



WIN Together - The Miller Project

Final Public Engagement What We Heard Report

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Project Background

WIN House is an established non-profit offering housing and services to women and children fleeing gender-based violence and rebuilding their lives. There is dire need for supportive, transitional, and affordable housing spaces in the Edmonton area for survivors of violent relationships, specifically second- and third-stage housing, which provides on-site services and a sense of community for residents.

In spring of 2025, WIN House was informed by the City of Edmonton that they were the successful proponent to develop affordable housing on a surplus school site in the community of Miller, at 4910 Matheson Way. The planned development will include 64 independent apartment units, WIN House's administrative offices, community and multi-purpose space, a ceremony room, and an outdoor amenity space. The building structure will be five storeys and will include grade-level parking.

To support the development of this project, WIN House launched a two-phase public engagement plan to share information about the project, get feedback to shape design choices, and build relationships with the community. The first phase took place in August; the results of that engagement are appended in a [What We Heard](#) report that was shared with the community and the City in September. The second phase of engagement took place in October and the findings and responses from that engagement are reported on in this document.

Overall Engagement Summary

Across both the August and October engagements, we had around 50 people participate in engagement on this project, and received great, detailed feedback about the design, questions about several aspects of the project and site, and heard concerns about what changes this project will bring to the community. We have done our best across both reports to provide transparent, achievable responses to community suggestions and concerns, and WIN House will continue to do so in relational work with the community going forward. We know community members are invested in the future of Miller, and that any change, especially at this scale, will raise questions and concerns. We hope to demonstrate through our engagement, our processes, and our relationships moving forward that this project is, on balance, a positive addition to the community and to the city.

The conclusion of the formal public engagement on this project is not an end point – it's just a milestone in WIN House's relationship with the community of Miller. Through

on-going outreach to the community and community league, public events, and an openness to one-on-one dialogue through WIN House's Community Builder staff, the organization is intent on being present, available, and engaged with community going forward through construction and beyond.

If you would like to connect with WIN House about the results of this report, about the project, or about getting involved with the work of WIN House, please contact community.builder@winhouse.org. To stay up to date on the project, you can also follow WIN House's project-specific social media channels:

- Instagram: @winhousewintgether
- Facebook: @WinhouseWintgether

Second Round Public Engagement Report

Following our first round of public engagement in August, WIN House hosted a second round of public engagement in late October 2025. The intention of the second set of engagements was to share draft building visuals from the architect, share information about the project with community members, and hear additional feedback.

Methodology

We hosted two sessions as part of this round of engagement. The opportunity to attend one or more sessions was advertised via:

- Postcards hand delivered to over 400 addresses in a 200m radius of the Miller Park site
 - *NB: Due to the Canada Post strike, we had to rely on a hand delivery service to go door to door to distribute the postcards. This meant we could not get access to every apartment building in the distribution area.*
- Social media posts from WIN House on Facebook, Instagram, and LinkedIn, and reshared by the McLeod Community League
- Posters and handbills at roughly 15 local businesses and community spaces
- Letters mailed to local businesses and community organizations along 50th Street
- Email notice to our project mailing list (41 registered recipients)

Our first session was an in-person open house on October 25, from 1-4 p.m., at the Kingsway Legion. 21 participants attended the open house session. Participants were not required to register to attend.

Our second session was an online information session, hosted through Zoom, on October 28, from 7-8:30 p.m. Registration for the session was required, and we had 13 individuals register and seven people attend, in addition to one AI notetaking service used by an attendee who did not attend the meeting.

In total, 28 people attended the second round of public engagement sessions across both events.

Site Visuals

The following images are the site visuals that were shared with the community over the course of the two engagements, and through the project webpage ([Miller Site Project | WIN House](#)).



Site Plan



East Entry



East Perspective



West Entry (facing 50th Street)



West Perspective



*South-West Perspective (corner of 50th Street
& Matheson Way)*



Additional South-West Perspective



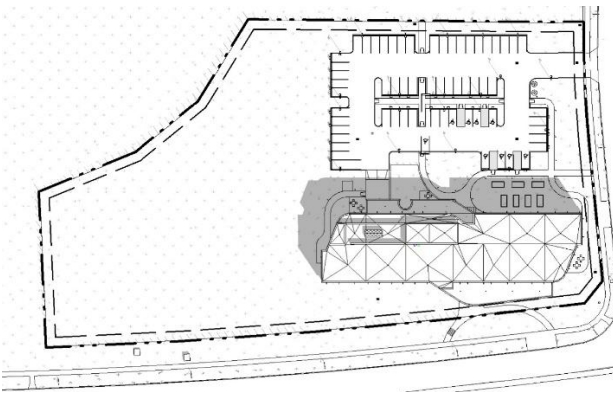
View from Existing Playground



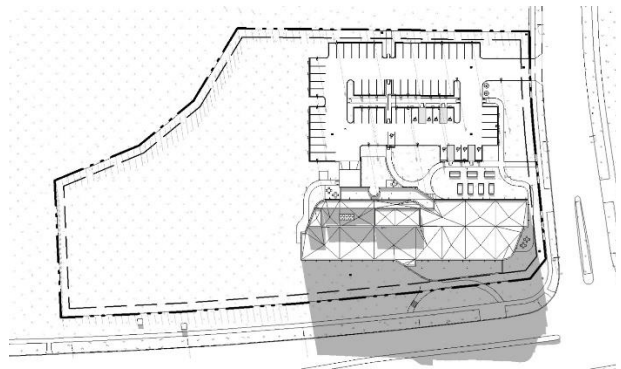
*South-East Perspective (from Matheson
Way)*



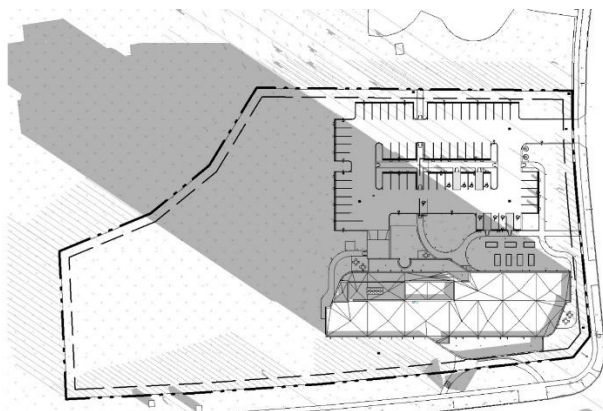
North-West Perspective (facing 50th Street)



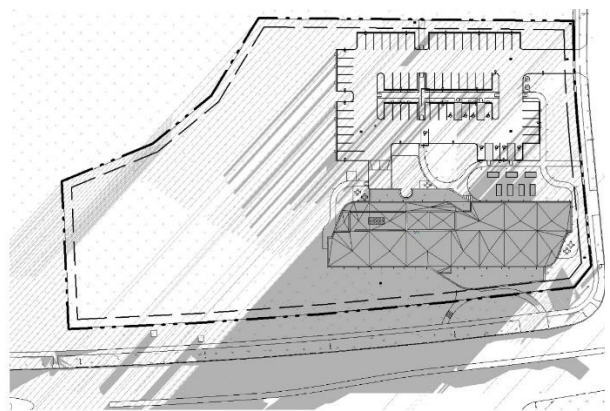
Summer 4 PM Sun Shading



Summer 8 AM Sun Shading



Winter 4 PM Sun Shading



Winter 8 AM Sun Shading

Feedback Received

In both the in-person and online sessions, we separated the content into three informative sections: Prior Engagement, Building Design, and Community Building. Participants could give feedback on each section, either verbally or via sticky notes at the in-person event, or through a Q&A during the online session. For the purposes of reporting, we have combined all the feedback received across these two sessions into their respective topic area.

In general, we did not receive a large amount of feedback through this process – several of the attendees at the open house session reviewed the information and did not provide verbal or written feedback. The summary below represents all the feedback received verbally to the project team across both sessions, and in writing at the in-person meeting. We received one question regarding case studies on affordable housing and property values from a participant in the online session, and our team has followed up with that individual to provide some examples.

Topic: Prior Engagement

We heard concerns from participants about the amount of notification they received from the City of Edmonton and from WIN House about the project, both in terms of timing and scale of the notification about the decision points of this process (4 participants), and the notification radius for both the City’s notices and WIN House’s engagement materials (2 participants).

Two participants provided more general feedback in the online meeting that they would have preferred to see a school or seniors housing developed on the site, as these were intended uses that have been considered for the site in the past (as explained on a [City of Edmonton webpage](#) and reshared on the WIN Together Miller webpage).

Two participants clearly articulated that their preference would be to see the project stopped, and for there to be no development on the site.

Topic: Building Design

We heard from roughly five participants that they would like to see WIN House explore a different colour for the development, which is currently white in the site visuals. These participants felt that the stark white colour was too institutional or not in keeping with the

character of the neighbourhood. Participants felt that softer, more muted or natural colours, perhaps like beige, might be a better fit.

WIN House Response

The WIN House team met with the architect to explore any cost implications of a different exterior colour for the project that might address this concern. Budget will determine if a colour change is possible to consider.

Three participants pointed out safety concerns about the lighting on the walking path that runs along the north edge of Miller Park. They pointed out that this safety concern might impact WIN House residents as well and asked if WIN House could work with the City of Edmonton through this process to explore additional lighting for that area.

WIN House Response

WIN House will connect with their contacts at the City of Edmonton to discuss options for adding lighting to that pathway as part of the construction of the WIN Together project, in consultation with the homeowners about the pathway.

Two participants reiterated concerns that we heard in the first phase of engagement about existing drainage issues on the Miller Park site and expressed a desire to see WIN House release their planning documents articulating how drainage will be managed on the site.

WIN House Response

WIN House will be connecting with their architect and construction team to collect those plans and will share them on the WIN Together project webpage.

Two participants expressed that the fence between the site and the playground shown in the existing building visuals is not robust enough. These participants wanted to see something that was visually appealing and not opaque, but also substantial enough to stop something like a ball from going through from the playground.

WIN House Response

WIN House will ask the architect to identify other options for the fence between the playground and the site. To manage costs, the fencing for the rest of the site will likely remain in the same style shown in the current drawings, but the WIN House team recognizes the fence between the playground and the site may require a different treatment.

One participant expressed concern that there is now too much surface parking on the site.

WIN House Response

Having enough building parking to prevent spill over into the community and street parking was a concern in the last phase of engagement, so to honour that feedback from the first round, we do not intend at this time to reduce the number of parking stalls on the site.

We received feedback from one participant describing the design drawings as beautiful.

Topic: Community Building

Three participants expressed concerns about the safety of the site, with two participants in the virtual session having specific concerns about disgruntled spouses showing up at the site. One participant expressed a desire to see an increased police/security presence near the site. One participant expressed a desire to see WIN House install security cameras that would monitor the nearby playground to enhance the community's overall safety.

One participant expressed that they felt some of the community's safety concerns were more tied to citywide trends in perception and experience of safety, rather than a specific element that might be attributable to WIN House or an affordable housing provider. This participant expressed that they preferred to have the transparency and communication with community that WIN House was offering to the community over a developer or owner in the area who might not need to be as transparent or responsive.

WIN House Response

WIN House will continue to deepen their relationship with the nearby police detachment and with the community to ensure that any issues with community safety related to the WIN Together site or site security are identified and resolved quickly. WIN House will explore camera security options for the site more fully once the project is in a more advanced state.

Echoing feedback we heard in the first phase of engagement and in our meeting with the Community League, two participants expressed a desire to see WIN House develop a basketball or tennis court on the site as a community amenity.

WIN House Response

In conversations with WIN House's insurance provider, it was made clear that it would compromise WIN House's ability to insure the WIN Together building site if there was a sports recreation facility on our land. However, WIN House would be interested in pursuing a conversation with the community and Community League about how we could team up to advocate to the City of Edmonton for the development of a basketball/tennis/other amenity space on the City-owned portion of Miller Park.

We heard from two participants specifically, and several participants more broadly, that the introduction of this project into the neighbourhood is creating uncertainty for the community about the future, and that they are struggling with feeling unsure about how the development will impact the neighbourhood.

WIN House Response

While we have tried to address as much of that uncertainty as we could through this engagement, we recognize that any change in a neighbourhood, particularly at this scale, is going to cause concern. Even though we cannot totally address this concern about the unknown, WIN House is committed to being an active partner and community member going forward, and we will do our best at every step to show this community that the WIN Together project is a success for our team, our residents, and the neighbourhood of Miller.

We heard feedback from two participants that the visuals of the community amenity space were more closed off from the public than they had anticipated, as it seems members of the

public would not be able to access the site's gardening space without going through the building.

WIN House Response

To balance site security and wanting to make sure this is a space where community can be engaged, we want the garden space to be a place the broader community can access by going through the building's main entrances. That gives the WIN House team more awareness of visitors coming and going from the site, while not creating too many access barriers for community members who might wish to sign up for the community garden.

We also heard from two participants who were concerned about traffic in the area more broadly, specifically on Manning Drive. One of these participants was concerned about how traffic from WIN Together would impact their commute.

WIN House Response

The nature of developing on this site will naturally add some traffic to the neighbourhood but given that many of our residents will not have vehicles, and our staff work on a shift or hybrid schedule, we anticipate that the impact will be minimal.

One participant expressed that they were excited to get their family involved in volunteer opportunities at the WIN Together project.

WIN House Response

It is our hope that the community will embrace this site and the residents as members of their community, and if possible, get involved in our work at WIN House. The opportunities include:

- **Our Volunteer Program**
 - *If you'd like to volunteer, please email your name, contact information, and a note about what type of volunteer work you might be interested in to community.builder@winhouse.org.*
- **Third-Party Fundraisers**
 - *While the funding for this project is committed through government funders and existing fundraised sources, we are a non-profit that benefits greatly from the financial support of the community. If you might be interested in hosting a party or event to support WIN House, we would be happy to help you make that event a reality. Email us at grants.events@winhouse.org for more information*

WIN Together - The Miller Project

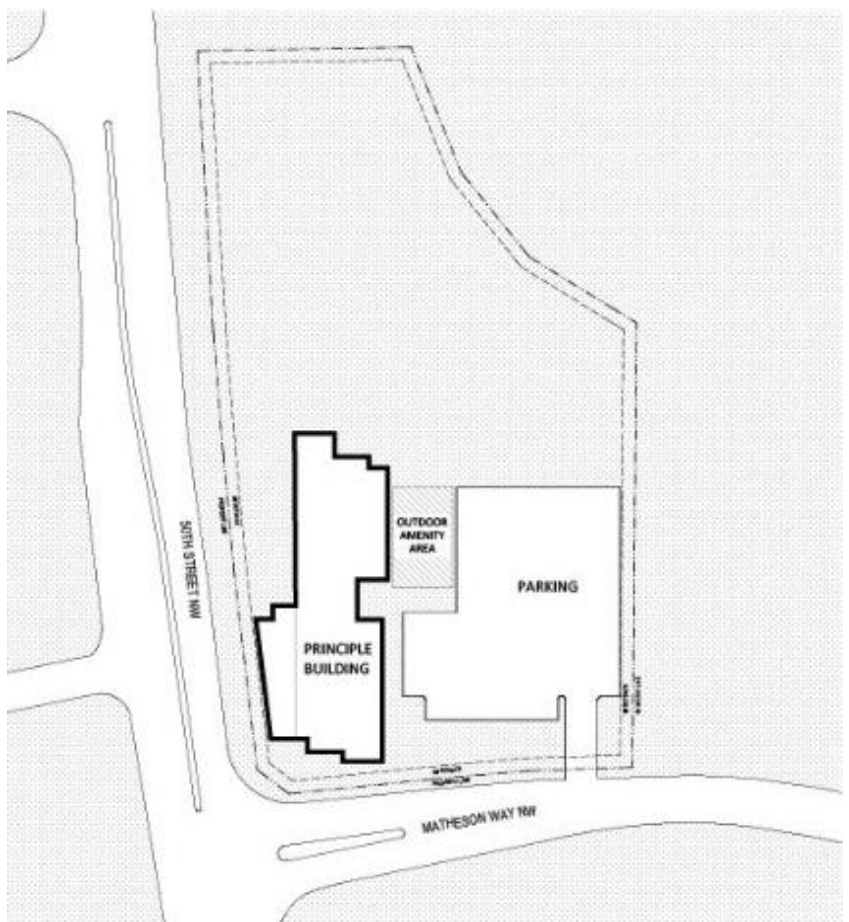
Initial Public Engagement What We Heard Report (August 2025)

The report below was shared with the community through our website and mailing list in September 2025 to report on the public engagement activities held in August 2025. The content has not been updated or changed since it was initially shared, but is included in this report to provide the full context of our engagement efforts, community feedback received, and our responses.

Introduction

WIN House is an established non-profit offering housing and services to women and children fleeing domestic violence and rebuilding their lives. There is dire need for affordable housing spaces for this group of people in Edmonton, specifically second stage housing, which provides longer term housing, on-site services, and a sense of community for residents.

In spring of 2025, WIN House was informed by the City of Edmonton that they were the successful proponent to develop affordable housing on a surplus school site in the community of Miller, at 4910 Matheson Way. The planned development will include 64 apartment units, WIN House's administrative offices, community and multi-purpose space, an Indigenous healing room, and an outdoor amenity space. The building structure will be five storeys and include proposed grade-level parking.



Engagement Activities

As part of the development process and to create new connections with the community, WIN House began the first round of a public engagement process in August 2025. The engagement activities included:

- An online survey, open August 1 – 22
- One in-person community roundtable event on August 13
- One online community roundtable on August 19

The goal of these activities was to better understand neighbours' impressions of the project, identify opportunities and challenges that might be addressed through the planning process, and develop community connections that will continue to grow as WIN House becomes a part of the Miller community.

The opportunity to participate in the public engagement events was advertised:

- On WIN House and the McLeod Community League's social media
- Through WIN House's project mailing list
- Through the City of Edmonton's Miller Surplus School site mailing list
- With posters at key community locations
- With postcards distributed by hand to addresses within a 200m radius of the development site.

The participation at engagement activities included:

- Survey responses: 16
- In person session participants: 20
- Online session participants: 5

Next Steps

The latter part of this report summarizes the feedback received through these engagement activities and includes identified areas where WIN House will be taking steps to address the community feedback.

Once the site plan and renderings for the project are at a more advanced stage of development, WIN House will be undertaking another round of community engagement to share these details and engage the community in conversation about the plans. These activities will take place in October 2025.

WIN House remains committed to working with the community to ensure that the facility supports both the needs of its future residents and contributes positively to the neighbourhood. The feedback gathered through these sessions represents an invaluable resource to help WIN House achieve this goal and has had a material impact on the plans for the project.

What We Heard: Community Engagement Sessions

The community roundtables, held both online and in-person, provided valuable input into the development of affordable housing facility by WIN House in the community of Miller. These sessions offered Miller residents an opportunity to share their feedback, raise questions, express concerns about the potential impacts of the project, and discuss opportunities for collaboration between WIN House and the community.

The following is a summary of the key themes and outcomes that emerged through these two sessions. These themes reflect the perceptions and concerns commonly associated with new development in established neighbourhoods but also highlight constructive insights for WIN House to consider in the planning and delivery of this project.

Key Theme: Parking, Traffic Management, and Infrastructure

Community engagement participants expressed concerns that the development may worsen existing traffic and parking challenges in the neighbourhood. Many felt that the surface parking shown in the site plan would take up valuable park space, increase strain on surrounding streets, and create safety and noise concerns for the neighbourhood.

WIN House Response

WIN House commits that staff and residents of the WIN Together site will park in the on-site lot, to avoid adding to street parking pressures. While many WIN House residents will not have their own vehicles, we will have enough stalls allocated to ensure on-site parking availability for site residents and staff.

In addition to the parking, participants raised concern about potential increased traffic volumes and safety at intersections. Some felt that the planned site entrance along Matheson Way could intensify congestion and disturb the neighbours, suggesting that WIN House consider moving the access point to 50th Street instead.

WIN House Response

WIN House connected with the City of Edmonton to assess the possibility of moving the access point to 50th Street, but the City of Edmonton determined the access point for the site must be on Matheson Way.

Broader infrastructure questions were also identified, including concerns about whether existing utilities could adequately support the development. Drainage and water management was highlighted with particular concern about how the site will drain once part of the existing green space is developed.

WIN House Response

WIN House has shared these concerns with the design and building team to assess and monitor throughout the construction and occupancy process.

When asked what solutions could be explored to potentially help address these issues, community engagement participants suggested:

1. Incorporating underground parking to reduce the overall footprint of the site.
2. Reviewing local traffic calming measures in collaboration with the City, such as additional stoplights or crosswalks-to improve safety.
3. Look into Low Impact Development as a site development technique, ensure robust drainage infrastructure, and optimize the site planning to minimize impact on the neighbourhood and park space.

WIN House Response

1. *WIN House cannot pursue the suggestion to incorporate underground parking, as underground parking is substantially more expensive to develop than surface level parking.*
2. *WIN House will be pursuing conversations with the City of Edmonton to explore opportunities for traffic calming in the area and would be eager to connect with any community initiatives around traffic calming.*
3. *WIN House is reviewing Low Impact Development with the construction manager on an on-going basis based on this suggestion.*

Key Theme: Safety and Security

Safety was a consistent concern raised across the sessions. Participants discussed potential issues such as crime, drug use, and the presence of potentially unsafe individuals as issues of concern with other affordable housing developments. Some participants opposed the development entirely due to safety concerns.

Concerns that were raised included potential threats from angry or violent partners of the WIN House residents, crime associated with children from abusive households, and the risk to the overall safety of the neighbourhood. WIN House staff spoke to the history of their other sites, where these types of safety issues have not emerged, and the various safety measures that will be in place at the Miller site. Many participants stressed the importance of adequate security measures at the site, including security measures like cameras, and wanted to have a WIN House point of contact that residents could contact should issues arise.

WIN House Response

WIN House will have ample security measures on site, including but not limited to exterior and interior cameras, an entrance intercom system, and a staffed reception desk. WIN House has extensive experience providing secure housing at their other sites. and has been successful in creating safe environments both inside and outside their facilities.

Most participants agreed that fencing should be the primary way to separate the parking lot from the existing playground and public spaces. A short, visually pleasing fence that blends in with the landscape was preferred, with suggestions of vinyl fencing as an option. A smaller group of participants supported black chain-link fencing.

WIN House Response

WIN House will be adding fencing to the site plan to separate the parking lot from the existing playground to the east of the site. Other fencing options for the rest of the site are still under review with the design and building team.

Key Theme: Project Details and Transparency

Participants expressed frustration with the notice and clarity about the project. Many felt there had been not enough communication with the neighbourhood prior to the sale of the land, with some describing the City's approach as secretive and not inclusive of community members.

Questions were raised about the overall purpose of the building, whether changes could be made after it is constructed, and if the proposal had already been finalised with the City. Concerns also included the project's funding model, long-term sustainability, and whether it would rely on community donations.

Participants wanted more information about other WIN House facilities, including details on second stage shelters and their impact on neighbourhoods, especially in area schools due to incoming children, along with the types of women and their families who would live there, their needs, and the services provided on site. They also requested statistics from other WIN House locations, including impacts on property values and crime rates in those areas.

WIN House Response

At WIN House's other sites, there has been no reported impact to crime rates or property values. We expect the same result for this development. WIN House works actively with our residents to manage any safety concerns that may arise and provides comprehensive support within our facilities.

Clarification was requested on the schedule for construction and occupancy, budget allocation, and project details like the chosen builder and architect.

WIN House Response

WIN House is currently targeting spring 2026 for the start of construction, with the target for completion and occupancy in 2028. GEC Architecture is the architect, and Delnor will be the construction manager.

Key Theme: Neighbourhood Integration

Participants voiced concerns about the integration of this development and the overall character and dynamics of the Miller neighbourhood. They shared unease about how the 5-storey building would blend into the existing area, with worry that it would be too large and that it could negatively affect property values. A common theme was the potential strain on local amenities as incoming families may increase demand for these resources.

Participants emphasized the importance of ensuring that the new development aligns with the neighbourhood identity and does not overwhelm existing community infrastructure.

WIN House Response

WIN House will be reaching out to local schools and surrounding businesses during the coming public engagement to discuss local amenities and infrastructure concerns, and to develop a two-way dialogue that will extend to the building's completion and beyond.

In addition to these concerns, participants emphasised that they were not opposed to the project itself but wanted it to be implemented thoughtfully while respecting the neighbourhood.

Facilitators during the sessions asked specific questions regarding community space, lighting, landscaping, and building materials. Suggestions from community session participants in this section of the engagement included:

- Inclusion of community space such as a community garden and gazebo, splash park, basketball court, and picnic tables, to provide opportunities for recreation and community programming.

WIN House Response

WIN House has incorporated a community garden space into the design for the site and is currently reviewing options for a gazebo and picnic tables. WIN House would be happy to collaborate with community residents and the City to explore the development of a recreation space like a basketball court in the area.

- A building exterior that matches the existing character of the community rather than standing out as too institutional.

WIN House Response

WIN House agrees with this position and is incorporating this suggestion into the design for the site.

- Landscaping and lighting designed to enhance privacy and safety while maintaining overall aesthetics. Ideas shared included having more fruit trees and trees on site, and ambient and non-intrusive lighting to protect neighbours' privacy, while still creating a sense of safety.

WIN House Response

WIN House's adjusted design will add trees where possible and lighting where needed for safety and will explore refinements as the design development progresses.

What We Heard: Online Survey Results

The survey received 16 responses, with most participants indicating that they learned about the project through social media (44%). The majority of the respondents (94%) shared general concerns about the idea of affordable housing being developed at this site.

The most common concerns raised included (participants were able to select more than one concern):

- Community Safety (87%)
- Loss of Green Space (80%)
- Property Values (80%)
- Traffic and Parking (73%)
- Additional Residential Density (60%)

When asked to share any additional context that WIN House should keep in mind when developing this project in an open-ended question, respondents most frequently noted concerns about loss of green space (31%). Other recurring considerations included concerns around additional residential density (25%), community safety (18%), and increased traffic volume (18%).

The survey results highlighted that while the community members see the value associated with this type of housing, they also have clear concerns that should be addressed for the project to be a good fit for the Miller community. Those are listed below.

Parking and Traffic Management

Respondents raised concerns about increased traffic volumes and availability of parking space, highlighting that density-related impacts, particularly traffic, should be addressed in the planning process.

Safety and Security

Community safety emerged as one of the strongest concerns. Several respondents preferred full screened, two-meter-high privacy fencing (44%) around the site to ensure safety and security of the families in the building as well as the neighbourhood.

Building Exterior

Majority of the respondents preferred vinyl siding (56%), followed by brick or stone (44%), to be used for the exterior of the building. Most respondents did not have a particular

answer for any other physical material (75%) or building colour (75%) they would like to see used.

Lighting

Respondents preferred path lights (56%), to wall lights (25%) and flood lights (19%) for exterior lighting.

Landscaping

While many respondents did not state a preference (63%), some suggested including trees (13%), a playground (13%), and plants/flowers (13%) in the landscaping plan.

Community Amenity Spaces

When asked what type of community amenities they would like to see at the site, the responses showed a clear ranking in preference:

1. Community garden
2. Outdoor seating or gathering space
3. Asphalt basketball court
4. Indoor community meeting space and outdoor seating or gathering space
5. Publicly accessible space for Indigenous ceremony

Conclusion

We appreciate all the feedback we received from community about the WIN Together project, and the time you spent with us during the community roundtable sessions. We know the development of this project represents a significant change in your community; we believe that by working together, it can be a positive change that benefits all parties.

To learn more about the project, please visit www.winhouse.org/millersiteproject. If you would like to receive on-going updates about the project and public engagement activities, you can sign up for our mailing list through our website.