

WHISTLER HOUSING AUTHORITY 2026 CORPORATE PLAN

PROVIDING HOUSING SOLUTIONS FOR WHISTLER'S WORKFORCE

December 2025

We are excited to present the Whistler Housing Authority's 2026 Corporate Plan. This plan reflects our accomplishments from the past year and outlines our focus for the year ahead. In 2025, we launched the *Whistler Housing Authority 2025-2028 Strategic Plan*, which guides our organizational priorities as we work to build and preserve more employee housing while continuously improving our program and service delivery.

1 WHA Strategic Priority #1: Increased Inventory

At the end of 2024, WHA welcomed nearly 90 residents into 48 new homes at The Hemlocks. In the spring of 2025, seven months after residents moved in, we sought constructive feedback from the new tenants to inform future housing design decisions. Among the residents who responded to our post-occupancy survey, 75% reported feeling satisfied or very satisfied with their new WHA housing, and 70% indicated that access to WHA housing provided them with the security to continue to live and work in Whistler.

Recognizing the critical need for more housing for Whistler's workforce, WHA applied for and successfully obtained funding to increase its non-market housing inventory by an additional 125 new units at 1600 Mount Fee Road. This project received \$6.3 million in non-repayable grant funding and \$48.2 million in low-interest construction and mortgage financing from BC Housing. Project completion is expected by the end of 2027. Construction began in the summer of 2025.

WHA's 104 units of new rental housing at 1475 Mount Fee Road are well underway to becoming new homes for Whistler's workforce. WHA staff will start securing leases for households on WHA's Rental Waitlist in Spring 2026 and will welcome tenants into their new homes in the summer of 2026. Together, these two significant housing projects, valued at over \$100 million and funded by BC Housing, RMOW, and WHA, will raise the total inventory of WHA-owned and operated rental housing to 604 homes. From 2017-2025, WHA was grateful to receive close to \$38 million in non-repayable grant funding from government partners to build and deliver more non-market housing units for Whistler's workforce.

Additionally, in 2025, the WHA facilitated the sale of 14 new employee homeownership units at The Landing to eligible households on the WHA Ownership Waitlist. In the year ahead, WHA will continue collaborating with our development partner, WDC, and private sector developers to further increase the supply of good-quality employee housing built with modern construction technology and energy efficiency throughout the municipality. We are very fortunate and grateful for the strong housing champions we have at the municipal, provincial, and federal levels, who understand that housing momentum provides hope.

2 WHA Strategic Priority #2: Robust Portfolio Management

To effectively plan and budget for new housing opportunities in 2026 and beyond, while also ensuring ongoing investment in the capital needs of WHA's current rental portfolio, a new WHA Reserve Fund Policy was established in 2025. This policy guides the management of WHA's financial

reserves. Further enhancements to WHA's portfolio management took place in 2025 with the transition of completed Building Condition Assessments into a new software program – Asset Planner. This program will assist in long-range budgeting and lifecycle forecasting of capital maintenance requirements for WHA's rental portfolio. Together, these advancements will contribute to the overall resilience of WHA's portfolio management and support investment in both new and existing property.

3 WHA Strategic Priority #3: Innovative Program Services & Delivery

WHA has continued to innovate its service delivery through digital transformation efforts, centralizing data collection, and modernizing online services to improve operational efficiency. In 2025, fragmented data and time-consuming manual processes were replaced with more agile automated services. These improvements led to a 30% increase in response rates for the 2025 Occupancy Declaration reporting process over the previous two years, allowing WHA to gather more comprehensive information on property ownership and occupancy and support ongoing education and enforcement. WHA implemented a new payment processor into the annual Ownership Waitlist Renewal process, significantly improving and streamlining the payment process for users, and allowing staff to focus on other aspects of the renewal process.

In 2026, WHA will continue to build upon the advancements made in the past year, aligning efforts with municipal, provincial, and federal housing policies and best practices. These initiatives, along with the execution of WHA's key strategic priorities, will help to bring us closer to a future where even more Whistler residents whose employment supports and grows the resort economy are securely and adequately housed in our community. At the WHA, we know how critically important housing is, and that it is so much more than just bricks and mortar and roofs over heads. Every home is a story of possibilities that can transform lives.



Maria Zucht
General Manager
Whistler Housing Authority



Jen Ford
Board Chair
Whistler Housing Authority

2025 WHA KEY ACCOMPLISHMENTS

- Secured \$6.3 million in grant funding and \$48.2 million in low-interest financing from the Province's BC Builds funding program to develop, own, and operate 125 new WHA Employee Rental Housing units at 1600 Mount Fee Road.
- Established a new WHA Reserve Fund Policy to help ensure WHA can invest in the capital needs of its rental inventory and fund strategic growth initiatives while maintaining sufficient operating funds to manage operational cash flow needs.
- Completed the eligibility verifications and sales for 14 Employee Homeownership units at The Landing to the WHA Ownership Waitlist.
- Transitioned the completed WHA Building Condition Assessment Reports into Asset Planner, a software program designed to help with long-range forecasting and budgeting of capital maintenance expenditures for the entire WHA rental portfolio.
- Completed the digital transformation for Phase 2 of HomeBase, WHA's new centralized online Management Platform for the Homeownership Inventory, which added the Occupancy Declaration Process and Enforcement Tracking to increase operational efficiencies.
- Conducted the 2025 Employee Housing Program Satisfaction Survey with Employee Housing Program participants, which reported a 74% belief that the WHA has the best interests of Whistler workforce in mind when making decisions related to the Employee Housing Programs - a positive testament to our team's ongoing communications and engagement efforts.
- Conducted a public engagement process involving the community in the project naming of 1475 Mount Fee Road.
- Implemented a News Section on the WHA website to direct the public from social media to the WHA website for better control and guidance on WHA education, information, engagement, and interactions.
- Performed a Post-Occupancy Evaluation with The Hemlocks' Tenants to obtain constructive feedback for informing the planning and design of new WHA Employee Housing projects.
- Launched Spring and Fall WHA Newsletters to improve communications and share Employee Housing Program, Projects, and Board updates with the community.
- Oversaw the distribution of 1,268 Employee Housing Statutory Declarations as part of the 2025 Occupancy Declaration Process that resulted in an over 80% return rate of property declarations, significantly increasing the response rate over the prior two years at 58% & 56%.
- Established new data collection methodology for tracking the various employment sectors represented by Employee Housing Residents and Program Participants.

“Secure housing through WHA has allowed me to start a family in Whistler, as well as provide housing stability for my family. Being surrounded by others with housing stability allows us to build community, and it's a very wonderful community. Thank you.”

2026 WHA KEY ACTIONS

- Administering the tenant selection, leasing, move-ins, and celebration for the opening of WHA's largest rental project to date at 1475 Mount Fee Road, which will provide 104 new WHA rental homes.
- Working with developers of private sector Employee Housing projects to increase the inventory of additional Employee Housing supply (ie. Northlands Blvd, Hillman Park, 1000 Alpha Lake Road, 7104 Nancy Green Drive, etc.).
- Developing a new WHA digital records and information management and retention policy.
- Establishing a contractual arrangement with the RMOW for WHA to take over the eligibility verification and statutory declaration process for non-WHA-owned Employee Housing units.
- Engaging frequently with RMOW and WDC to collaboratively evolve, inform, and achieve shared community goals for additional Employee Housing supply.
- Assisting the RMOW with updating Employee Housing covenants and policies, enforcement tools, and the Statutory Declarations process.
- Advocating and sharing knowledge to improve building technologies and innovation for new Employee Housing and proactively retrofitting existing WHA rental projects to modernize their building performance.
- Working with RMOW to establish a long-range forecast and comprehensive plan for the Employee Housing pipeline.
- Collaborating with RMOW on improving the utilization of properties with Employee Housing occupancy restrictions (including employee suites) for new and existing inventory.



EMPLOYEE HOUSING INVENTORY

Employee Housing Units

1,362
Rental

1,203
Ownership

2,565
Total Units

Employee Housing Beds

3,303
Rental

4,494
Ownership

7,797
Total Beds

Whistler Permanent Population
(2024, Stats Canada)

15,625



“ Having secure rental housing through the WHA has truly changed my life. After 17 years of sharing spaces with friends and colleagues, finally having my own place means peace, privacy, and comfort. It's a place I proudly call home. A space where I can rest, live freely, and welcome my family. ”



EMPLOYEE HOUSING BY UNIT TYPE

1001
Apartment



348
Dormitory



64
Hotel



745
Townhome



116
Duplex



148
Detached Dwelling



143
Suite



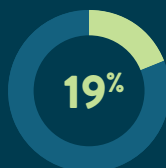
Total = **2,565**

EMPLOYEE HOUSING BY UNIT TENURE

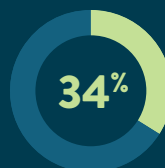
1001
WHA Ownership



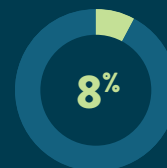
479
WHA Rental



883
Other Employee Restricted Rental
(not WHA)



202
Occupancy Restricted Property
(not WHA)

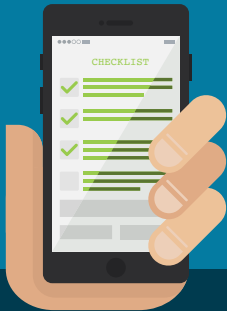
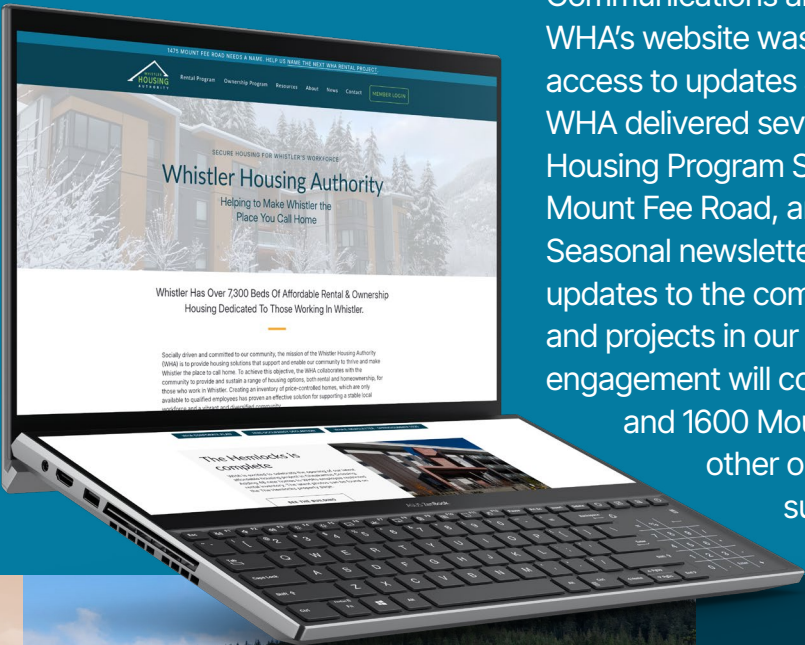


Total = **2,565**

See full [Employee Housing Inventory](#) on WHA website

COMMUNICATION & ENGAGEMENT ACTIVITIES

Communications and engagement remain a strong focus for the WHA. WHA's website was enhanced with a dedicated News section to improve access to updates and details about the Employee Housing programs. The WHA delivered several engagement processes, including the Employee Housing Program Satisfaction Survey, the community naming of 1475 Mount Fee Road, and a Post-Occupancy Evaluation with The Hemlocks. Seasonal newsletters were delivered in Spring and Fall of 2025, providing updates to the community on various activities and projects in our programs. Communication and engagement will continue in 2026 for both the 1475 and 1600 Mount Fee Road projects, as well as other ongoing communication initiatives, such as the e-newsletters.



NEW EMPLOYEE UNITS

New Employee Units Created from 2018-2025

386

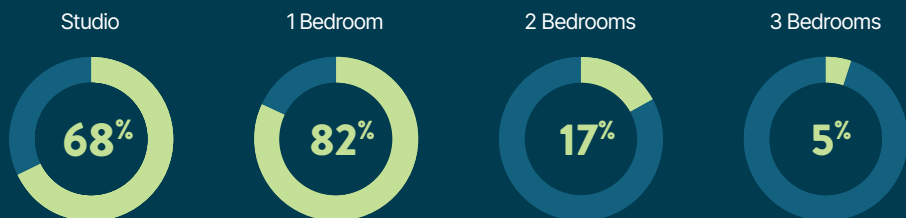
Additional Employee Units under municipal
development, consideration & approval

533



New Employee Housing	Year	Units
1310 Cloudburst Drive	2018	27
1020 Legacy Way	2019	24
8350 Bear Paw Trail	2020	20
1330 Cloudburst Drive	2021	45
1340 Mount Fee Road	2022	46
1360 Mount Fee Road	2023	54
1315 & 1345 Cloudburst Drive	2023	78
1400 Mount Fee Road	2024	30
1450 Mount Fee Road	2024	48
2077 Garibaldi Way	2025	14
1475 Mount Fee Road	2026	104
1600 Mount Fee Road	2027	125

2025 WHA RENTAL WAITLIST DEMAND*



*Waitlist Demand reflects the percentage of waitlist applicants who are qualified for each housing type. Waitlist applicants can select multiple housing types.

2025 RENTAL HOUSING TURNOVERS

Reasons for Leaving	# of Turnovers
Purchased a WHA Home	8
Left the Region	11
Moved but staying in the Region	9
Rented a different WHA Home	10
No longer Eligible / Unknown	3

2025 Total = 41



2025 WHA OWNERSHIP WAITLIST DEMAND*



*Waitlist Demand reflects the percentage of waitlist applicants who expressed interest in each housing type. Waitlist applicants can select multiple housing types.

2025 OWNERSHIP (RE)SALES

Reason for Sale	# of Sales
Purchased a WHA Home	5
Left the Region	4
Moved but staying in the Region	5
Rented a WHA Home	1
No longer Eligible / Unknown	1
The Landing (New Sales)	14

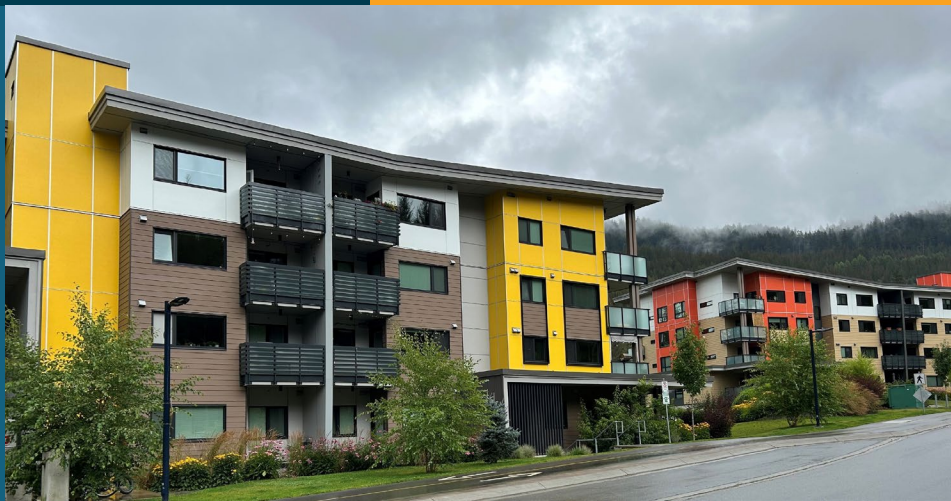
2025 Total = 30

EMPLOYEE HOUSING WAITLISTS NUMBER OF APPLICANTS

Rental	Ownership
673	1,140
Total Active Waitlist Applicants	Total Active Waitlist Applicants
485	732
Net Active Waitlist Applicants*	Net Active Waitlist Applicants**

* Rental: Applicants not yet in WHA housing

** Ownership: Applicants not yet homeowners



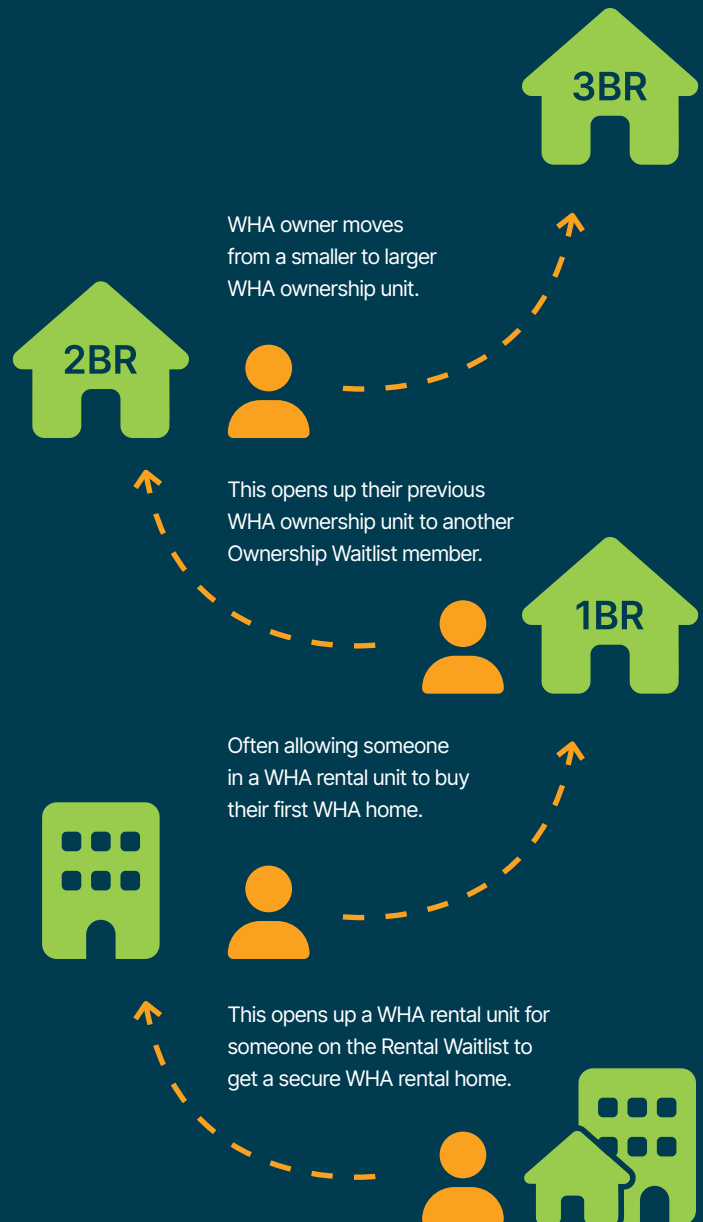


THE **RIPPLE** **EFFECT** OF HOUSING OPPORTUNITIES

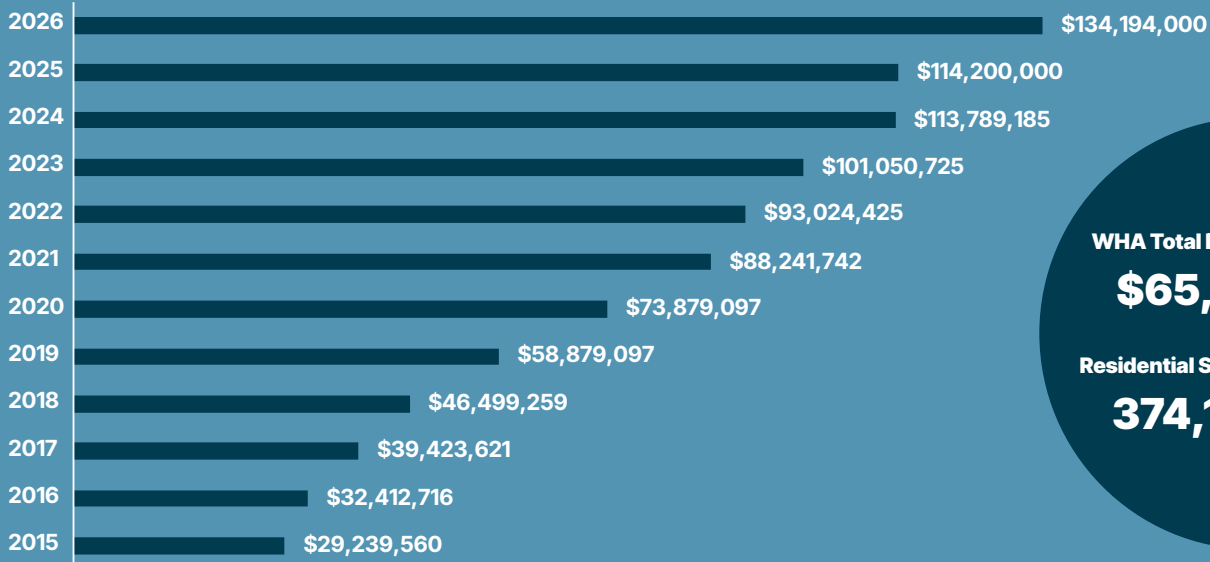
The completion of the 14 new employee restricted units at The Landing triggered a ripple effect as these purchases opened up opportunities for others in the community.

This resulted in a total of 21 individual housing changes from these 14 units being added to the WHA Ownership Inventory.

The Landing created new housing opportunities for a minimum of 28 adults and 13 children. The Landing owners also have the opportunity to bring on additional qualified roommates from Whistler's workforce.



WHA CAPITAL ASSET VALUE



WHA Total Debt at Dec 31, 2026

\$65,849,418

Residential Space Owned by WHA

374,133 sq.ft.

2025 WHA STATEMENT OF OPERATIONS

\$8,086,735

Total Revenues

\$7,055,860

Total Operating, Capital & Amortization Expenses

\$241,721

Restricted Reserve Amount

2026 WHA CONSOLIDATED BUDGET

\$9,294,742

Total Revenues

\$7,169,635

Total Operating, Capital & Amortization Expenses

\$2,456,291

Restricted Reserve Amount



“ The WHA has meant safe, affordable, secure housing that I own and take great pride in. WHA means us being able to survive and thrive in Whistler - a place we love dearly. Thank you for all that you do WHA, our lives are better because of what you do. ”

WHA BOARD OF DIRECTORS AND STAFF

WHA Board of Directors

Dale Mikkelsen
Dave Brownlie
Diana Chan
G.D. Maxwell
Jack Crompton
Jen Ford
Jessie Morden
Laura Hanlon
Mike Hashimoto
Raul Bautista
Rhagan Williamson

WHA Staff

Allison Winkle - Housing Administrator
Ashley Ouellette - Program Coordinator
Flora Ferraro - Director of Finance
Gabe van Bergen - Comms. & Engage Specialist
Marla Zucht - General Manager
Sam Mendl - Capital Projects Manager

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