Measuring local business interest in the MUHC’s commercial mall

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Abstract
Are local business owners interested in bidding on spots that will be opening up in the MUHC’s new Glen Campus, when it opens in 2015? Research presented in this report sheds some light on what local entrepreneurs know about the new hospital and measures their interest in pitching for a retail spot. The new hospital includes an estimated 3000 square meters of commercial space (equivalent to about 15-20 small boutiques), including some 500 square meters devoted to a pharmacy. Key niche businesses most likely to thrive in the new hospital were targeted for study. A majority of businesses surveyed expressed an interest in moving or expanding to a spot in the hospital mall. The report includes recommendations on measures that could be taken to support local businesses in their efforts to bid on mall spaces. The report also includes important annexes, one which profiles locally-owned businesses in key niche markets, while another includes extracts from Community Benefits Agreements where gains have made by local communities in the retail sector.

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Purpose:

The goal of the project was to survey key locally owned businesses representing several niche markets currently operating in the neighbourhoods adjacent to the site of the proposed Glen Campus of the McGill University Health Centre, to determine their interest in bidding on commercial spaces that will be opening in the new hospital. This briefing note is made available to the Concertation Interquartier (CIQ) in the context of its negotiation with the hospital and its builder.

Context:

A central question for the Concertation Interquartier is: **how do we optimize the benefits to the community from the arrival of the MUHC hospital?** One key area identified by the economic development working group is enabling local businesses to find spots in the lucrative mall spaces that the new hospital will be hosting. The hospital will include an estimated 3000 square meters of commercial space, of which some 500 are reserved for a pharmacy. An internal MUHC survey underscores staff interest in ensuring health food choices in the commercial mall, a concern echoed by the broader community; Sick Kids Hospital in Toronto recently decided not to renew Burger King’s lease.1 As regards the hospital mall, CIQ members are seeking to minimize competition from mall businesses on those found on local commercial streets, and optimize business opportunities for local businesses in the mall. The CIQ has also clearly stated that it wants the pharmacy in the mall to be open 24 hours a day, 7 days a week. CURA/CIQ work has been inspired in some cases by experiences elsewhere leading to Community Benefits Agreements (see annex A for some pertinent highlights).

Project limitations:

An effort was made to gain preliminary information about the rental spaces in the MUHC mall, that would help businesses evaluate the opportunity, such as lot size/rent, and other key parameters on leasehold improvements, insurance and rent guarantees. Such information was not made available for the purposes of this study.

Targeted Businesses:

“Locally owned” was defined as owner-operated or very small local chains, with main operations in the target neighbourhoods. Contacted businesses were strategically chosen based on three key niche markets, identified by the CIQ economic development working group, deemed most likely to succeed commercially: "health" sandwich shop/cafés; florist and gift shops; children’s comfort shops and bookstores. The results of a hospital staff survey conducted by the MUHC and the Arbour Report (2005) provided the basis for what

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Geography of Study Area:

The study area included Westmount, CDN-NDG and Saint-Henri. Local economic development groups provided lists of businesses in the three boroughs. The team concentrated on key commercial streets – Sherbrooke, Notre Dame, Victoria, and Monkland – although businesses throughout each borough were considered (see annex B for a non-exhaustive list of local businesses, totaling 54 for the key niche markets).

Process:

Approximately 20 businesses were contacted over the course of the study. The response rate to our inquiries was very high; no business declined to be interviewed outright, and in only a few cases were we unable to make initial contact with the business owner. All interviews were face-to-face in the store save two, which were conducted over the phone. Local business owners were very accommodating and expressed great interest in our work.

Key Findings:

Few business owners had any prior knowledge that there would be commercial space on the MUHC. In two cases, the respondent was aware of the commercial opportunities based on a tip from a friend or colleague associated with the MUHC.

No business owners were concerned that a commercial complex on the MUHC site might adversely affect traffic at their current location. They understood that the hospital would provide a new market. However, a few business owners were worries that rents would increase on their current location disproportionate to the economic benefits of new customers.

The majority of the business owners expressed interest in the commercial opportunities on the Glen site. Of the seventeen local business owners we were able to speak with, 64% agreed to be profiled as businesses interested in opening a second location (see annex C).

From a business perspective, most owners expressed that the idea of opening a new location would be a great business opportunity. However, the added cost of hiring staff was cited several times as a key drawback to managing multiple locations.

Perhaps for this reason, no businesses expressed interest in relocating to the MUHC, but were interested in the possibilities of opening a new location. One local artisan suggested that a single boutique space used by several artisans to display their products would be a solution to the added cost of extra rent and staff, using the model of airport gift shops as an example of shared, co-managed space.

Health food stores were largely opposed to the idea of opening a store in a hospital, even though they recognized some commercial advantage. They believed that hospitals are incompatible with their business model of preventative health, and 2 of 3 interviews said they would not consider relocating regardless of how much money they might make.

Of the cafes interviewed, many suggested a smaller, lunch-counter style location that would be smaller than their main store.
Several owners were sufficiently interested that they asked whether it would be possible to officially submit their names at this time.

**Recommendations:**

In light of this study, consider the following recommendations regarding local businesses in the tendering process:

- Engage in transparent communication processes with local business owners to provide a fair opportunity for competitive businesses within MUHC commercial spaces;
- Solicit local businesses in the tendering process;
- Work with local economic development organizations to identify potential commercial tenants;
- Identify key supports and incentives, to be provided by the community sector and/or by the MUHC/GISM, to maximize locally owned business opportunities in the MUHC mall, such as:
  
  a. reserved commercial space for a shared local artisan boutique space (airport boutique model)
  b. a system of progressively increasing rents to allow small businesses to transition into the space (example of Nordelec in Saint-Henri)
  c. supports to prepare market studies, business plans and consulting to maximize the ability of local entrepreneurs to take advantage of the business opportunity
  d. diverse financial supports (low interest loans for leasehold improvements, rent guarantees, etc)
  e. reserve a certain percentage of the commercial space for local businesses, drawing from examples found in our review of Community Benefits Agreements (annex A)

- Prioritize healthy food options to set an example both based on market demand seen in the surveys amongst hospital employees and the precedent set by Sick Kids hospital in Toronto.
ANNEX A:  Examples from Community Benefits Agreements which address retail space and local economic development

ANNEX B:  A partial list of local businesses in niche markets

ANNEX C:  Measuring local interest in the MUHC's commercial mall spaces: Local Business Profiles
Annex A: Examples from Community Benefits Agreements which address retail space and local economic development

1) **CIM Redevelopment in San Jose, CA: 2003**

   *Site:* Three former parking lots in the downtown area to be redeveloped for mixed-use
   
   *Public funding:* Yes, from the City redevelopment agency.
   
   *Agreement:* Signed by the developer with the City council and City redevelopment agency; best efforts language for local business representation and 10% of retail space reserved for existing small businesses.
   
   *Excerpt from CBA:*
   
   “Retail space
   
   The developer will make best efforts to achieve the goal of 30% retailers from San Jose, 30% from the region, and 30% national to insure an effective and unique mix of retail.
   
   A 10% set aside of retail space for existing small businesses in the downtown. The developer will be responsible for reserving this space for 6-months and for aggressively marketing this opportunity for qualified firms.
   
   To insure quick lease up of the potential space, the Agency should consider review of the retail leasing efforts at appropriate intervals to determine if adjusting the cap upon businesses whose primary business is restaurants is necessary.”
   
   (…)
   

2) **Deerborn Street CBA, Seattle, WA : 2008**

   *Site:* 10-acre urban infill project
   
   *Public Funding:* (not yet passed by City council)
   
   *Agreement:* Between the developer and the community group coalition; limitations on size of commercial space, fixed rents for non-profits, reduction of commercial leases for local businesses, and a defined process for attracting local businesses through a strategic plan and a list prepared by community partners
9. **Retail Size Limitations.** Developers shall ensure that at least 70,000 square feet of retail space in the Project is available to retail stores that each occupy less than 5,000 square feet of floor space.

10. **Center for Community Non-Profits.** Developer shall ensure that at least 5,000 square feet of space on the Weller Street side of the Project Site are available for lease to one or more non-profit organizations providing services primarily to the Vietnamese Community in the greater Seattle area, for a term of ten years. The monthly rent will be $7,500.00 ($18.00 per square foot per year), including Common Area Maintenance, taxes and insurance, and will escalate annually at the CPI index. Tenants shall be responsible for the build-out of the space, and Developer will contribute $50,000 in tenant improvement allowance, made available prior to tenant move-in. Tenants will sign a standard shop lease for the space, and will comply with the rules and regulations of the shopping center. This lease is contingent on the consent of the Community Development Financial Institutions Fund - U.S. Department of the Treasury, as a public benefit to replace the locally-owned business rental subsidy proposed in SHA’s New Market Tax Credit application. If Treasury does not consent to this replacement, then Developer will provide the program described in Section 11.

11. **Locally-Owned Business Rental Subsidy.** Only if Treasury does not consent to the Center for Community Non-Profits as described in Section 10, then Developers shall institute instead a program of rental assistance for businesses to locate within the Project in leased spaces of no more than 5000 square feet per business. This program will assist only businesses that are (i) Locally-Owned, and/or (ii) minority-owned businesses located in Little Saigon. Priority for rental assistance will be given to existing minority-owned businesses in Little Saigon. Under this program, qualified businesses will apply for leases with below-market rental rates, and a Subsidy Allocation Panel including community representatives will work with Developers to identify prospects and allocate the subsidy. The differential between market rents and program rents will be at least $150,000 per year, and the program shall run for a period of ten years. If necessary, guidelines for the formation and operation of the Subsidy Allocation Panel shall be determined by the Parties through the Implementation Committee.

12. **Locally-Owned Businesses.** Developers shall take the following steps to maximize the use of Locally-Owned Businesses:

   a. **Locally-Owned Business Solicitation.** Developers shall solicit Locally-Owned Businesses from a prospect list provided by Community Organizations, and develop a plan for identifying and recruiting additional Locally-Owned Businesses.

   b. **Meeting.** Developers shall facilitate a meeting(s) between Community Organizations and Developers’ commercial retail broker to discuss ways to market the Project to Locally-Owned Businesses and to help establish a list of business categories and types that may be needed in the Project.

3) Robert Mueller Municipal Airport, Austin, TX : 2004

_Site:_ a former airport site replaced by a mixed-use development on 700 acres, with the objective of creating a model responsible community

_Public funding:_ Yes, from the City of Austin.

_Agreement:_ Development agreement between Catellus Austin, the developer, and the City of Austin; language on best efforts and due diligence, definition of “local businesses”

_Excerpt from CBA:_

(f) **Local Businesses in Town Center.** Catellus shall use diligent, good faith efforts to cause at least 30% of the initial commercial occupants of the Town Center to be “local businesses” defined as:

(i) the occupant’s headquarters or first retail or restaurant location is located in the Austin MSA, or

(ii) the occupant is an individual who resides in or has his or her principal place of business in the Austin MSA, or

(iii) the occupant is a group of individuals and more than half of the individuals reside in or have their principal place of business in the Austin MSA (the “more than half” requirement means that if there were only two individuals, then they would both need to reside in or have their principal place of business in the Austin MSA, but if there were three individuals, then only two would need to reside in or have their principal place of business in the Austin MSA), or

(iv) the occupant is a business organization (such as a corporation, partnership or limited liability company) that is controlled by or at least 51% owned by: (A) an individual who resides in or has his or her principal place of business in the Austin MSA, or (B) a group of individuals of which more than half reside in or have their principal places of business in the Austin MSA, or

(v) by an organization having its principal place of business in the Austin MSA, or

(vi) any business that the City agrees, in writing, constitutes a local business even if it does not qualify as a local business under this Section.

The City encourages Catellus to include businesses that reflect the nature and character of Austin in their décor, merchandise and cuisine. Catellus’ compliance with this requirement is measured by Catellus’ diligent, good faith efforts and not by whether or not it actually meets the 30% goal.

(...)
4) Yale-New Haven Hospital, New Haven, CT: 2006

*Site:* A new hospital campus for the Yale New Haven non-profit medical centre.

*Public funding:* Yes, from the City of New Haven.

*Agreement:* Development agreement between the City of New Haven and Yale-New Haven Hospital Inc.

*Excerpt from CBA:*

> “Section 3.01 Covenants of Hospital.

Hospital hereby covenants and agrees as follows:

(a) Economic Development Payment. For each of the twelve (12) month periods commencing on, respectively, October 1, 2007, October 1, 2008, October 1, 2009 and October 1, 2010, Hospital shall pay to City $300,000 (i.e., $1,200,000 aggregate) for housing and economic development in the neighborhoods adjacent to Hospital’s campus. Such payment shall be made no later than November 1 of each such twelve (12) month period. City's Economic Development Administrator shall determine the allocation and uses of such funds, and Hospital shall not be responsible for such allocation and use.

(…)

Annex B: A partial list of local businesses in niche markets

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<tr>
<th>WESTMOUNT:</th>
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<tr>
<td>Pâtisserie de Gascogne</td>
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<td>Sherbrooke O.</td>
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<td>Mont Victoria Fruits</td>
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<td>Boutique Pomme</td>
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<td>Cannelle inc.</td>
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<td>Cavallaro Westmount</td>
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<td>Fromagerie</td>
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<td>Bead It</td>
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<td>Bloom Maternite</td>
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<td>Art-Enfant</td>
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<td>Art en Ciel</td>
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<td>L'autre Choix M Marché</td>
<td>330A</td>
<td>Victoria</td>
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<td>My Cup of Tea</td>
<td>344A</td>
<td>Victoria</td>
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<td>Cafe Victoria</td>
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<td>Victoria</td>
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<tr>
<td>Cafe-Crème</td>
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<td>Victoria</td>
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<td>Westmount Florist</td>
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<td>Victoria</td>
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<tr>
<td>Boulangerie Le Fournil</td>
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<td>Marché Vic</td>
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<td>Victoria</td>
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<tr>
<td>Appetite for Books</td>
<td>388</td>
<td>Victoria</td>
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<tr>
<td>Papeterie Westmount</td>
<td>4887</td>
<td>Sherbrooke O.</td>
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| CDN-NDG:               |              |              |
| Fleuriste NDG          | 4161         | boulevard Décarie |
| Fleuriste 1001 Plantes | 5518         | avenue Monkland |
| Jardin de Mélissa (Le)| 6206         | Sherbrooke O.   |
| Pinkerton S. Flowers   | 5127         | Sherbrooke O.   |
| Cafe Shaika            | 5526         | Sherbrooke O.   |
| Cafe Harvard Gourmet   | 5688         | avenue Monkland |
| Gryphon d'or           | 5968         | avenue Monkland |
| Coop Maison Verte      | 5785         | Sherbrooke O.   |
| Á votre santé          | 5126         | Sherbrooke O.   |
| Fleur Sauvage          | 5561         | avenue Monkland |
| Le Maître Boucher      | 5719         | avenue Monkland |
| Pâtisserie de Nancy    | 5655         | avenue Monkland |
| Quelque Chose Itée     | 5133         | Sherbrooke O.   |
| Encore Books           | 5670         | Sherbrooke O.   |
| Cartes Etc enr.        | 5901         | Sherbrooke O.   |
| Diamond Book Store     | 5035         | Sherbrooke O.   |
| Livres et Jouets Kidlink| 5604      | avenue Monkland |

| ST HENRI:              |              |              |
| Anjou Québec           | 1638         | Notre-Dame O.|
| Aux Grains d'Arôme     | 2713         | Notre-Dame O.|
| Café Mozaik du Ceda    | 2515         | Delisle      |
| Fleur de juin fleuriste| 2507         | Notre-Dame O.|
| Lili & Oli café        | 2515         | Notre-Dame O.|


Annex C: Measuring local interest in the MUHC’s commercial mall spaces: Local Business Profiles
Art-Enfant
4968, rue Sherbrooke Ouest
Westmount, Québec
H3Z 1H3
(514) 488 41022

http://www.art-enfant.ca/

Operating Hours

Monday-Friday: 10am -5pm
Saturday: 9am -5pm
Sunday: 10am -5pm

Years in Operation
10 years.

Business Type

The second business started by Judi Meade in Westmount, this children's toy, book and game store focuses on providing products that will provide enjoyment as well as inspire children to learn and discover. The store is partnered with Learningtoys.ca, ensuring a high quality selection of toys and games to spark children's imaginations and nurture development.

Customer Base

This unique toy store brings in a wide range of customers from the West Island, TMR and even the South Shore. While roughly 20-30 people come into the store per day, during the Christmas season as many as 100 people frequent the store.

Building Space

Roughly 1500 sq.ft., leased.

Staff

4 employees, 3 part-time and one full-time.


‘It would be an incredible business opportunity. The landlords think that our business will increase (on Sherbrooke) but I don’t think our business will increase as much as our rents. Regarding retail space, we are used to working in a small space so any on-site presence would be great.’
à votre santé

5126 Sherbrooke Street West
Montreal QC, H4A 1T1
514 482 8233

营业时间

Monday-Friday: 9h00 - 20h00
Saturday: 10h00 - 18h00
Sunday: 11h00 - 17h30

经营年数

18 years.

业务类型

这家小型健康食品店专注于替代健康和营养，提供各种健康产品的广泛选择，适合特定的过敏和疾病。他们的产品包括高品质有机农产品、全食物、天然化妆品、补充剂、药用草药、环保商品和公平贸易产品。他们的员工包括一位顺势疗法医生、草药师和自然疗法医生，与顾客交流。

顾客群

由于其长期存在的存在和优质客户服务，这家独特的健康食品店有许多固定和本地顾客。然而，由于其专门选择和提供的产品，顾客也来自西岛、多尔瓦尔和西南。大约100-150人每天进入商店。

营业面积

约2000平方英尺，租赁。

雇员

12名雇员

来源：访谈。John P.，店主。2011年3月9日。

‘我在预防业务中，我已经在这个业务中很长时间了。我考虑过扩张，但是由于我亲自经营的业务，我不能自己经营第二个业务，我需要找到一个好的业务合作伙伴。’
Bloom Maternite

4937-B Sherbrooke Street West
Westmount, QC, H3Z 1Z2
(514) 481 - 5151
www.bloommaternity.com

Operating Hours

Monday-Friday: 10h00-18h00
Saturday: 10h00 - 17h00
Sunday: 12h00 - 17h00

Years in Operation

Almost 8 years.

Business Type

This small maternity boutique specializes in stylish and affordable maternity clothes, covering a range of styles, tastes and need. They have been featured in magazines for their innovative approach to maternity fashion which emphasizes function as well. The store also plays an active role in Montreal’s community, where Bloom hosts workshops and other events to educate and prepare its clients for the birth of a child. The store’s mission is “to be there every step of the way throughout a woman’s preganancy”, insuring access to all necessary resources.

Customer Base

Due to its unique, fashionable offerings, Bloom attracts clients from all over Montreal in addition to customers from Toronto, Ottowa, and elsewhere in Ontario. On average, 15-25 people come into the store per day, including weekends.

Building Space

1200 sq.ft., leased.

Staff

3 part-time employees

‘I am a destination store, so I need to be near people with disposable income but my business also comes from being part of a community. right now I am looking at re-locating my business or opening a second branch, but location is very important.’

Botania

4022 Rue Notre-Dame Ouest
Montreal QC, H4C 1R1
514 227 3733

Operating Hours

Tuesday-Friday: 11h00 - 18h00
Saturday: 11h00 - 17h00
Sunday/Monday: closed

Years in Operation

8 years.

Business Type

Botania is a locally-owned artisinal soap and cosmetics store, featuring all hand-made products. The main outlet is in St-Henri, although there are several kiosks at markets at local markets as well, including Marche Jean-Talon. Botania offers a variety of soaps, including organic products, as well as featuring the aromas of other local products like MacAuslan beer.

Customer Base

The showroom in St-Henri is Botania’s home base, but day-to-day business is slow here. Most sales are made at booths at Montreal markets. Approximately 8-12 people come into the St-Henri store per day.

Building Space

1200 sq.ft., leased.

‘I would be interested in selling my products in a new location. I think that it might be too costly to have a store all to myself, but if several local artisans pooled their resources and opened a store selling local products like in an airport, it could work really well’


Staff

1 full-time owner/employee
coop la maison verte

5785 Sherbrooke O.
Montreal, QC
(514) 489-6000

www.cooplamaisonverte.com

Operating Hours

Monday-Sunday: 10h00 - 19h00

‘We just purchased this building so we would not be relocating, but it could be interesting to open a satellite store with a cafe...’

Years in Operation

11 years.

Business Type

Founded in 1999, Coop La Maison Verte is a community cooperative offering ecological solutions for responsible consumption and ecological house ware products. It is the first cooperative of environmental solidarity in Canada. The coop offers more than 1000 ecological and fair-trade.

Customer Base

Coop La Maison Verte has more than 7000 members, roughly 60% of whom are from NDG. There are also a substantial number of drop-in customers.

Building Space

1300 sq.ft., owned by the Coop.

Staff

8 employees.

Encore Books & Records
5670 Rue Sherbrooke Ouest
Notre-Dame-de-Grace
Montréal, Québec
(514) 482- 5100

Operating Hours

Monday - Wednesday: 11h0 - 19h00
Thursday - Friday: 11h00 - 21h00
Saturday - Sunday: 11h00 - 19h00

Years in Operation

15 years in the book business, 10 years as an owner of Encore Books, and now 4 months as owner of a second location: Original Books (formerly Diamond Books in Westmount)

Business Type

Encore Books and Records is a family owned and operated business in NDG. Sean and his father Peter opened the store together out of mutual love of books and music. They have been serving the NDG community for about a decade and have recently expanded their operations.

Customer base

Many of Encore Books' clientele are from the neighbourhood, although there are also people who come from different parts of the city. On an average day, 80 - 100 people will come through the store, with another 50 at the new location. Encore Books has a substantial web presence as well, with an online magazine, a Blog and online sales.

Building space

1,600 sq.ft., leased

Staff

1 owners, 5 employees (2 full, 3 part time between both locations)

Source: Interview. Sean Madden, owner. April 6, 2011.

‘Yeah, I would definitely be interested in the business potential for a local bookstore. I was not aware that there would be commercial space on the hospital site’
Fait Ici

2519 Notre-Dame Ouest.
Montreal, QC

(514) 439 - 3888

Operating Hours

Tuesday-Friday: 10am -7pm
Saturday: 10am -5pm
Sunday: 10am -5pm

Years in Operation

10 months.

Business Type

Fait Ici is self-described as “Montreal’s first urban general store” and provides an eclectic mix of organic products and sustainably produced goods. Most of the products sold in the store are made in Quebec, and the store owners mission is to provide high-quality local and sustainable food, prepared meals, home/life products, children’s clothes and toys as well as gifts and bodycare items.

Customer Base

This creative new business’ dynamic young owners have already made themselves known in the Sud-ouest and have growing awareness throughout Montreal due to extensive PR... 10 months into the business venture, they have not lost money.

Building Space

Roughly 1200 sq.ft., leased? with the terrasse

Staff

3 employees.

‘Leasing MUHC space to local business owners would be an incredible initiative that would be extremely interesting to myself and many other owners. We would be open to sharing space with other young businesses or even having a small sandwich stand of our own to provide healthy, local and organic food to people at the MUHC.’

Fleuriste Westmount

360 Victoria Ave.
Montreal, QC
514-488-9121

www.ftdfloristonline.com

*Operating Hours*

Monday - Friday: 9h00 - 18h00  
Saturday: 9h00 - 17h00  
Sunday: closed

*Years in Operation*

48 years (2nd generation family business)

*Business Type*

Westmount Florist, founded in 1962, is a family owned business entering its second generation. In addition to its Westmount store, it has a second shop located in Pointe-Claire. They offer fresh flowers from around the world, including exotic flowers. Although foot traffic is important, a lot of their business is conducted by phone.

*Customer Base*

In addition to the local residents, Westmount florist receives many orders by phone.

*Building Space*

Roughly 2000 sq.ft.

*Staff*

32 employees between both stores, including 20 full time.


‘We would definitely be interested in the MUHC commercial opportunity. It could be a smaller satellite shop, which would be open on Sundays, unlike our other shops. It could also be a kiosk where people could place orders that would ship from our other two shops.’
5604, av de Monkland  
Montréal, QC H4A 1E3  
(514) 482-4188

Operating Hours

Monday-Friday: 10am -6pm  
Saturday: 10am -6pm  
Sunday: 10am -5pm

Years in Operation

18 years.

Business Type

Offering a variety of childrens toys, hobbies and games in addition to magazines and books, Kidlink has long offered its quality and diverse fun and educational merchandise to patrons of Monkland Village in NDG. “A book and toy store, Kidlink is proof that education can be fun – for parents and children!”

Customer Base

The store’s wide selection of offerings but bring a number of customers from the neighbouring boroughs, such as NDG, Westmount and St-Luc. , due to its specialized selection and offerings, customers also come from the West Island, Dorval and the Sud-West. Roughly 40 people come into the store per day.

Building Space

Roughly 1400 sq.ft., leased.

Staff

3 full-time employees.

‘I would definitely be interested in opening a second shop at the MUHC site, many children will be coming through and my store’s products would be of interest to parents and visitors.’

Papeterie Westmount
4887, Rue Sherbrooke Ouest,
Westmount, QC
(514) 481-2575

Operating Hours
Mon-Wed: 9h00 - 18h00
Thurs-Fri: 9h00 - 20h00
Sat: 9h00 - 17h00
Sun: 12h - 17h00

Years in Operation
35 years (current owners)

Business Type
A family-owned and operated store offering a variety of products including stationary, pens and other writing utensils, school supplies, cards, gifts, party decorations, balloons, and other things.

Customer Base
A Westmount landmark since 1931, roughly 70% of the customers are local regulars. Throughout this time, the store’s location has changed very little. Roughly 100 customers a day visit the store.

Building Space
3200 sq.ft., leased

Staff
8 employees


“We have looked at opening additional stores. [For the MUHC commercial space], I could see a Papeterie Westmount express, without the frills, primarily cards and get well soon gifts.’
Shaika Cafe
5526 Rue Sherbrooke Ouest
Notre-Dame-de-Grace
Montréal, Québec
(514) 482-3898

www.shaikacafe.com

Operating Hours

Monday: 7h30 - 21h00
Tuesday, Wednesday: 7h30 - 23h00
Thursday: Friday: 7h30 - 24h00
Saturday: 9h00 - 24h00
Sunday: 9h00 - 21h00

Years in Operation
7 years

Business Type

Shaika Cafe is a coffee roaster (brulerie) serving organic and fair trade coffee as well as gourmets sandwiches, pizzas and salads with a variety of desserts. The cozy cafe offers live music 5 nights a week starting at 21h, and hosts the art exhibits of Gallery V, an art gallery run by the cafe co-owners featuring the work of local artists.

Customer base

The cafe’s operating hours make it a hopping place at all times of day and night. The cafe boasts many local regulars and most customers come from roughly a 5-mile radius. The cafe also has many take-out orders and passers-by from Sherbrooke foot traffic. Shaika serves about 300-400 customers a day.

Building space

Roughly 1200 sq.ft., leased

Staff

2 co-owners, 14 employees

‘In 3 years, my kids will be in school and I will be ready to expand. [For the MUHC commercial space], we would be looking at a smaller, kiosk-style cafe’