

File No. 04-1000-20-2016-063

April 12th, 2016

s.22(1)

Dear s.22(1) :

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of February 26, 2016 for:

All complaints and inquiries from city residents regarding AirBnb made to 311 and/or Mayor and Councillors, from January 1 - February 26, 2016, along with any ensuing responses to those complaints and inquiries.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-063); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', with a stylized, flowing script.

Barbara J. Van Fraassen, BA
Director, Access to Information
City Clerk's Department, City of Vancouver
Email: Barbara.vanfraassen@vancouver.ca
Telephone: 604.873.7999

Encl.
:jb

CA13Key - eForm Detail Report with Additional Details

[PUI Property Use Complaint Case](#)

[Citizen Feedback](#)

[Water Conservation Violation](#)

[PUI General Inquiry Case](#)

[General Inquiries](#)

[PUI Noise Complaint Case](#)

[Residential Parking Requests](#)

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Friday, February 26, 2016 2:11 59 PM

Case Creation Date: From 1/1/2016 To 2/26/2016

Case Status: Both

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
Eform Request Type: PUI Property Use Complaint Case															
101007102781	1239		W GEORGIA ST	s.22(1)	V6E 4R8		1. Type of concern: Business Licence 2. If Other selected or there are multiple issues, provide details: 3. If Auto Repairs selected, provide name and phone number of operator, if known: 4. If Business Licence selected, provide business name: air bnb 5. If Home-based Business selected, provide details e.g. business type, hours of operation, customers are coming on site: 6. If Pesticide selected, who applied it? undefined 7. What pesticide was used and when was it applied? 8. If a Rental Unit issue selected, was the landlord advised of the issue? undefined 9. If Yes selected, what happened? 10. If Sign selected, provide sign size, wording or identifying details: 11. Caller's daytime phone number: 604.219.1549 12. (Don't ask, just record - did caller indicate they want a call back?) No	Citizen reporting a short term rental, less than 30 days occurring in s.22(1) Previous cases have been accepted by citizen despite being the strata manager of this building under reference numbers 6515257, 6515269, 6515273, 6515278, 6515282, 6515285, 6515290, 6515293. Citizen states they have no way of contacting the owner. Approved by G.S to create case. Please contact concierge desk at 604 219.1549 first, otherwise call s.22(1) Case Closed. Closed date : 2016-01-06 09:15:31.72 Directed to Non-City Agency Emailed Citizen as contact phone numbers were n/a. Advised Citizen this is a Strata Matter.	s.22(1)	s.22(1)	1	12/22/2015 1:36:00 PM	1/6/2016 9:15:32 AM	311 Contact Centre	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Strata issue Agent Finished: Case Closed. Closed date : 2016-01-06 09:15:31.72 Directed to Non-City Agency Emailed Citizen as contact phone numbers were n/a. Advised Citizen this is a Strata Matter.
101007232308	6525		DOMAN ST		V5S 3H3		1. Type of concern: Other 2. If Other selected or there are multiple issues, provide details: The one bedroom south side suite is a illegal suite which is bieng used as an air Bnb. It is posted on the Air Bnb site under the girl friend of the owner. Her real name is s.22(1) and the suite should come up under the address. The owner does not live in this house. There are people in this suite currently. 3. If Auto Repairs selected, provide name and phone number of operator, if known: 4. If Business Licence selected, provide business name: 5. If Home-based Business selected, provide details e.g. business type, hours of operation, customers are coming on site: 6. If Pesticide selected, who applied it? undefined 7. What pesticide was used and when was it applied? 8. If a Rental Unit issue selected, was the landlord advised of the issue? undefined 9. If Yes selected, what happened? 10. If Sign selected, provide sign size, wording or identifying details: 11. Caller's daytime phone number: s.22(1) 12. (Don't ask, just record - did caller indicate they want a call back?) No	The caller would like to remain anonymous. Case Closed. Closed date : 2016-01-27 16:56:46.87 Assigned Andy Chinfen 6628	s.22(1)		1	1/27/2016 4:24:00 PM	1/27/2016 4:56:47 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2016-01-27 16:56:46.87 Assigned Andy Chinfen 6628
Eform Request Type: Citizen Feedback															

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Case Status: Both

101007131861						<p>Describe details (who, what, where, when, why): Citizen e-mailed:</p> <p>Mayor and Council Housing / Rental Housing</p> <p>What are you doing about the price of housing and the lack of rental stock for young families in Vancouver. 3br+ houses are a scarcity or are being priced through the roof.</p> <p>Airbnb has compounded this issue by allowing home owners to rent out without any concern for rental/tenant regulations resulting in increased income for home owners and diluted rental stock and tenant rights for renters.</p> <p>What are you doing for young families with good paying jobs who don't want to commit to half of their net salary for a place to live?!</p> <p>s.22(1)</p> <p>Do you want to be contacted? No</p> <p>Type of feedback: Complaint</p> <p>Feedback regarding: CityDepartment</p> <p>Department: MayorCouncil</p> <p>Division or Branch Name: Mayor & Council</p>	<p>Case Closed. Closed date : 2016-01-03 16:16 59.453 Directed to Another City Department Mayor and Council</p>				1	1/3/2016 3:26:00 PM	1/3/2016 4:16 59 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-01-03 16:16:59.453 Directed to Another City Department Mayor and Council</p>
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Case Creation Date: From 1/1/2016 To 2/26/2016

Case Status: Both

101007208554						<p>Describe details (who, what, where, when, why): Dear Ms. Clark,</p> <p>I appreciate you, I voted for you and keep up the good work.</p> <p>100 years ago, many politicians resisted the craze of the "new fangled" automobiles. A passing fad. We can do just fine with horses thank you very much.</p> <p>Then it was the same resistance for commercial air travel which eventually was embraced and look at how it changed the way we travel.</p> <p>The world is moving at an ever accelerating pace with developing new technologies and innovation. Those who hang on to the past - old ideas and outdated methods are left in the dust.</p> <p>Everything has growing pains, and eventually amazing solutions come from new ideas.</p> <p>There are many game changers: Personal Computers, Internet, Digital photography, iPhone, iPod, iPad, Amazon, Google, Dell, Netflix, airbnb, Tesla, Bank Machines (yes - I remember when those first appeared on the scene. Bank tellers freaked out! But it all worked out - people still need actual banks and actual tellers. But imagine today without bank machines.) you get my point. All awesome innovation. All for the greater good. You cannot stop technological advancement. The world is changing.</p> <p>Taxi's are old technology. Highly inefficient. Politicians</p>	<p>*see below for complete text</p>	<p>Case Closed. Closed date : 2016-01-21 12:28:37.98 Service Provided circ M & Cllrs</p>	s.22(1)	1	1/21/2016 12:27:00 PM	1/21/2016 12:28:38 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-01-21 12:28:37.98 Service Provided circ M & Cllrs</p>
101007227691						<p>Describe details (who, what, where, when, why): Concern regarding Air BnB. Citizen has a hot head neighbour who has an Air BnB. Citizen didn't ask neighbour to stop the Air BnB. He just asked for the neighbour to have the renters to go through the back. This is when his neighbour got upset. Citizen has contacted the VPD. VPD directed him over to the city to put through a case. Citizen fears for his safety and doesn't want to lodge a formal complaint with his name and address location. He just wants the city to hear this complaint that Air BnB's should not be happening in Vancouver.</p> <p>Do you want to be contacted? No</p> <p>Type of feedback: Complaint</p> <p>Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Property Use</p>		<p>Citizen said he knows people will buy 5 condos and rent them to Air BnB's. Citizen said there should be more enforcement on this. This is sabotaging neighbour relations.</p> <p>Case Closed Service Provided sent to Debbie Heeps, PUI.</p>	2016 January, Anonymous	1	1/26/2016 4:23:00 PM	1/26/2016 7:25:13 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed Service Provided sent to Debbie Heeps, PUI.</p>

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Case Status: Both

101007266108						<p>1. Describe details (who, what, where, when, why): Subject: Vancouver Housing Market The Premier and Mayors must investigate ways to work with the Canada Revenue Agency to track down owners who rent apartments and houses but do not report the income .There are 10s of 1000s of units bring rented, including on Air BnB. Monitoring media ads would be a good first step. Taking away the tax-free income and charging the cheats with tax evasion, and publicizing the charges, would send a strong message and dampen some speculation. Sent from my iPad</p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback: Opinion</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Mayor & Council</p> <p>6. Division or Branch Name: Mayor's Office</p>	<p>Case Closed. Closed date : 2016-02-03 18:55:15.983 Directed to Another City Department Vaughan, Tracy</p>	s.22(1)	1	2/3/2016 6 53:00 PM	2/3/2016 6:55:16 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-02-03 18:55:15.983 Directed to Another City Department Vaughan, Tracy</p>
101007269174					<p>1. Describe details (who, what, where, when, why): To he Mayor and Counsel, In regards to black community and the Jimi Hendrix shrine. I hope For black history month the mayor and counsel can help with the project of preserving the Jimi Hendrix shrine, and building of a memorial statue of Jimi on site at no cost to he city, with exception to relaxing the SRA single room occupancy requirement of demolition or replacement of 20 SRA existing which is a nearly impossible thing to archive for the developer and owner of the shrine, as it is to costly. A statue 32 ft. tall made in Italy for 600,000 is nothing compared to the 5,000,000 needed to replace the 20 rooms existing. Counselors have to choose a major tourist attraction genera ing 50,000 a year for the next 100 years, or a SRA that will not survive its use, Because of the internet and sites like air bnb, craigs list, Kijiji ect. due to the sale agreement hat the developer has to get he plans approved by Sept. 1st/ 2017, or he project will collapse. I urge the counsel to look in to this issue at he planning department, and give us a chance now hat he viaduct has to come down, i will be the first person to donate the 600, 000 for the historic statue in our black community, the plans for the statue would have it in sight from the train station, up to tripling the tourist visits, and Vancouver's historic Vie's Chicken Inn. he Jimi Hendrix Grave and E.M.P museum, in Seattle receive over 500,000 visitors per year, and I am confident we can bring twice hat amount here to Vancouver. Thank you and best regards, s.22(1)</p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback: Opinion</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Mayor & Council</p> <p>6. Division or Branch Name: n/a</p>	<p>--- (cckeb, Feb 4 2016 12:38PM)</p> <p>Case Closed. Closed date : 2016-02-04 12:38 58.343 Service Provided circ M & Cllrs; See attachments: s.21(1)</p>	s.22(1)	1	2/4/2016 12:37:00 PM	2/4/2016 12:41:23 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-02-04 12:38:58.343 Service Provided circ M & Cllrs; See attachments s.22(1)</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-02-04 12:41:22.743 Back to previous status Closing case after 'Add Event'</p>	

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Case Creation Date: From 1/1/2016 To 2/26/2016

Case Status: Both

101007320646						<p>1. Describe details (who, what, where, when, why): Complaint or opinion about how CoV is handling airbnb/short term rental issue in Vancouver. Feels the current process of following up on citizen complaints is causing problems among neighbours. States the City Manager said CoV is not receiving many complaints but he feels this is because although neighbours are frustrated and unhappy they don't want to cause a riff with their neighbour. He knows of a situation where neighbours were friendly, mowed one another lawn, etc and now they don't speak. If someone is told by the City they received a complaint it's easy to figure out that one of your immediate neighbours complained. Also heard that although CoV will follow up and advised you're not allowed there is no man power to enforce. Appears CoV expects residents to keep calling and complaining for action but that would make things worse between neighbours. Wants to know what CoV plans to do to address the issue in Vancouver, there are many private residences being rented out short term where people are coming and going day and night.</p> <p>2. Do you want to be contacted? Yes</p> <p>3. Type of feedback: Complaint</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: City Manager's Office</p> <p>6. Division or Branch Name: City manager's office and community services.</p>	<p>Please call s.22(1) to respond. He did not want to provide his last name.</p> <p>Case Closed. Closed date : 2016-02-16 16:21:46.01 Directed to Another City Department Forwarded to Lynda Graves and Debbie Heeps</p>	2016 February, Anonymous	1	2/16/2016 3:25:00 PM	2/16/2016 4:21:46 PM	CSRII	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-02-16 16:21:46.01 Directed to Another City Department Forwarded to Lynda Graves and Debbie Heeps</p>
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Eform Request Type: PUI General Inquiry Case

101007273340	s.22(1)		POWELL ST		V6A 0B2	<p>Type of Inquiry : cboCSGPropInquiry.1 If Other selected, provide details: He is the landlord of this building and one of his tenants is doing an Air BnB rental in his unit. He knows about it and wants to know if the city has a by law against it and what the sections is. He would like to know what will happen if a complaint is filed against this alleged Air bnb operator as they do not have a licence. Please call s.22(1)</p>	<p>Comments: I left a vm w/contact info.. Added on 01/03/2016 9:35:20 AM.</p>	s.22(1)	1	2/5/2016 10:34:00 AM	2/5/2016 4:04:28 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-02-05 16:04:28.107 Assigned Jen Holloway 8401</p>
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Eform Request Type: Residential Parking Requests

101007347918	s.22(1)		PRINCE EDWARD ST		V5W 2X4	<p>1. Type of Request: Vancouver Resident Permit Parking</p> <p>2. If Other, provide details:</p> <p>3. Describe request in detail: s.22(1) would like to get the VRPP process started. He says that AirBnB has become a parking pressure on his street.</p> <p>4. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	<p>Case Closed. Closed date : 2016-02-05 16:04:28.107 Assigned Jen Holloway 8401</p>	s.22(1)	1	2/23/2016 9 58:00 AM		Eng_Neighbourhood Parking and Transportation	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Neighbourhood Parking and Transportation</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 925574 created / updated at Tuesday, February 23, 2016 10:00:19 AM</p>
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*Complete text from "Case Details" column - Case #101007208554:

Describe details (who, what, where, when, why):

Dear Ms. Clark,

I appreciate you, I voted for you and keep up the good work.

100 years ago, many politicians resisted the craze of the "new fangled" automobiles. A passing fad. We can do just fine with horses thank you very much.

Then it was the same resistance for commercial air travel which eventually was embraced and look at how it changed the way we travel.

The world is moving at an ever accelerating pace with developing new technologies and innovation. Those who hang on to the past - old ideas and outdated methods are left in the dust.

Everything has growing pains, and eventually amazing solutions come from new ideas.

There are many game changers: Personal Computers, Internet, Digital photography, iPhone, iPod, iPad, Amazon, Google, Dell, Netflix, airbnb, Tesla, Bank Machines (yes - I remember when those first appeared on the scene. Bank tellers freaked out! But it all worked out - people still need actual banks and actual tellers. But imagine today without bank machines.) you get my point. All awesome innovation. All for the greater good. You cannot stop technological advancement. The world is changing.

Taxi's are old technology. Highly inefficient. Politicians did not jump in and try to stop digital photography to try to save the old fashioned old technology of film for camera's. Kodak had to adapt or die. Such is the world of business.

Much of the rest of the world is embracing Uber. I used it in Europe. It is amazing. Uber is yet another game changer. It is one more example of the way the world is moving. Taxi's can learn to adapt and survive. Taxi's are run by a small monopoly.

In 15 years, all cars will be driverless and car ownership will soon become obsolete. The future will be an Uber-like service for most driving. Summon a car with your app. It arrives in minutes and gets you to where you are going - quickly and inexpensively - less costly than owning and maintaining a car. Uber, Electric and Automated cars are the way of the future.

Please don't fight the future.

I appreciate you taking the time to read my comments.

Do you want to be contacted?

No

Type of feedback:

Opinion

Feedback regarding:

CityDepartment

Department:

MayorCouncil

Division or Branch Name:

n/a

From: Van Der Veen, Annelise
Sent: Tuesday, March 01, 2016 3:57 PM
To: Bertrand, Dana
Subject: RE: FOI Request: Our File No. 2016-063 - Request for Records

s.22(1)



As a recent Vancouver Province article points out there are close to 3000 short term rentals for whole houses, condos, or suites listed on Air bnb for the city of Vancouver. These short term rentals are illegal. Why is the city not enforcing its own rules? People renting their properties on Air bnb or either rental sites are not paying business license fees, are not paying taxes, and are not using their properties as intended.

I urge the city to enforce the rules against short term rentals. We are facing not only a rental crisis but an ongoing affordable housing crisis and by turning a blind eye to short term rentals the city is complicit in this crisis.

s.22(1)



Subject: Fw: Check out this listing on Airbnb, Water view Loft - Downtown Victoria

This is a listing in Victoria, that may be on its way here. The Airbnb Host bought 7 units

in this building then

took over the strata council to allow short term rentals.

In Vancouver the Airbnb wave of Airbnb hosts (part time) Realtors (full time) is also becoming a reality.

Their mandate is to be in the majority of home owners in a building and then have bylaws changed.

Some already exist. No families, no community except the Airbnb community.

I am very concerned about this I do not see this what Airbnb envisioned. After seeing Airbnb's CEO on

the Trevor Noah show last night, I am sure that is Airbnb did not want to start mini or boutique hotels.

Strata Councils need some help with this. Please take a look at this.

Thank You.

From: [Heeps, Debbie](#)
To: [Goodwyne, Annie](#)
Subject: FW: Bylaw clarification - \$900/night Airbnb rental at Mole Hill
Date: Friday, March 11, 2016 9:59:09 AM

From: Toma, Andreea
Sent: Wednesday, March 02, 2016 1:07 PM
To: Heeps, Debbie; Roozbahani, Mark
Cc: Hicks, Sarah; Hamilton, Tom
Subject: RE: Bylaw clarification - \$900/night Airbnb rental at Mole Hill

Can we have a quick meeting on this and coordinate our approach.

I agree it needs our attention but let's be effective on how we deploy that.

I suggest we have a meeting and each person brings what they have on this address and what rules are they breaking then lets figure out how we are going to address each issue.

I would still like to know what if any VPD/Fire complaints there have been as well as 311. Most likely there is a history here?

From: Heeps, Debbie
Sent: Wednesday, March 2, 2016 12:45 PM
To: Roozbahani, Mark
Cc: Hicks, Sarah; Hamilton, Tom; Toma, Andreea
Subject: FW: Bylaw clarification - \$900/night Airbnb rental at Mole Hill

s.13(1)



From: Jung, Sy
Sent: Wednesday, March 02, 2016 12:15 PM
To: Heeps, Debbie
Subject: FW: Bylaw clarification - \$900/night Airbnb rental at Mole Hill

From: Jao, Wendy
Sent: Wednesday, March 02, 2016 11:23 AM
To: Hamilton, Tom; Jung, Sy; Lam, David
Subject: FW: Bylaw clarification - \$900/night Airbnb rental at Mole Hill

For your information.

w

From: Meggs, Geoff

Sent: Wednesday, March 02, 2016 11:15 AM

To: Quentin Wright

Cc: Jao, Wendy; CSG Enquiry Centre; CS Licence Office; Correspondence Group, City Clerk's Office; Stevenson, Tim; Deal, Heather; Freeman, John

Subject: Re: Bylaw clarification - \$900/night Airbnb rental at Mole Hill

Thanks, Quentin

This is very helpful - I don't believe this meets the bylaw test at all and will follow up.

Geoff

Sent from my iPhone

On Mar 2, 2016, at 11:03 AM, Quentin Wright <qwright@molehillhousing.ca> wrote:

Hi, I am seeking clarification on the bylaw surrounding short term rentals (Airbnb) in the City of Vancouver.

I write to you in my capacity as Executive Director for Mole Hill Community Housing Society in Vancouver's West End. Our housing society operates 28 heritage houses as social housing.

1150 Comox Street is a privately owned house on our block, the subject of multiple development applications to the City seeking to construct apartments on the property (aka 1158 Comox Street). So far none of their proposals have been successful.

Since the last ownership change the property has been listed on the Airbnb website for short-term rentals. It's listed as having 7 bedrooms(!) and is rented to parties of 15-20 people so issues such as noise, parking, garbage disposal and so on has led to some of our tenants complaining both to the city, the police and the fire department (the only fire safety feature listed is a smoke detector).

In winter it is rented to students on a short-term lease. But the property is listed again on Airbnb for May-August 2016. The online calendar shows the house has already been rented to various parties for a total of more than 40 nights between May and August, 2016 at \$900/night.

I am aware that Section 10 of the City of Vancouver's zoning bylaw says "*no person shall use or permit to be used any dwelling unit for a period of less than one month unless such unit forms part of a hotel or is used for bed and breakfast accommodation.*"

However, the listing for this property, which refers to it as a "guesthouse" now says: <https://www.airbnb.ca/rooms/10676673?s=fkL74o2Q#host-profile>

"In order to comply with city bylaws, by purchasing through Airbnb you are participating in a group house rental for the summer. The group members include all guests who book the house from May - Sept. Your purchase entitles you to a full month's group rental. You are opting out of staying at the house for all other dates other than the dates indicated when you request your booking. You communicate directly with the guesthouse host to arrange the details of your stay. Airbnb is used as a booking platform for your monthly rental."

Does the above disclaimer legitimize the breach of the city bylaw?

Does this disclaimer qualify the property at 1150 Comox Street to operate as a guesthouse?

**To what extent does the City work with emergency services regarding this?
The absence of fire security in the building is a huge worry for the neighbours - especially as the nature of the guests means that there are lots of deck barbecues (even bonfires), indoor smoking and as many as twenty people residing in the house (which is actually quite small).**

The profile "Sarah" on Airbnb is an alias. The agent who manages these short-term rentals is named Asheya Kassner who runs a business called Ayesha Accommodations <http://www.asheya.com/>

Asheya Accommodations provides short-term rentals for numerous properties in Vancouver via Airbnb and other websites such as alltherooms.com. Like 1150 Comox Street, some of these properties (eg.2850 Yukon St) are in the process of being re-developed by Paul Tang/Vanwell Homes Ltd.

Has the City of Vancouver has issued a business license to Asheya Accommodations to operate "guest houses" such as 1150 Comox Street?

On Monday this week, Councillor Geoff Meggs addressed a public meeting and said (paraphrasing) *"we need to stop tourists camping in units that our residents need to live in"*. It's encouraging that Airbnb appears to be on your radar. I personally believe that Airbnb is a major reason the city is failing to meet targets for reducing homelessness and increasing the stock of affordable housing. I would like to encourage more work from the city into this.

Thanks for your consideration.

Regards,

Quentin Wright
Executive Director

Mole Hill Community Housing Society
1169 Pendrell Street
Vancouver BC V6E 1L3
Phone: 604-681-2096 Fax 604-681-7688
<http://molehillhousing.ca>

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it is strictly prohibited. If you have received this communication in error, please notify us immediately by phone at 604-687-1145 and then destroy or delete this communication. Mole Hill Community Housing Society thanks you for your attention and co-operation.

From: [Heeps, Debbie](#)
To: [Goodwyne, Annie](#)
Subject: AirBNB Citizen Feedback-101007373895
Date: Friday, March 11, 2016 10:02:16 AM

From: 311 Operations
Sent: Monday, February 29, 2016 1:54 PM
To: Mulji, Karima; Hicks, Sarah; Heeps, Debbie
Subject: Citizen Feedback-101007373895

Hello everyone,

Please kindly review the citizen feedback below. He would like a reply back so please email him back at [s.22\(1\)](#)

I have also assigned this feedback to Mayor and Council.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101007373895

Case created: 2016-02-29, 11:34:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: Twitter_IllegalAirbnb, Twitter_IllegalAirbnb
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): | Received via Twitter: @CityofVancouver @CBCVancouver City of Vancouver, when will you begin enforcing your own zoning bylaws and ban illegal AirBNBs? |
| 2. Do you want to be contacted? | Yes |
| 3. Type of feedback: | Complaint |
| 4. Feedback regarding: | City Department |

5. Department: Mayor & Council
6. Division or Branch Name: Mayor and Council, Development Services,
Business Licences, Property Use Branch

Additional Details

Citizen would like to be contacted. s.22(1) .

Map and Photo

- no picture -

Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date range: January 21, 2016

Action or Review Required from MAYOR/COUNCILLORS								
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Uber Service in BC	<p>Dear Ms. Clark,</p> <p>I appreciate you, I voted for you and keep up the good work.</p> <p>100 years ago, many politicians resisted the craze of the "new fangled" automobiles. A passing fad. We can do just fine with horses thank you very much.</p> <p>Then it was the same resistance for commercial air travel which eventually was embraced and look at how it changed the way we travel.</p> <p>The world is moving at an ever accelerating pace with developing new technologies and innovation. Those who hang on to the past - old ideas and outdated methods are left in the dust.</p> <p>Everything has growing pains, and eventually amazing solutions come from new ideas. There are many game changers: Personal Computers, Internet, Digital photography, iPhone, iPod, iPad, Amazon, Google, Dell, Netflix, airbnb, Tesla, Bank Machines (yes - I remember when those first appeared on the scene. Bank tellers freaked out! But it all worked out - people still need actual banks and actual tellers. But imagine today without bank machines.) you get my point. All awesome innovation. All for the greater good. You cannot stop technological advancement. The world is changing.</p> <p>Taxi's are old technology. Highly inefficient. Politicians did not jump in and try to stop digital photography to try to save the old fashioned old technology of film for camera's. Kodak had to adapt or die. Such is the world of business.</p>	
Service Requests or Feedback Sent to OTHER DEPARTMENT for Action or Review								
Branch (if identified)	Feedback Type (complaint, compliment, opinion, service request)	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Case Details	Additional Case Details/ Event Notes
Response or Action Update from OTHER DEPARTMENT								
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Case Details	Additional Case Details/ Event Notes

Additional details from interaction with s.22(1)

Thanks. I have done a lot of research into the Airbnb issue. I am certain the only solution is to have the City of Vancouver give notice to Airbnb directly of any strata units and/or detached homes in violation of the two city zoning bylaws. Stratas cannot identify condo units in their buildings because Airbnb does not provide listing addresses. Hence, strata councils are virtually helpless against this issue! They cannot call the city because the enforcement mechanism doesn't exist. They cannot fine the strata lot because Airbnb refuses to provide the exact unit number(s). So, the only viable solution is for the city to work with Airbnb to take down any Airbnbs in violation of any city or strata bylaws. I note that Airbnb's own policy forbids users violating any city or strata bylaws. Let's make use of this policy and enforce the law. Thanks! I have also contacted Airbnb directly respecting this issue. I await their response. Is there a direct Airbnb representative with whom the City of Vancouver discusses ongoing issues?

Planning & Dev Srvs	opinion	Quentin Wright		gwright@mol.ehillhousing.ca	Yes	Airbnb Rental	<p>Mr. Wright, Thank you for your message and this information. I am the Project Facilitator dealing with the development application (DE419153) at 1150 Comox. I will forward your letter to the Property Use Inspections group as well as Licensing By-law. Please feel free to contact me directly about this application and any issues on the property regarding your concerns below. I will follow up with you as soon as I have some new information/conclusions to share.</p> <p>Cheers, J o h n F r e m a n Project Facilitator 604 871 6076 Planning & Development Services - City of Vancouver</p>	
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