

MEMO



TO: Net Loft Tenants, Granville Island Council, & CMHC Staff

FROM: Bethany Dobson, Planning & Development

DATE: January 23, 2024

SUBJECT: Net Loft Monthly Meeting Summary – January 16th meeting

Attendees:

- Austin Szentveri, Paper-Ya
- Chris Szentveri, Paper-Ya
- Natasha Bernier, Beadworks
- Tim Corlis, Gandharva Loka World Music
- Dulce, GiGi B
- Michael Robinson, U.E.L.
- Masami Hanashiro, Postcard Place
- Andrea Rose-Innes, Granville Island Hat Shop
- Arden, Market Kitchen
- Laura, Parade Organics

CMHC Staff:

- Claire Lee, Planning & Development
- Bethany Dobson, Planning & Development
- Sebastian Lippa, Planning & Development
- Erica Ryzak, Leasing
- Jennifer Nelson, Tenant Services
- Taran Hiatt, Tenant Services
- Steven Chen, Tenant Services

Please take this survey to let us know your opinion on expanding the Net Loft Building hours:

<https://www.surveymonkey.com/r/ZVJ92RW>

Net Loft Updates:

- Many tenants spoke to a busy October and November, with a slow start to December with sales ramping up closer to the end of the year. January is typically a slow month and there's lots to do in the stores.
- There were lots of locals visiting Granville Island over the holidays, as well as tourists. Visitors spoke to their love of the Island and how they bring their children to visit the specialty shops.

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- Michael from U.E.L shared that they're starting a podcast to increase the social growth in store and build engagement.

Questions:

- Will the new Chain & Forge have Day Vendors?
 - Response: No, there is no indoor common area similar to the Public Market. Businesses will be accessed through exterior doors with a walkway through the building.
- How do we get our posts on the Granville Island social media?
 - Response: The instructions for having CMHC post about your business is here: <https://admin.granvilleisland.com/events-filming-venue-bookings/social-media-website-guidelines/>. You can also tag us on your posts to increase reach.
- Net Loft building hours and recent observations. The building closes at 5pm, but it is often still busy at that time, particularly on Fridays and Saturdays. Some businesses stay open past 5pm, which is confusing for visitors as to why the others are closed. It also presents a security hazard to have visitors walking through the building while stores are closed. Is it possible to increase the building hours to 6pm in the spring?
 - Response: Thank you for bringing this up. We've reviewed building hours in the past, but situations change and we can review them again. We recognize that it can be fatiguing for tenants to repeat the same conversations, so we hope you'll bear with us as we look into building hours again.
 - Please take this survey to let us know your opinion on expanding the Net Loft building hours: <https://www.surveymonkey.com/r/ZVJ92RW>
- If we expand the Net Loft building hours, will the costs for security increase?
 - Response: CAM costs would increase if the security cost increased, but that is not anticipated for an extension to 6pm since we already have security guards on the Island 24/7.
- What are the procedures for shoplifting?
 - Response: If you have customers who you believe may shoplift, or shoplifting has occurred, please phone Granville Island Security at 604-315-3003. They will respond, including alerting the CMHC-GI office.
- Would CMHC-GI consider installing security cameras in the Net Loft building?
 - Response: Since Granville Island is a federal site, it would be very challenging to install security cameras. The main issues are privacy and potential Access to Information and Privacy (ATIP) requests.

CMHC-GI Updates:

- We took a moment to pay respects to the Granville Island community members who recently passed away. Our condolences to each person's family, friends, and loved ones.
- We want to thank all the Net Loft businesses once again for the work you do for the Island. People love Granville Island because they love your stores and the community you have created.
- Please see the attached slideshow for our updates.

Thank you everyone for your updates, comments, and suggestions. We appreciate you making the time to chat with us.

The next Net Loft call will be held in April. If you have any questions or concerns before then, please don't hesitate to reach out to CMHC staff.