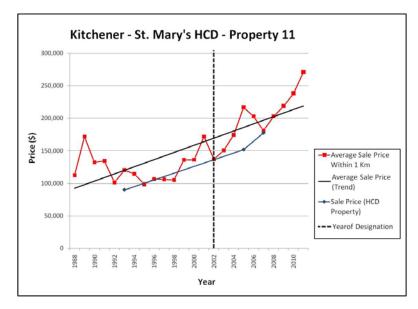


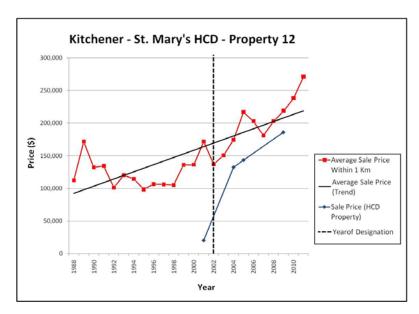


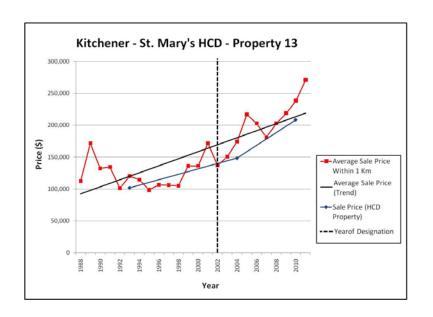


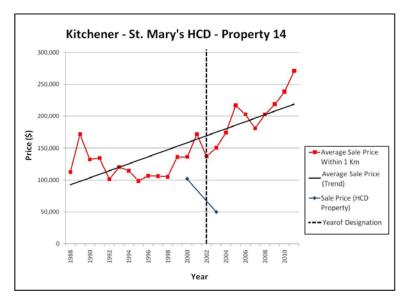


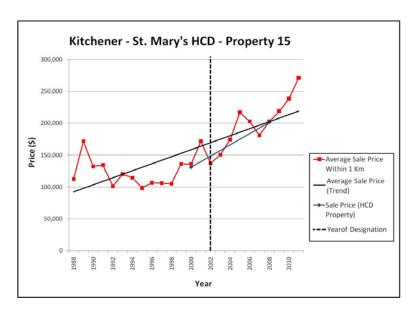


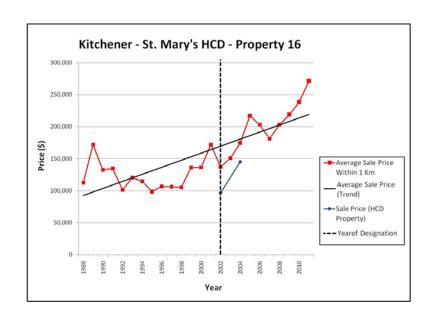


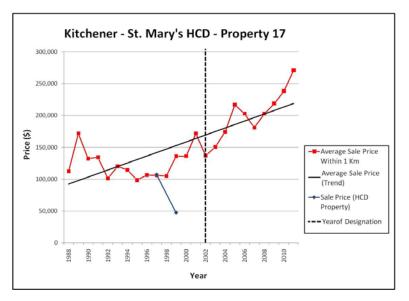


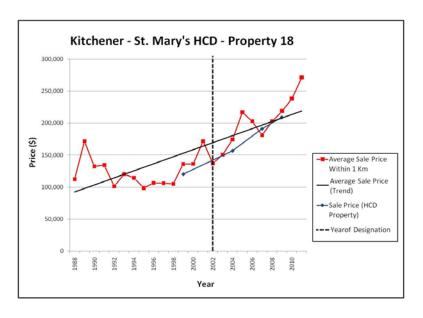


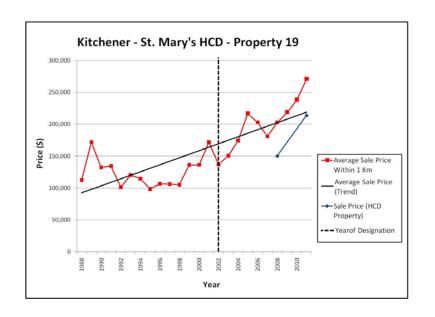


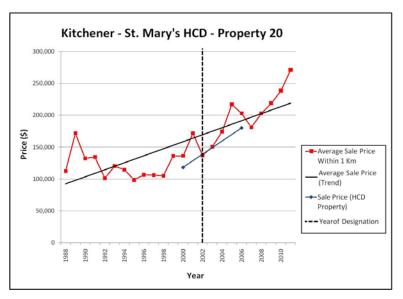


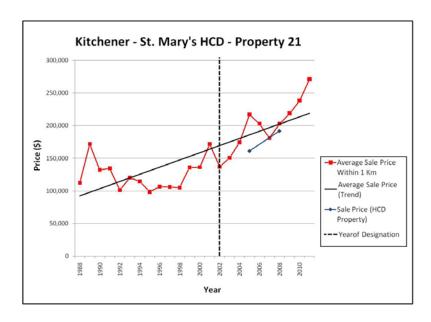


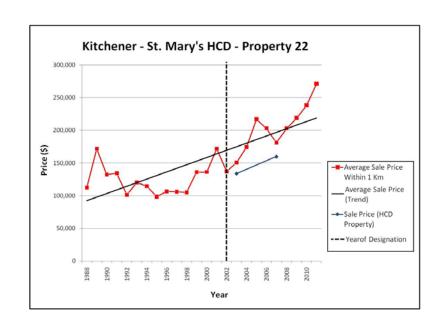


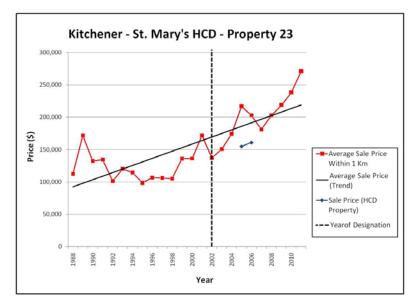


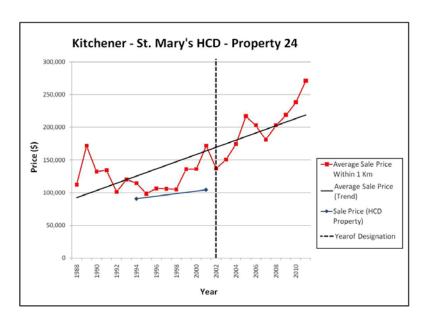


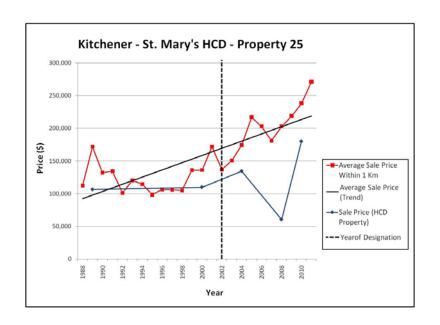


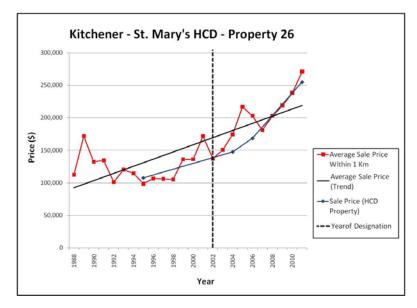


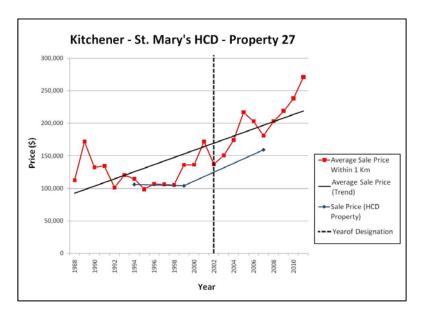


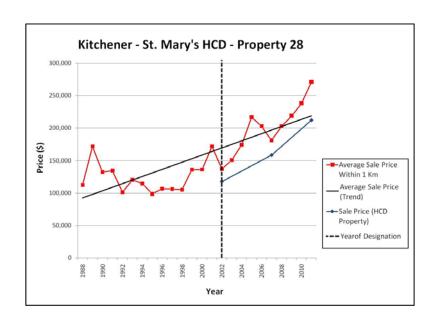


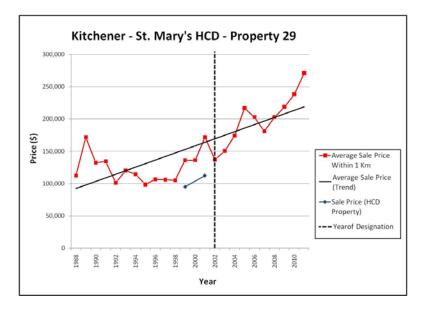


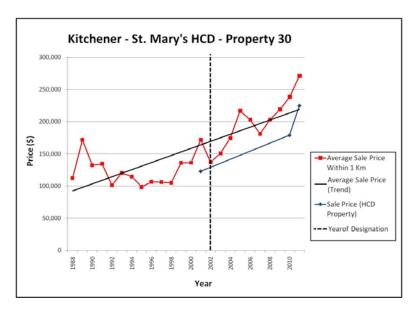


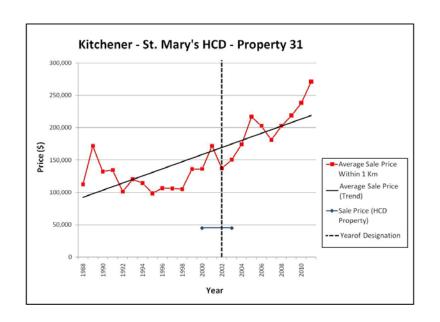


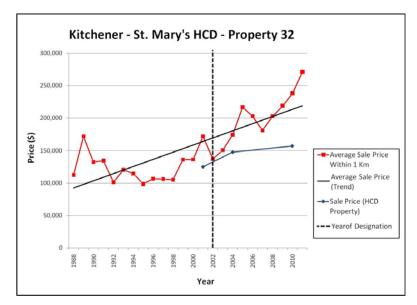


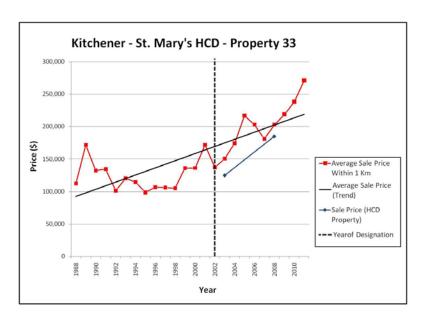


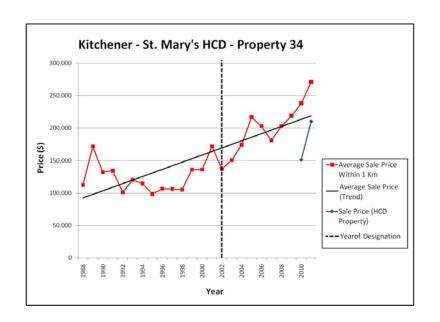


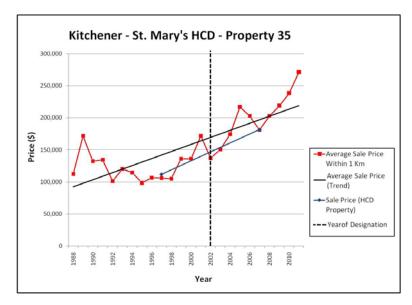


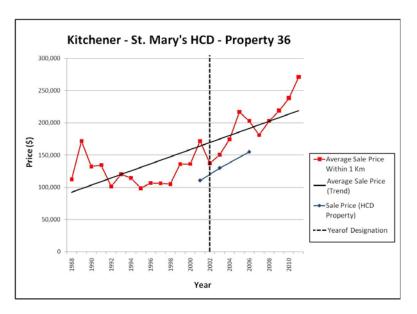


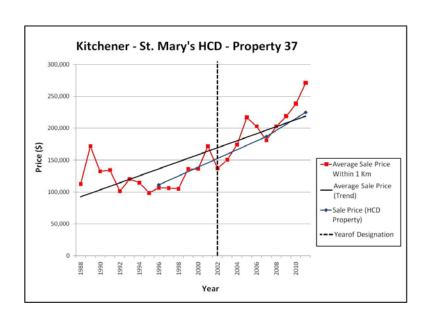


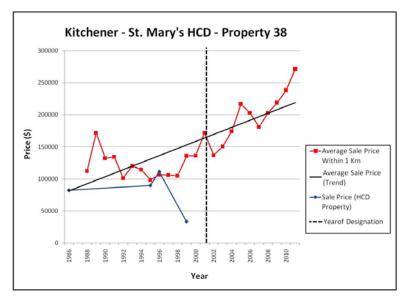


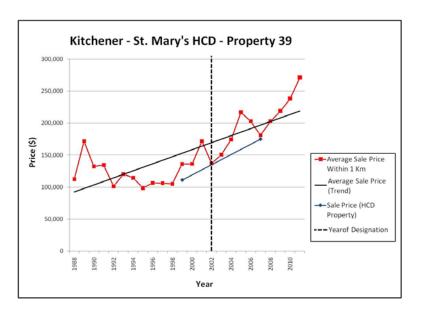


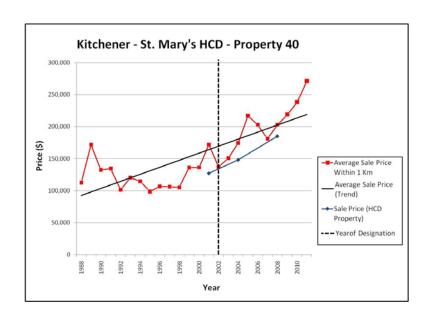


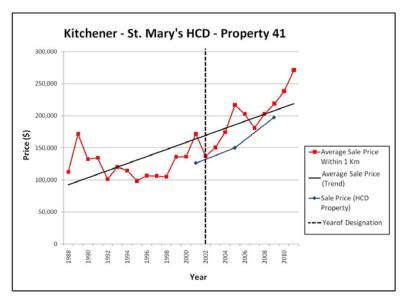


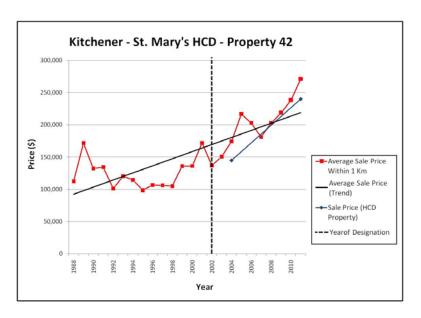


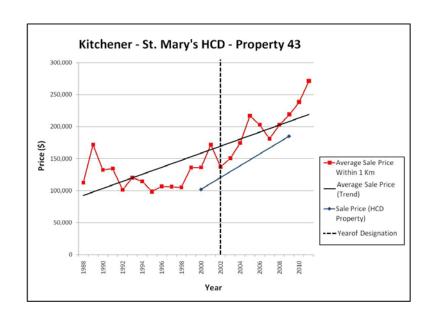


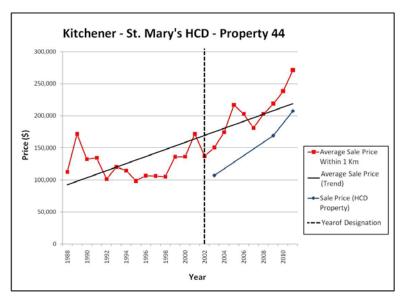


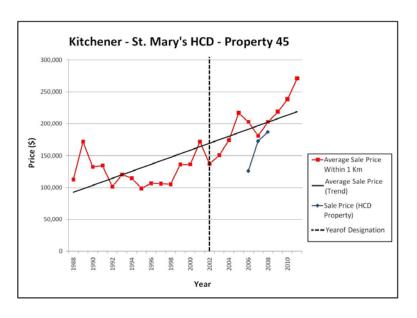


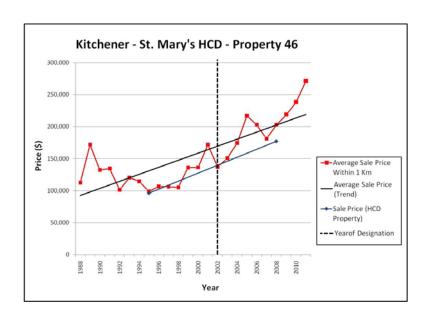


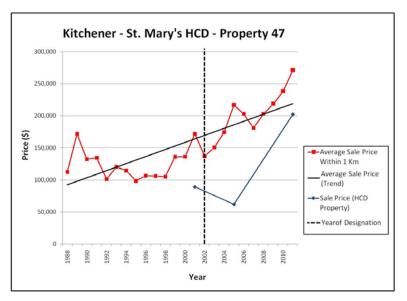


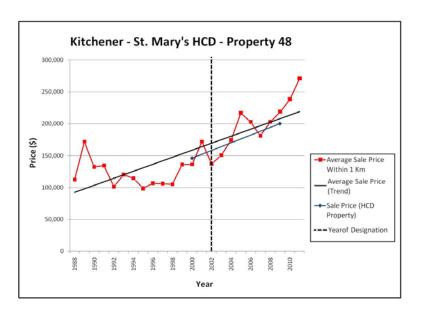


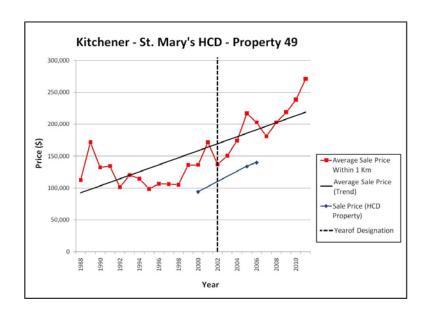


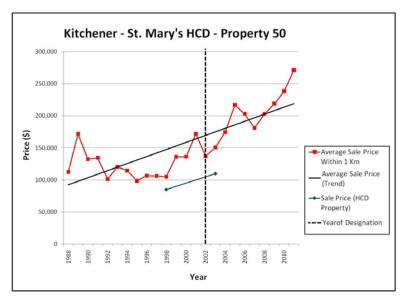


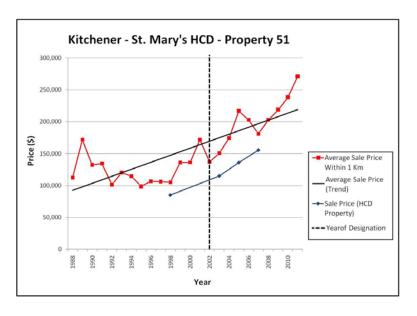


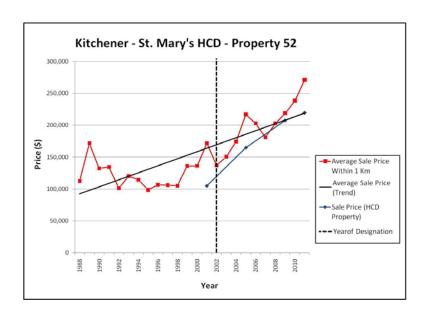


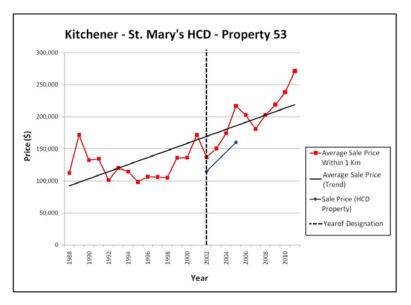


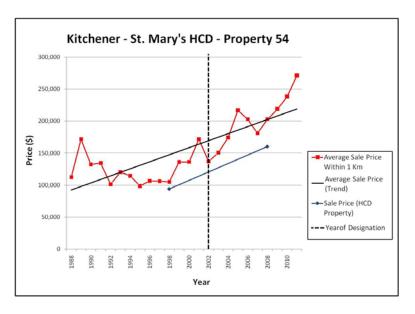


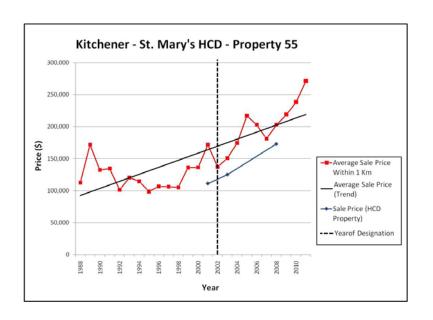


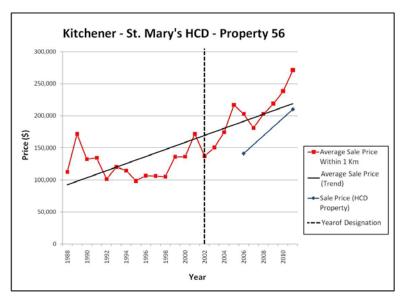


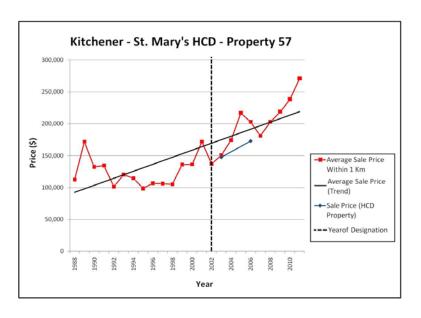


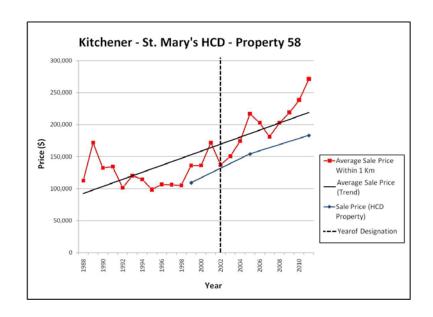


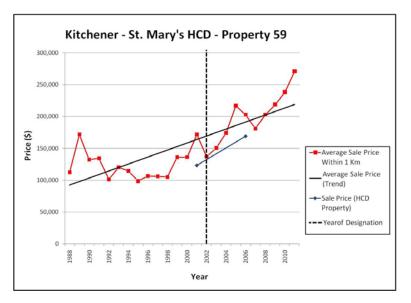


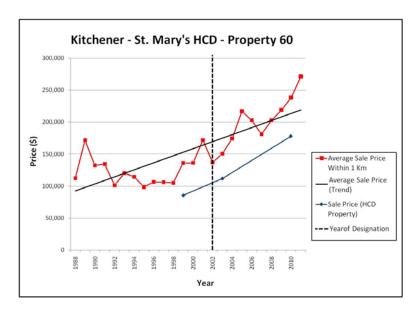


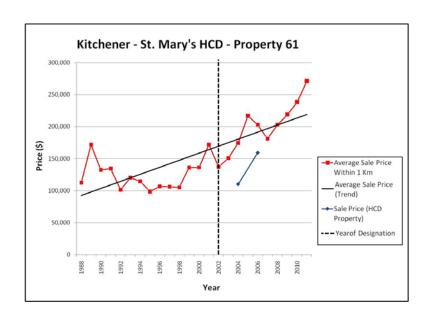


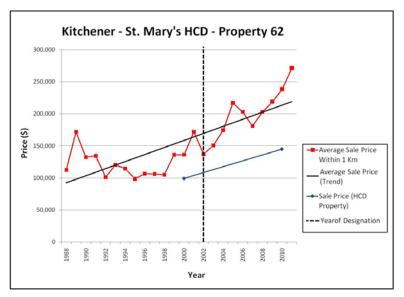


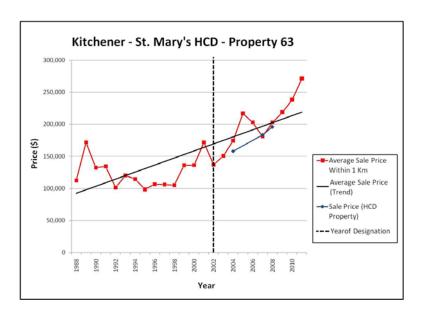


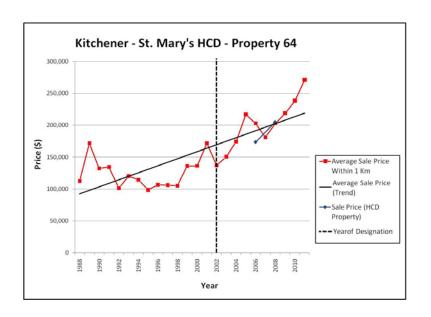


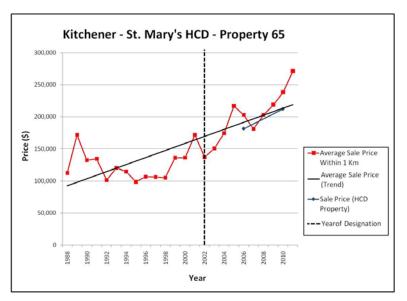


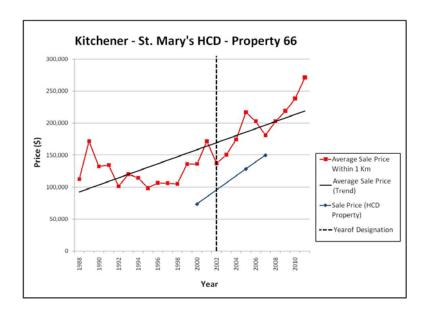


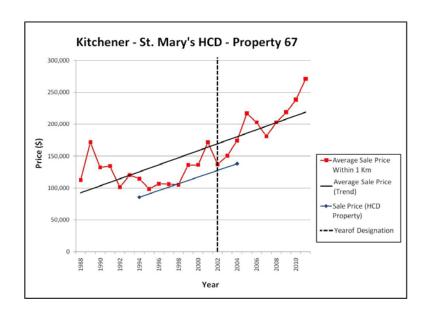


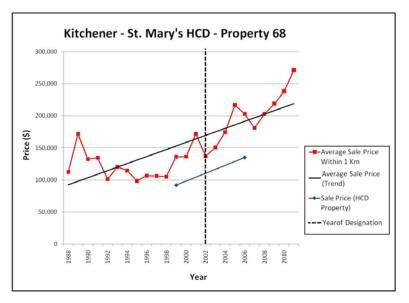


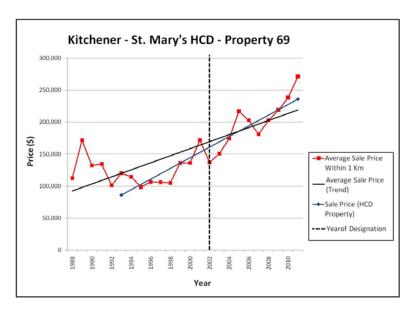


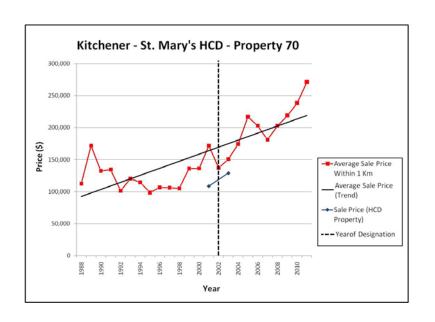


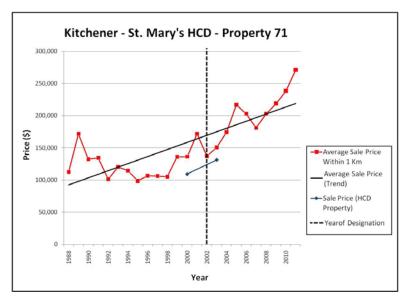


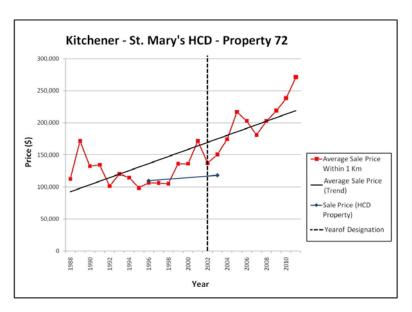


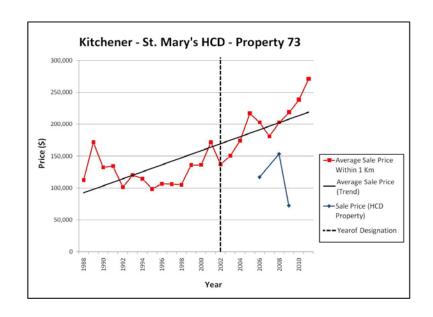


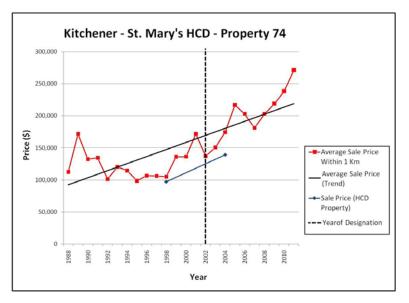


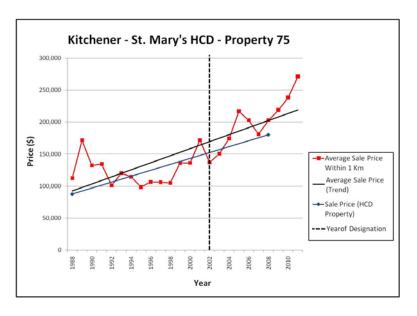


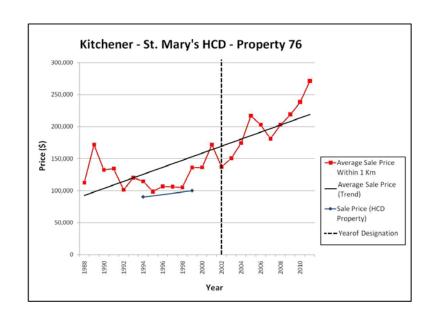


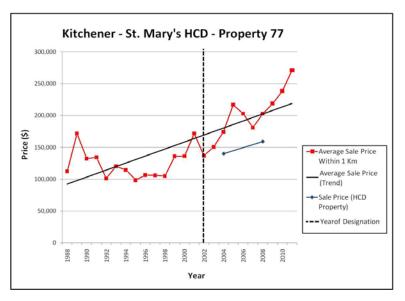


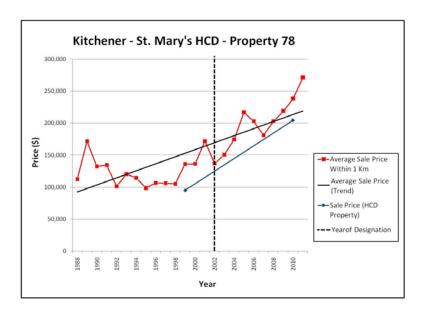


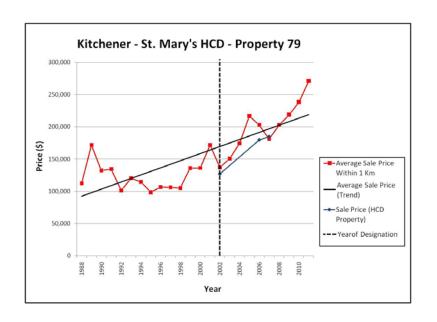


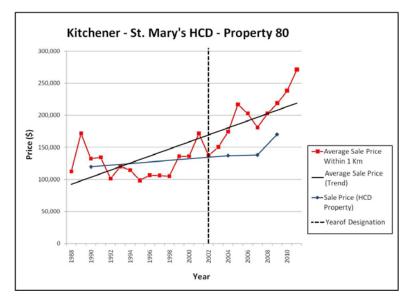


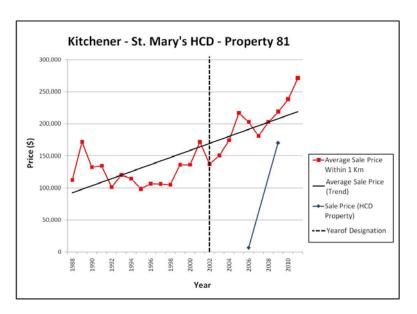


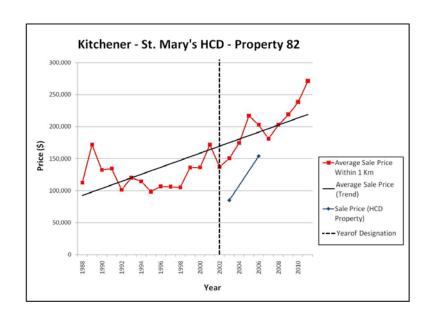


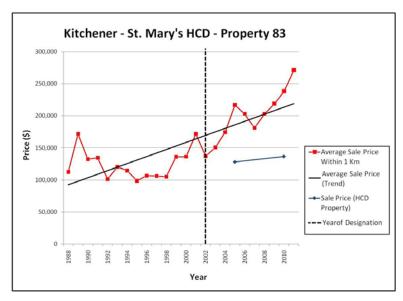




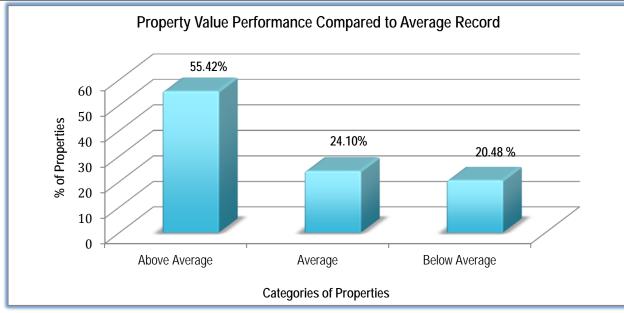




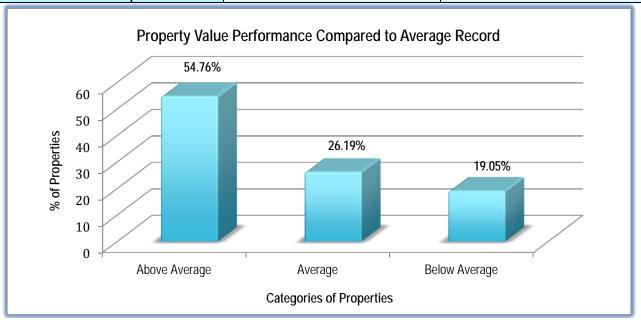




Option 1			
	% of Properties	# of Properties	
Above Average	55.42	46	
Average	24.10	20	
Below Average	20.48	17	
Total # of Properties	100.00	83	



Option 2		
	% of Properties	# of Properties
Above Average	54.76	23
Average	26.19	11
Below Average	19.05	8
Total # of Properties	100.00	42



Appendix G Summary of Key Stakeholder Interviews

Heritage Conservation District Name: St. Mary's Heritage Conservation District

Question	Summary of Answer	
How did the heritage conservation district come about?	 Kitchener planner thought the area should be designated as an HCD Letters were mailed to residents, notifying them of the intent A resident sub-committee was formed, and endorsed the designation There was a push from the residents to designate the district 	
In your opinion, how has the HCD designation been accepted?	 Most people accept and adhere to the guidelines Many original owners still live in the area and have close personal connections to the neighbourhood Overall, extremely well-accepted with a few displeased residents 	
3. From your experience, what HCD management processes are in place and how do they work?	 Applications for alterations (staff have delegated by-law approval or Municipal Heritage Committee and/or Council reviews, depending on scope of proposed alterations) Planning applications 	
From your experience, what is the process for applications for alterations?	 Minor work is delegated to staff authority Major alterations (demolitions): Application process Report prepared Municipal Heritage Committee makes recommendations Council approves/rejects Residents can protest decisions to Council 	
5. Is there a communication process set up for the HCD?	 "No" There is information shared about the HCD on the City's website Annual mail-out for City of Kitchener's grant program, but relevant information to HCD residents can be added 	
6. In your opinion, what are the issues that are unique to the HCD and how have they been managed? Output The provided HTML is a substitution of the individual of the indi	 Solar panel installation: Causing contention (based on aesthetic concerns) between residents in favour and those opposed Likely to become a more common issue in the future Aging existing population - more younger families moving into the district Past concerns regarding length of time required for approving alteration requests has been improved with staff now having delegated by-law approval Many of the homes are modest and the City is receiving an increasing number of applications for additions using modern materials (solar panels, steel roofs, vinyl windows) 	
7. What are similar non- designated areas?	 Neighbourhoods in close proximity to the district are of a similar era and construction material For instance, the neighbourhood on the other side of Queen St. and St. Mary's Hospital In Kitchener, there is a tract of wartime era houses in the Lancaster St. West area around Birch St., Clifton St. and Arnold St., though the area has undergone change There is also a tract of wartime housing in Waterloo, opposite to University Ave., in the vicinity of Wilfrid Laurier's campus 	
8. Other comments?	 Residents are voicing concerns about difficulties obtaining property insurance because their properties are designated (Part IV and V) Another issue that is currently being dealt with is the installation of solar panels on 	

roof slopes	

Month(s) of Interviews: November 2011 and March 2012 Number of People Interviewed: 3