STAKEHOLDER ENGAGEMENT REPORT

S.H.O.U.T. – Sustainable Housing Opportunities for Urban Transformation (BH-L1064)

Public Rental Housing Rehabilitation • New Providence

Prepared by: Special Projects Unit, Ministry of Housing & Land Reform, The Bahamas

Consultation: Wednesday, 7 October 2026

1. Purpose of the Report

This report documents the public consultation on the proposed rehabilitation of government-owned public rental housing under the Sustainable Housing Opportunities for Urban Transformation (S.H.O.U.T.) Programme (BH-L1064). It records the information disclosed, stakeholder participation, questions and concerns, responses captured during the meeting, and matters requiring consideration in project preparation, implementation and continued engagement.

2. Engagement Objectives

- Explain the proposed US$50 million S.H.O.U.T. Programme, particularly the public rental rehabilitation intervention and its distinction from homeowner microloans.
- Present proposed interior repairs and resilience improvements, and the relationship to ongoing or completed exterior upgrades.
- Disclose the Environmental and Social Assessment (ESA), Environmental and Social Management Plan (ESMP), Stakeholder Engagement Plan (SEP) and potential risks and mitigation measures.
- Provide an inclusive opportunity for tenants, applicants, surrounding communities and institutional stakeholders to ask questions and provide recommendations.
- Explain the Grievance Redress Mechanism (GRM) and document feedback requiring technical, operational or policy follow-up.

3. Consultation Details

Item	Details
Consultation in series	**Second** S.H.O.U.T. public consultation; government/public rental housing rehabilitation.
Date and time	Wednesday, 7 October 2026; advertised 6:00–8:00 p.m.
Venue	Stephen Dillet Primary School, Wulff Road, New Providence.
Format	In-person presentation and moderated questions and answers; Virtual availability with questions from online participants were also read during the session, according to the meeting record.
Presenters / participants	Ministry of Housing & Land Reform representatives, including the Minister, Public Rentals personnel and housing/mortgage assessment representatives; environmental and social consultant team.
Attendance	100 sign-in entries; online participation is not included in this count.

Item	Details
Supporting records	Public Rentals presentation, consultation Q&A transcript and five-page attendance register.

4. Stakeholder Groups Represented

i. Existing public rental tenants, family members and persons seeking transfers or repairs.
ii. Prospective housing applicants and other members of the public interested in rental or ownership pathways.
iii. MOHLR officials, Public Rentals personnel and housing assessment representatives.
iv. Mortgage and environmental/social project personnel, with other institutional stakeholders as recorded in the register.
v. Stakeholder affiliations were not consistently recorded; group representation should not be treated as a verified demographic breakdown.

5. Consultation Methodology

The consultation followed a public town-hall format. The Ministry introduced the S.H.O.U.T. Programme and its proposed US$50 million financing envelope, including US$10 million for improvements to existing housing stock and associated interventions. The Public Rentals presentation described proposed interior rehabilitation of selected units, including plumbing, electrical, painting and related repairs, complementing exterior upgrades such as hurricane-impact windows, long-life roof shingles and exterior painting where applicable. Specific complexes, work packages and commencement dates remain subject to confirmation.

The environmental and social presentation addressed anticipated construction and operational impacts, mitigation instruments, stakeholder participation and grievance channels. Participants were invited to raise questions about repairs, housing allocation, transfers, rental-to-ownership pathways, accessibility, and financing, flooding and broader Ministry housing services. Responses were provided by officials and technical representatives.

The project GRM was presented at https://new.moh-ur.com/grievance, alongside the IDB Grievance Portal and the Independent Consultation and Investigation Mechanism (MICI). These avenues were described as alternative channels, rather than mandatory sequential stages.

6. Limitations and Observations

a) Mixed stakeholder interests: The meeting brought together existing tenants seeking repairs or transfers, prospective applicants seeking housing, and members of the public interested in ownership. As a result, some questions addressed broader Ministry housing services rather than the specific rehabilitation intervention.

b) Existing grievances and service enquiries: The presence of senior Ministry personnel created an opportunity to raise longstanding concerns about maintenance responsiveness, allocation, application status and access to officers. These concerns are operationally important but should be tracked separately from the project-specific environmental and social consultation record.

c) Time and depth of technical discussion: The range of individual circumstances and policy questions constrained opportunities to discuss each rental complex, the scope and sequencing of works, temporary access arrangements, tenant safety and construction disruption in detail.

d) Targeted tenant and agency engagement: A general public meeting does not substitute for direct engagement with tenants in each affected complex, property managers, disability representatives, utilities and relevant environmental, health and safety agencies. Such engagement should inform the ESMP, SEP and site-specific work planning.

7. Recommended Approach for Subsequent Engagement

MOHLR should undertake targeted consultations with tenants and resident representatives at the complexes selected for rehabilitation, including persons with disabilities, older tenants and other potentially vulnerable households. These sessions should identify unit-level repair priorities, access constraints, temporary disruption, communication preferences and grievance-handling arrangements.

A separate applicant-information or housing-service forum would help address eligibility, waiting-list status, transfer requests, mortgage readiness and rent-to-own enquiries without displacing time reserved for project-specific safeguards. Relevant agencies and utility providers should be engaged on electrical and plumbing upgrades, drainage, fire and life safety, accessibility and hurricane resilience. Feedback should be logged, assigned to responsible units and incorporated into the design, ESMP or SEP where warranted.

8. Key Issues Raised

The following matrix summarizes issues discernible from the consultation record. "Suggested Follow-up" entries are recommendations for MOHLR consideration, not commitments confirmed during the meeting.

Key Issue	Question / Concern Raised	Response Provided	Suggested Follow-up
1. IDB loan terms and domestic financing	A participant asked whether the IDB loan was interest-free and proposed raising capital domestically through public investment so Bahamians could invest and receive returns.	The Minister indicated that borrowing and financing choices were broader policy matters, and emphasized the consultation's focus on public rental rehabilitation. He referred to seeking favorable financing terms and invited private-sector partnership proposals.	Confirm and communicate the applicable loan terms through official programme documents; refer the domestic-investment proposal for policy consideration.
2. Purpose of public rental housing	A participant asked whether government rental units generate revenue and reflected on their longstanding role in supporting families.	The Minister stated that public rentals are not intended primarily as a revenue-generating initiative. They were described as transitional support for lower-income households, although constrained housing supply has led to long-term and multigenerational occupancy.	Explain the social purpose of public rentals and the proposed approach to helping eligible tenants transition to ownership.
3. Transition from rental housing to ownership	A participant asked how tenants and persons with consumer debt, self-employment income or other financial constraints could move toward ownership.	Officials described mortgage assessment and counseling, the Ministry's rent-to-own programme and an intention to work with applicants to identify viable ownership pathways. Mortgage officers were available for individual discussions.	Document referral arrangements, counseling services and clear eligibility information for rental tenants interested in ownership.
4. Household size and allocation	A participant asked how a household with several children, or siblings combining households, would be accommodated and whether unit size would reflect family composition.	Officials indicated that household size and need would inform accommodation, including the availability of two- or three-bedroom options where applicable. The Minister also discussed multifamily housing and owner-occupier concessions for separately occupied units.	Clarify household-assessment criteria, occupancy standards and availability of appropriate unit sizes.

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5. Availability of homes for purchase and disability-related needs	A participant reported repeated housing applications and asked about purchasing a home, noting disability-related circumstances.	The Minister acknowledged the need for case-specific support and discussed affordable infill housing and rent-to-own options. He indicated that individual circumstances could be reviewed with Ministry officers; no immediate allocation was confirmed.	Arrange confidential application review and identify accessible, affordable options without promising allocation.
6. Availability of rental units and transfer requests	A participant asked whether a long-term government tenant could apply to move to another unit and how long the process would take.	Officials advised that the tenant could visit the Ministry to discuss availability and existing applications. They indicated that some homes were available but did not provide a firm transfer timeline.	Provide guidance on transfer requests, priority criteria, available stock and realistic waiting-time communication.
7. Project commencement and applications	Participants asked when SHOUT projects would begin and when housing applications could be submitted.	Officials explained that general Ministry housing applications were already open through the Ministry website and QR-code channels. SHOUT was described as being in preparation and consultation pending project approval; no definitive construction start date was established.	Publish verified programme milestones and distinguish general housing applications from project-specific beneficiary processes.
8. Status and scope of public rental repairs	A resident asked about the timing and scope of repairs to existing rental buildings, including roofs, windows and exterior works.	Officials reported that repair works were being prepared, including roofing, exterior and window-related interventions. They referred to a recent tender closing and an imminent bid opening for additional work at a Moore Avenue complex.	Verify procurement status, target complexes, repair scope, contract award dates and tenant notification arrangements.
9. Eligibility of retirees	A participant asked whether retired persons could apply for rental housing.	Officials answered that retirees could apply.	Confirm eligibility and affordability assessment procedures for retirees and older persons.
10. Infill housing and derelict properties	Participants asked whether government-acquired inner-city lots or derelict properties would be	The Minister described compulsory acquisition and redevelopment of derelict properties to create affordable housing opportunities, while explaining	Clarify which opportunities fall outside SHOUT and publish any

Key Issue	Question / Concern Raised	Response Provided	Suggested Follow-up
	available for purchase or redevelopment.	that the intent was not simply to sell vacant lots without development safeguards. Interested persons were encouraged to apply and identify their preferences.	approved application and redevelopment criteria.
11. Rent-to-own in Fox Hill	An online participant asked whether rent-to-own housing was available in Fox Hill.	The Minister referred to prospective redevelopment and land-acquisition activity in the area but did not confirm currently available rent-to-own units.	Verify current inventory and any approved plans before communicating availability.
12. Flooding and drainage at Pinecrest II	A participant asked how new infrastructure in the flood-prone Pinecrest area would avoid worsening flooding in surrounding neighborhoods.	Officials indicated that project drainage and engineering arrangements must address the development's impacts and that a broader drainage approach was being considered. Detailed mitigation specifications were not provided during this exchange.	Refer the concern to the Pinecrest II design and environmental/social teams; confirm drainage studies and community impact mitigation.
13. Disability-inclusive housing design	A participant raised concerns that existing homes were not adequately accessible to persons with disabilities and asked how future housing would address this.	The Minister stated that accessible housing should be incorporated into subdivision plans and discussed earmarking some units for persons with disabilities and households with special needs. No final accessible-unit quota was confirmed.	Confirm accessibility standards, needs-assessment procedures and the proposed number or proportion of accessible units.
14. Hurricane resilience and building upgrades	Participants referred to roof repairs, hurricane-impact windows and protection against severe storms.	Officials discussed roof, window and exterior improvements as part of rental rehabilitation, and emphasized compliance with relevant building codes and technical standards.	Confirm the precise resilience specifications and maintenance requirements for each rental complex.
15. Coordination with environmental and infrastructure agencies	The closing remarks acknowledged questions raised across consultations about flooding, mosquitoes/vector	The Permanent Secretary stated that relevant government agencies, including Public Works and other responsible entities, were being consulted and that	Record agency consultation and integrate drainage, traffic, vector-control and community safety measures into applicable plans.

Key Issue	Question / Concern Raised	Response Provided	Suggested Follow-up
	control, traffic and environmental conditions.	statutory protocols and building requirements would be observed.	
16. Continuing access to Ministry and mortgage officers	Participants sought individual assistance with housing applications and financial assessments.	Officials invited attendees to speak with mortgage officers present at the event and to visit the Ministry's Thompson Boulevard office for further discussion.	Maintain accessible post-consultation contact points and track referrals and unresolved individual queries.

9. Lessons Learned and Recommended Follow-up

1. Distinguish public rental rehabilitation from the wider S.H.O.U.T. housing programme and proposed BMC homeowner microloans in future communications.
2. Prepare a verified, complex-by-complex schedule of works, with clear tenant notices, temporary access arrangements and escalation contacts.
3. Establish targeted tenant consultations and agency coordination before finalizing designs, procurement and site-specific environmental and social measures.
4. Ensure disability accessibility, elderly tenants' needs, public health, drainage, hurricane resilience and safe work practices are reflected in technical planning.
5. Refer wider application, allocation, transfer and mortgage questions to designated Ministry/BMC service channels and record responses.
6. Keep the GRM accessible and track consultation feedback, responsibility, status and subsequent disclosure; confirm unclear transcript details before final IDB submission.

Source note: Ministry Public Rentals consultation presentation, attendance register and consultation Q&A record. Annexes are omitted to avoid duplicating supporting evidence retained in the environmental and social consultant's documentation.