



Impact report

**Helping renters experiencing
a temporary crisis to
stay housed.**

2025 – 2026

An aerial photograph of a city skyline, likely Vancouver, viewed from across a body of water. The city buildings are silhouetted against a hazy, overcast sky. In the foreground, a dense forest of evergreen trees covers a hillside that slopes down towards the water. The water's surface is calm, reflecting the light from the sky. The overall tone of the image is muted and blue-green.

Land acknowledgement

BC Rent Bank acknowledges the traditional, unceded territories of the *xwməθkwəy̓ əm* (Musqueam), *Sḵw̓x̓ wú7mesh* (Squamish), and *Səlílwətaʔ/Selilwitulh* (Tseil-Waututh) Nations on which our head office is located, as well as the ancestral lands of the many First Nations across the province we now call British Columbia, on whose territories our work is carried out.

From our Managing Director

As Managing Director of BC Rent Bank, I am proud to reflect on how far this work has come since 2019. With financial support from municipal, provincial and federal governments, alongside private donors, what began as a small initiative has grown into a province-wide network of support, helping renters stay housed through moments of crisis. Together with our rent bank partners, we have supported nearly 16,000 people across British Columbia, provided millions of dollars in direct financial assistance, and shown that timely eviction prevention changes lives.

In this year's report, we share Randall's story, which reminds us exactly why this program matters. Like so many renters, he worked hard, rebuilt after unimaginable setbacks, and still found himself one health emergency away from losing everything. In a time of urgent need, his local rent bank stepped in – not only with rent support, but also with connections to additional benefits that helped stabilize his future.

Randall's story illustrates the importance of rent banks in helping to immediately stabilize housing, but its impact reaches far beyond that moment - protecting a person's dignity, health, recovery, and hope.



It is about making sure that a temporary crisis does not lead to homelessness. That is the heart of rent banks' work, and it is why BC Rent Bank remains an essential support for renters and communities across our province.

We hope you enjoy this year's report celebrating all that has been accomplished, and that you join us in what's to come.

With gratitude,

MELISSA GILES

Managing Director, BC Rent Bank

A handwritten signature in black ink, appearing to read 'Melissa Giles', written in a cursive style.

What we do

BC Rent Bank's mission is to **help renters experiencing a temporary crisis to stay housed**, by leading a provincial network of rent banks that provide financial assistance, referrals, and other meaningful housing stability supports.

I'm incredibly grateful for the help the Rent Bank provided for my mom.

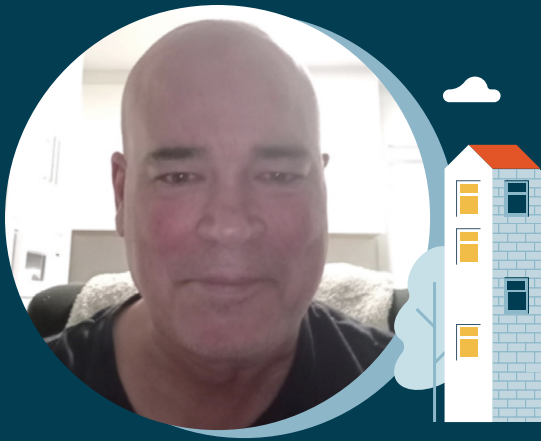
Without their support, she could have lost her housing entirely – it was a really frightening situation.

They were so kind, understanding, and responded quickly. We are truly thankful from the bottom of our hearts. Thank you so much.

Highlights from 2025/2026



- ✓ Kept **4,044** people housed and connected to essential utilities.
- ✓ Distributed more than **\$3.5 million** in crisis support to renters.
- ✓ Connected **4,395** households to critical supports beyond financial assistance.
- ✓ Expanded **emergency utility relief** through our BC Hydro partnership.
- ✓ Launched the **Credit Empowerment Program** with Binta Financial.
- ✓ Strengthened our provincial network through **staff wellness** and **anti-racism training** with SETSI.



Randall's story

A home preserved through unexpected illness

"I never thought I would be homeless. I never thought I would live in a shelter. I was always a person who worked hard. Life can change in a minute."

Randall has always been a go-getter. He went from sweeping warehouse floors to becoming the youngest salesman at his company at just 20 years old and even landed a job as a body double for Lex Luthor on Smallville. "I'm a person who can't sit at home," he says. "I need to go to work. When I come home, I feel like I've done something."

As an ambitious individual, Randall never imagined that he would need support from his local rent bank to keep his home, but his life took a dramatic turn in 2020. Randall was working as a restaurant manager when a serious case of pneumonia left him hospitalized for three weeks. While he was in hospital, COVID hit, and the world shut down. He left the hospital unemployed, lost his apartment,

and found himself homeless just weeks into a global pandemic.

For the next four years, Randall bounced between shelters and supportive housing. Every morning, he was up at 5:30am to get in line for temporary construction jobs.

He eventually saved enough to rent a basement suite in Abbotsford next door to one of his best friends, and in October 2024 landed a steady job at a big box outlet. "Things were really good. It felt like a new life," says Randall, now 62.

His relief was short-lived. Just eight months later, a co-worker noticed his face was drooping and he was slurring his words. His boss drove him straight to the hospital. Randall had suffered a stroke. He wouldn't return to work for four months. "I had to learn how to walk with a walker, do speech therapy, relearn everything again."

"I was scared. I finally have a place to myself, my own bed, no roommates. I was so scared of losing my place."

This time, the Fraser Valley Rent Bank stepped in to help Randall with his rent. They also helped him access a rent subsidy covering \$566 of his monthly \$1,200 rent through the Canada BC Housing Benefit, and a disability tax benefit he hadn't known existed.

Randall has since returned to work, but his health remains unpredictable. He has had a second stroke, and doctors say there may be more. For now, he's focused on what he can control — including learning guitar on doctor's orders to help his recovery.

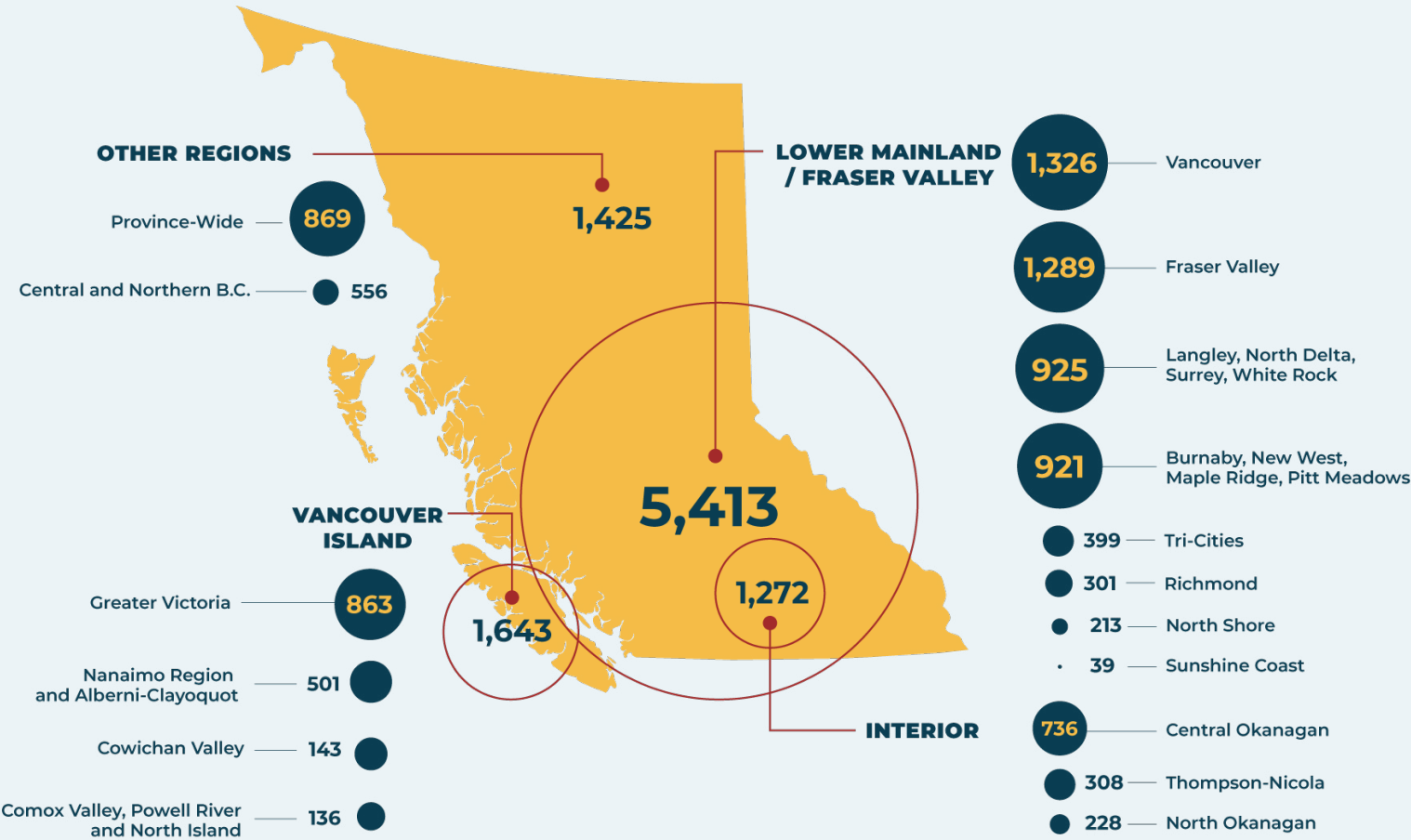
"I didn't know about any of these resources. Without them, I would probably be back in a shelter. These programs need to continue. A lot of people are going to be lost without them."

Rent bank demand at a glance



9,753

Total number of rent bank applications



Our impact in 2025/2026

This year, the demand for BC Rent Bank services was **higher than ever - a 16% increase from the previous year** – from renters in every region of the province, including families with children, seniors, people living with disabilities, and households already carrying an overwhelming housing cost burden.

Many were facing urgent and complex challenges, from **health crises and loss of income to violence, disability, and the immediate risk of eviction.**



Financial support

\$3.5 million

issued by rent banks to renters.

LOANS

\$1.9 million

in interest-free loans (1,284) issued to renters in need.

GRANTS

\$836,000

in grants (644) were issued to support renters with housing loss prevention, with funding provided by Reaching Home: Canada's Homelessness Strategy and other donors.

RENT SUPPLEMENTS

\$740,000

in rent supplements supported up to 125 renters each month in partnership with BC Housing and the Canada BC Housing Benefit Program.

Who benefitted from financial support



1,877 Households



1,361 Children



464 Single parents



588 Seniors

Ancillary support

Beyond financial support, rent banks also provide ancillary support to renters, most commonly in the form of referrals that focus on stabilizing the renter's situation beyond their immediate crisis. Examples include connection to government benefits, food security, debt consolidation, poverty law offices, and other community resources.

This year, rent banks supported **4,395** households with ancillary supports.

"It was timely help and we were referred to other organizations for additional help. The additional referral help was pivotal in our stabilization."

New this year: The Credit Empowerment Program

This year, BC Rent Bank launched a partnership with Binta Financial to deepen our impact by helping renters build their credit. Through this initiative, eligible renters who successfully repay their rent bank loans can have their positive repayment history reported to major credit bureaus. This recognizes responsible financial behaviour, leads to improved credit scores, and contributes to long-term financial well-being – at no cost to participants.



What this means for renters

Undoubtedly, the greatest impact of the rent bank program is preventing evictions and helping to stabilize a renter's housing.

When surveyed, three months later, over **88% of renters** were still living at the same address. **91% of respondents** credited the rent bank for stabilizing their housing.

As one renter said, **"The support was a life changer for me.** I am faced with many hardships (including mental health, physical challenges, and unemployment due to disabilities, etc.). If I were also homeless, I could not even imagine any hope of getting back on track. **Thank you for being there to ensure I am safely housed."**

Beyond housing stability, rent banks also:

Support health and recovery



"The rent bank saved us when we had nowhere left to turn, and helped my family even beyond the monetary relief by regaining our footing after a health crisis. We are forever grateful for the support and compassion we received from the North Shore rent bank."

Enable a return to work



"You saved me. I'm back at work now and it's still a struggle, but without this help, we would have lost our home, had to move or worse, become homeless. Thank you."

Support single parents



*“Both times I’ve accessed this service it’s been straight forward and very helpful. I’m an Indigenous single mom with a disability. I work full time, but a couple of times I’ve been in a tough spot, and **I’ve maintained my housing for 8 years.** Thank you.”*

Provide manageable solutions



*“**When I was in need, your help kept me going!** The monthly payments are totally manageable. I’m so grateful.”*

Help families stay in communities of their choice



*“**The rent bank assistance helped us to stay at the same place,** as my 3 kids liked it a lot, mainly because it’s situated 5 min from a park. My kids play a lot of soccer, and they’re registered in their local soccer club. This situation helps them to do their homework and be able to practice their favorite sport. It also gives us free time as parents and lightens the burden of transportation.”*

Offer dignified support



*“Contrasting with most applications for help, **this was not a painful or shameful process.** It made it possible for me to acquire a place I can call home. My gratitude is infinite.”*

Financial summary

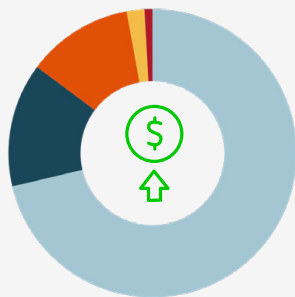
The following provides a financial summary of the provincial rent bank program. It shows funds raised, and invested to support renters in crisis, strengthen the provincial rent bank network, and sustain the systems and partnerships that make this work possible.

Revenue

BC RENT BANK FUNDRAISING

BC Rent Bank’s revenue primarily comes from the provincial government, along with federal government funding and private donations. Together, these sources help sustain both direct support for renters and the infrastructure needed to operate a strong provincial network.

BC Rent Bank revenue: **\$6.2 million**



- Government of B.C.: **\$4.5 million**
- Canada BC Housing Benefit: **\$850,000**
- Reaching Home (Metro Vancouver): **\$750,000**
- Interest: **\$56,000**
- Other: **\$88,000**

LOCAL RENT BANK FUNDRAISING

Local rent banks raise funds in their own communities to help sustain operations and provide direct support to renters. These contributions are essential to expanding local capacity, deepening community impact, and ensuring more renters can access help when they need it most.

Local rent bank revenue: **\$3.0 million**

\$1.0 million

Reaching Home (outside Metro Van)

\$1.2 million

Rent bank loan repayments

\$335,000

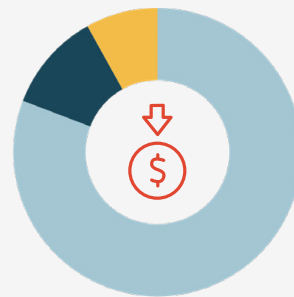
Municipalities

\$378,000

Donations, internal contributions, and other

Expenses

BC Rent Bank expenses: **\$6.0 million**



- Local rent bank transfers: **\$4.9 million**
- Program delivery: **\$676,000**
- Program administration: **\$490,000**

Looking ahead

BC Rent Bank's progress this year reflects the hard work and commitment of local rent bank teams and our partners and supporters across B.C. throughout 2025/26. Together, they helped expand the program's impact, strengthen communities, and ensure more renters could access timely support when it mattered most.

BC Rent Bank is building a **stronger, more responsive system** to meet the evolving needs of renters across the province - and **with your continued support, this work can grow even further.**



Our strategic priorities over the next three years will focus on:

- ✓ **Sustaining a reliable and diversified funding base.**
- ✓ **Expanding partnerships that deepen impact and reach more families in need.**
- ✓ **Strengthening our provincial network to deliver consistent, high-quality support that keeps more people safely housed.**

We invite you to continue investing in this work so that more renters across British Columbia can remain securely housed, connected to their communities, and able to weather unexpected financial challenges.

[**DONATE TODAY**](#)

Connect with us

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