



Property Use Complaint - Rental Unit - Maintenance - 101000240528

Case Created: 11/23/2011 4:30:00 PM

Address of Premises Involved:

Address: 575 E 5TH AV
(525 E 5th) Primary Address

Complainant:

Contact: s.22(1)
Address: 525 E 5TH AV, Vancouver
Address 2: s.22(1)
Phone number: s.22(1)
Preferred contact: Phone

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	
3. If Business Licence selected, provide Business Name:	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	Landlord told her to mind her own business and is not doing anything about it. Buckets have been placed throughout the units and the hallways.
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

Citizen lives at 575 E. 5th Ave, s.22(1) Yesterday after the rain storm the roof of the building started to leak and now there is leaking all throughout the hall ways and water is getting into the light fixtures. Citizen is extremely worried about the water getting into the electrical wires and worried that the roof might cave in. She says the maintenance man told her that he almost came through the roof it was in such bad condition. She says the manager of her building is the same manager of an apartment on Pandora St where a roof collapsed and worries that the same thing will happen to them if something is not done soon.

EN 074829

FYA to: Sy Jung

FYI to:



Complaint Form

CONFIDENTIAL

CF 12015
EN 077623

Address of Premise Involved: Owner/Manager:	525 E 5 TH AV s.22(1)	Date:	April 11, 2012
		Phone Number:	

Name of Complainant:	s.22(1)	Phone Number:	s.22(1)
Address:	s.22(1)		

(The complainant has been informed that any information that could reasonably reveal their identity will be kept in confidence, pursuant to the <i>Freedom of Information and Protection of Privacy Act.</i>)	Must be Initialed: SJ
--	---------------------------------

Nature of Complaint:				
Z&D By-law	Building	Electrical	Plumbing	Standards of Maintenance
U/T	Sign	Licences	Other	NOISE

Call Complainant Back:	Yes	No
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Call Complainant to Arrange Inspection Time:	Yes	No
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Inspector's Comments: s.22(1) came to City Hall. s.22(1) above her: grandparents have custody, child is running around on hardwood s.22(1) Her complaints to B/Mgr not receptive. s.22(1) I spoke to Ben. He is willing to offer her s.22(1) 575 E 5th. She wants s.22(1) to move and she wants to stay. I have asked her to work it out with landlord. - NFA

Received By:	S JUNG	Route:	Yes No
Referred To:	S JUNG		



Property Use Complaint - Rental Unit - Maintenance - 101000366126

Case Created: 12/14/2012 1:58:00 PM

Address of Premises Involved:

Address: 525 E 5TH AV

Location Comments: Unit s.22(1)

Complainant:

Contact: s.22(1)

Address: 525 E 5TH AV, Vancouver

Address 2: s.22(1)

Phone number: s.22(1)

Preferred contact: Phone

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	Mold in the unit
3. If Business Licence selected, provide Business Name:	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	As advised by the landlord, nothing can be done about the mold
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

There is black mold around the windows, in the washroom, and under the kitchen sink, and now there is also pink mold. Citizen tried cleaning the mold but it won't go away.

EN 083302

FYA to: Alvin Martin

FYI to:



Property Use Complaint - Rental Unit - Maintenance - 101000378043

Case Created: 1/16/2013 1:17:00 PM

Address of Premises Involved:

Address: 555 E 5TH AV- Specifics
(525 E 5TH AV - Primary address)

Complainant:

Contact: s.22(1)
Address: 555 E 5TH AV, Vancouver
Phone number: s.22(1)
Preferred contact: Phone

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	bedbugs, occupancy rules
3. If Business Licence selected, provide Business Name:	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	Management does not make repairs and has known about the bedbug issue for months without action. There are 1-bedroom units that are 'packed' with people who sublet space.
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

Citizen is in s.22(1) Please call citizen back

EN 083650

FYA to: leo megaro

FYI to:



Property Use Complaint - Rental Unit - Maintenance - 101000410160

Case Created: 4/17/2013 2:16:00 PM

Address of Premises Involved:

Address: 555 E 5TH AV

Location Comments: 555 and 575 E 5th are both run by the same property owner and are both in terrible condition.

Complainant:

Contact: s.22(1)

Address: 555 E 5TH AV, Vancouver

Address 2: s.22(1)

Phone number: s.22(1)

Preferred contact: Phone

Contact Comments: s.22(1)

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	Sifting foundation, mould, 2 floods from upstairs, electrical, elevator not working.
3. If Business Licence selected, provide Business Name:	n/a
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	n/a
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	n/a
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	n/a
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	No response.
9. If Signs selected, provide sign wording or identifying details:	n/a
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

s.22(1) calling in on behalf of s.22(1) regarding the state of disrepair throughout the building. s.22(1) is elderly and worried about losing her home and has been reluctant to contact the city. The information of the property owner is as follows: PRANG Holdings Ltd Ben - Manager #410-575 E 5th Avenue 778.895.9723

EN 086372

FYA to: Pattie Hayes (do not route)

FYI to:



Property Use Complaint - Rental Unit - Maintenance - 101000420633

Case Created: 5/9/2013 5:26:00 PM

Address of Premises Involved:

Address: s.22(1) 555 E 5TH AV
1)

Complainant:

Contact: s.22(1)

Address: s.22(1) 555 E 5TH AV, Vancouver

Phone number: s.22(1)

Preferred contact: Phone

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	
3. If Business Licence selected, provide Business Name:	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	Landlord has not fixed anything and ignores him about the mould. Also Landlord ended up cutting off his power he says.
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

Citizen lives at s.22(1) 555 E. 5th Ave. He says there is mould in his bathroom and there is a hole in the ceiling, the bathroom fan doesn't work. The mold in 3rd floor of building 525 E. 5th Ave is awful and there not even a roof in the hallway. It stinks of mold as soon as you walk into the building. He also says the balconies seem rotten. He recently had an argument with the landlord and called the residential tenancy branch and all of a sudden the landlord cut off the power to his unit. Landlord is denying that it was him but Hydro told him the power was cut off internally and it was not them. So now he is having an issue with the power and he has contacted the VPD about this but they do not seem to be helping at all. Please call s.22(1) to discuss maintenance issues of the building.

EN 086624

FYA to: Pattie Hayes for Len Sugie (do not route)

FYI to:



Property Use Complaint - Rental Unit - Maintenance - 101000432214

Case Created: 6/3/2013 8:22:00 AM

Address of Premises Involved:

Address: 555 E 5TH AV

Location Comments: 4th floor specifically, but other parts of the building are in terrible condition as well.

Complainant:

Contact: s.22(1)

Address: 555 E 5TH AV, Vancouver

Phone number: s.22(1)

Preferred contact: Phone

Request Details:

1. What is the nature of the concern?	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	There are multiple issues at this building-- the elevator has been out for about 4 months, there is garbage piled in the hallway which is beginning to attract pests, and is also beginning to obstruct access for tenants who live on the 4th floor. The citizen believes that this is a fire hazard, plus just general unsanitary conditions. He has spoken to the property manager many times, but nothing is done (he reports that complaints are often met with backlash).
3. If Business Licence selected, provide Business Name:	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	
5. If Pesticides selected, who applied it:	
5a. Provide pesticide used and when applied:	
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):	
7. If a Rental Unit issue selected, has the landlord been advised of the issue?	Yes
8. If Yes selected, what was the outcome?	Landlord has done nothing to solve any of the issues.
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

Additional Details:

These issues have been ongoing for months now. I've also referred the tenant to the BC Tenancy Board. Other recent Property Use Cases at this address: April 17/13, case #410160, Sifting foundation, mould, 2 floods from upstairs, electrical, elevator not working. May 09/13, case # 420633, issues specific to the caller's unit.

EN **087141**
FYA to: **Len Sugie**
FYI to: **Pattie Hayes**



Property Use Complaint - Rental Unit - Maintenance - 101004553168

Case Created: 3/24/2014 1:59:00 PM

Address of Premises Involved:

Address: 555 E 5TH AV

Complainant:

Contact: s.22(1)

Address: 555 E 5TH AV, Vancouver

Address 2: s.22(1)

Phone number: s.22(1)

Preferred contact: Either

Request Details:

1. What is the nature of the concern	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	Garbage
3. If Business Licence selected, provide Business Name	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site)	
5. If Pesticides selected, who applied it	undefined
6. If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted)	
7. If a Rental Unit issue selected, has the landlord been advised of the issue	Yes
8. If Yes selected, what was the outcome	no action
9. If Signs selected, provide sign wording or identifying details	
10. Caller's Daytime Phone Number	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?	Yes

Additional Details:

General building maintenance is not completed. Lots of garbage on site, both inside and outside of building.

EN 095269

FYA to: Len Sugie

FYI to: Pattie Hayes



Plumbing and Gas Inspection Complaint - Other - 101004849025

Case Created: 6/4/2014 3:34:00 PM

Address of Premises Involved:

Address: 525 E 5TH AV

Complainant:

Contact: s.22(1)

Address: ,

Phone number: s.22(1)

Preferred contact: Phone

Request Details:

1. Type of Complaint:	Other
2. If Other selected provide details	Leaking pipes - high volume
3. If Work without a Permit selected is there visible and active work being done	undefined
4. Are you the Building Owner/Manager	No
5. Describe complaint in detail (location of work: interior, exterior, building, floor; type of work)	In the underground parking lot (enter off of Great Northern Way) there is what looks like sewage dripping/leaking from the piping, they have taken the cleanouts off and it just pours onto the asphalt and into the storm drains. It has been going on for well over a month.

Additional Details:

The caller will need to be contacted, he said he is more than happy to grant access to the inspector.

EN

FYA to: Brad McGowan -87842

FYI to: Lynn Urekar -87549



Property Use Complaint - Rental Unit - Maintenance - 101005251588

Case Created: 9/10/2014 9:43:00 AM

Address of Premises Involved:

Address: 575 E 5TH AV (**MAIN: 525 E 5TH AV**)

Complainant:

Contact: s.22(1)
Address: 575 E 5TH AV, s.22(1), Vancouver
Phone number: s.22(1)
Preferred contact: Either

Request Details:

1. What is the nature of the concern	Rental Unit - Maintenance
2. If Other selected or there are Multiple Issues, provide details:	Suite has visible mold on bathroom ceiling and inside the kitchen cupboards. The ceiling in the suite is leaking along with other maintenance issues like interior doors not closing and carpets needing replacement.
3. If Business Licence selected, provide Business Name	
4. If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site)	
5. If Pesticides selected, who applied it	undefined
6. If Problem Premises selected, provide details (i.e. illegal activity details, was VPD contacted)	
7. If a Rental Unit issue selected, has the landlord been advised of the issue	Yes
8. If Yes selected, what was the outcome	s.22(1) wrote a letter to the owner on October 29th 2013 on behalf of the citizen. No response or reply has been received.
9. If Signs selected, provide sign wording or identifying details	
10. Caller's Daytime Phone Number	s.22(1)
11. (Don't ask, just record - did caller indicate they want a call back?	Yes

Additional Details:

Citizen was provided RTO contact number to follow up on routine maintenance issues.

EN 100428

FYA to: Becky Innes

FYI to: Pattie Hayes



IR Number	UI 53534	EN Number	EN 100428	Date of Inspection (yyyy/mm/dd)	2014/09/23
Main Address	525 E 5th Ave			Specifics and/or Suite #	
Secondary Address	102 - 575 E 5th Ave				
Tenant				Number of Storeys	
Owner	Prang Holdings Ltd.			Permit Number	
Agent				Approved Use of Building/Land	Multi.Dwell.
District Zone	RM-4N			Present Use of Building/Land	Multi.Dwell.
Business License	14-101620 - Apartment House				

Reason for Inspection Complaint - Standards of Maintenance

Narrative/Observations

Inspection today revealed the following deficiencies:

Unit s.22(1) Standards of Maintenance

1. There is evidence of a water leak in the ceiling and walls of the bathroom - locate the source of the water leak and repair and paint the wall and ceiling.
2. There is evidence of a water leak in the ceiling of the kitchen - locate the water leak and repair and paint.
3. Replace missing bathroom ceiling fan.
4. The two front burners on the stove do not work - repair or replace the stove. Ensure that the oven is in working order.
5. The entrance door to the suite is getting stuck on the carpet. This door must self close - repair or replace door.
6. The bedroom door also sticks and is difficult to open and shut - repair or replace door.
7. Replace the missing threshold between the hallway and bathroom.
8. Replace missing smoke alarm.
9. Repair damaged window sill.
10. Replace the missing drawer cover in the kitchen.
11. Repair the counter and backsplash behind the kitchen sink. If evidence of a water damage to the cabinet below the kitchen sink - repair.
12. Have the carpets cleaned throughout the unit.
13. Repair hallway closet door.

IR Number UI 53534 EN Number EN 100428 Date of Inspection (yyyy/mm/dd) 2014/09/23

14. Replace all missing electrical cover plates.

Common Hallway

- 1. There is evidence of a water leak in the common hallway outside of s.22(1) - locate the source of the water leak - repair and paint.

Pests

- 1. The unit requires pest control for cockroaches.

Requirements

Violation of the Standards of Maintenance By-law.

Recommendations

Send a 30 day S&M letter to the r/o.

Photos Taken? Yes No

Date Report Made: September 29, 2014

Becky Innes
Inspector's Name

For Manager or Supervisor Use Only

File: Approval / Use Enforcement Project / Permit

Ameeta Kang for SM letter/order;

FYA to: Donna Buchannon to update RPS (16 violations)

FYI to: _____

_____ Tom Hamilton

Manager / Supervisor





Photo	Description
 <p>A photograph of a bathroom ceiling. A metal shower rod is visible, with a dark red shower curtain hanging from it. The ceiling shows signs of water damage, including yellowish stains and peeling paint. A timestamp '09/23/2014 11:48' is visible in the bottom right corner of the photo.</p>	<p>Bathroom ceiling.</p>
 <p>A photograph of a ceiling leak in a common hallway. The ceiling is white and shows a significant water stain and a hole where the ceiling material has been damaged. A blue door frame is visible on the right side. A timestamp '09/23/2014 11:56' is visible in the bottom right corner of the photo.</p>	<p>Ceiling leak in common hallway.</p>

Photo	Description
	Window sill.
	Closet door.

Katigbak, Veronica

From: Noise Complaints
Sent: Friday, October 03, 2014 12:28 PM
To: Hayes, Pattie
Cc: DOMINO (CITYVAN); Jao, Wendy
Subject: EN 101099 525 E 5th Avenue

EN 101099
Problem Premise: 525 East 5th Avenue
Referred to: Pattie Hayes
Referred by: Marisa Lee
See below for details
Route: No

From: s.22(1)
Sent: Thursday, October 02, 2014 11:40 AM
To: Noise Complaints
Subject: Re: Information

525 east 5th, apartment 101
Vancouver bc.

Thank you,
s.22(1)

Sent from my HTC

----- Reply message -----
From: "Noise Complaints" <Noise@vancouver.ca>
To: s.22(1)
Subject: Information
Date: Thu, Oct 2, 2014 11:11 AM

s.22(1)

What is the address of the problem premise?

I can direct you to the property use inspector for your area.

From: s.22(1)
Sent: Monday, September 29, 2014 1:47 PM
To: Noise Complaints
Subject: Re: Information

I live in an apartment building, with one owner.

Thank you,

s.22(1)

----- Reply message -----

From: "Noise Complaints" <Noise@vancouver.ca>

To: s.22(1)

Subject: Information

Date: Mon, Sep 29, 2014 12:40 PM

Hi s.22(1)

You don't specify if you live in a strata'd apartment or in a large apartment building with one owner.

If you have a strata or a building manager, here is a link for your reference

<http://www.housing.gov.bc.ca/pub/stratapdf/Guide25.pdf>

From: s.22(1)

Sent: Wednesday, September 24, 2014 9:34 PM

To: Noise Complaints

Subject: Information

I currently live in an apartment in east Vancouver, since moving in I've filed multiple complaints with my landlords as well as contacted police, for noise complaints.

I'm having to leave my home to be able to sleep, without being woken up.

My landlord is unwilling to do anything about those who live above me...

Are you able to direct me to someone who can help me?

Thank you,

s.22(1)

Sent from my HTC

PLEASE REFER TO:

B. Innes
District Property Use Inspector
at 604.873.7762
I.R. No. UI 53534
EN No. 100428

October 3, 2014

Prang Holdings Ltd.
6626 Angus Drive
Vancouver, BC V6P 5H9

} Tempert

Diary? No Yes
To: Becky Innes
Date: Nov. 4 Init: AK

Dear Sir/Madam:

MA: 525 E. 5th Avenue.

RE: 575 East 5th Avenue (525 - 575 East 5th Avenue)

An inspection carried out by the District Property Use Inspector on September 23, 2014, revealed that your building at the above location is in contravention of the Standards of Maintenance By-law.

The following deficiencies were observed:

Common Hallway

1. There is a water leak outside of **s.22(1)** - locate the source of the water leak and repair. Repair and paint the ceiling and walls;

Unit **s.22(1)**

2. There is a water leak in the bathroom ceiling and walls - locate the source of the water leak and repair. Repair and paint the ceiling and walls;
3. There is a water leak in the kitchen ceiling - locate the source of the water leak and repair. Repair and paint the ceiling;
4. The bathroom ceiling fan is missing - replace the ceiling fan;
5. The two front stove burners do not work - repair or replace the stove and ensure that the oven is properly working;
6. The entrance door to the unit is getting stuck on the carpet - repair or replace the door and the door must self-close;
7. The bedroom door sticks to the carpet - repair or replace the door;
8. The threshold between the hallway and the bathroom is missing - replace the threshold;

9. The smoke alarm is missing - replace the smoke alarm;
10. The window sill is damaged - repair the window sill;
11. The drawer cover in the kitchen is missing - replace the drawer cover;
12. The counter and backsplash behind the kitchen sink are damaged - repair the counter and backsplash. Also, repair the cabinet under the kitchen sink if there is water damage;
13. The carpets are dirty - clean the carpets;
14. The hallway closet door is damaged - repair the closet door;
15. The electrical cover plates are missing - provide all the missing cover plates; and
16. The unit is infested with cockroaches - provide pest control to eliminate cockroaches.

Therefore, in accordance with the By-law and to avoid further action, you are to correct the above deficiencies **BY NOVEMBER 3, 2014.**

Yours truly,



B. Innes
District Property Use Inspector

BI/ak

Folio: 643-201-97-0000

Pid: 007-645-309

Civic: 525 5TH AVE E

Legal: LT 1 BLK 92 PL VAP15609 DL 264A NWD

Size: 67068 SQUARE FEET

Owner: PRANG HOLDINGS LTD
6626 ANGUS DR
VANCOUVER BC V6P 5H9
(E48565L)

525 - 575 E. 5th Avenue.



MA



IR Number **UI 54561** EN Number **EN 100428** Date of Inspection (yyyy/mm/dd) **2015/02/24**
 Main Address **525 E 5th Av** Specifics and/or Suite # **s.22(1)**
 Secondary Address **575 E 5th Av**
 Tenant **s.22(1)** Number of Storeys **N/A**
 Owner **Prang Holdings Ltd** Permit Number **N/A**
 Agent **N/A** Approved Use of Building/Land **Mult. Dwg.**
 District Zone **RM-4N** Present Use of Building/Land **Mult. Dwg.**
 Business License **15-102132**

Reason for Inspection **Recheck our S of M letter dated October 3, 2014**

Narrative/Observations

Inspection today revealed that all items have been corrected excepting items 4, 10 and 13:

- s.22(1) the bathroom ceiling fan is missing - replace the ceiling fan and cover
- 1) the window sill is damaged - repair the window sill
- the carpets are dirty - clean the carpets
- ** New items : 1) interior walls of this unit are stained and require painting
- 2) the gate to the fence at the rear of this unit is in disrepair (missing slats) - to be repaired

Requirements

Violation of the Standards of maintenance By-law

Recommendations

30 day S of M order to the R/O

Photos Taken? Yes No

Date Report Made: February 25, 2015 Pattie Hayes
 Inspector's Name

For Manager or Supervisor Use Only

File: Approval / Use Enforcement Project / Permit

Ameeta Kang for SM letter/order;

FYA to: Donna Buchannon to update RPS;

FYI to: _____

Tom Hamilton
 Manager / Supervisor

REGISTERED AND REGULAR MAIL

PLEASE REFER TO:
P. Hayes
District Property Use Inspector
at 604.873.7870
pattie.hayes@vancouver.ca
IR No. UI 54561/EN No. 100428

ORDER

March 4, 2015

Prang Holdings Ltd.
6626 Angus Drive
Vancouver, BC V6P 5H9

} Tempest, Land Title,
Company Search

Disty? No Yes ✓
To: Pattie Hayes
Date: April 8 Init: AK

Dear Sir/Madam:

MA: 525 E. 5th Avenue.

RE: 575 East 5th Avenue - s.22(1)
(525 - 575 East 5th Avenue)

Further to our letter of October 3, 2014, our inspection services report that the following deficiencies still exist:

s.22(1)

1. The bathroom ceiling fan is missing - provide a ceiling fan and cover;
2. The window sill is damaged - repair the window sill; and
3. The carpets are dirty - clean the carpets.


In addition to the above, our inspection services also reported the following deficiencies in s.22(1) of your building:

4. The interior walls are stained and require painting - clean and paint the walls; and
5. The gate to the fence at the rear of s.22(1) is in disrepair - repair the gate.

Therefore, in accordance with Subsection 23.2 of the Standards of Maintenance By-law, you are ordered to correct the above deficiencies BY APRIL 7, 2015.

FAILURE TO COMPLY WITH THIS ORDER WILL RESULT IN THIS MATTER BEING REFERRED TO THE CITY PROSECUTOR FOR THE LAYING OF CHARGES. THIS MAY RESULT IN SIGNIFICANT FINES BEING LEVIED AGAINST YOU AND WILL NOT ABSOLVE YOU FROM COMPLYING.

Yours truly,


P. Ryan, M. Sc., P. Eng.
Chief Building Official and
Director, Building Code and Policy

PH/ak

Folio: 643-201-97-0000
Civic: 525 5TH AVE E
Size: 67068 SQUARE FEET

Pid: 007-645-309
Legal: LT 1 BLK 92 PL VAP15609 DL 264A NWD

Owner: PRANG HOLDINGS LTD
6626 ANGUS DR
VANCOUVER BC V6P 5H9
(E48565L)

525 - 575 E. 5th
↓
MA.



Title Search Report

Title: E48565

Printed: Mar. 3, 2015 3:30 PM

Application for registration received on: Jul. 12, 1977

Entered on: Jul. 20, 1977

Declared value:

From Title: B67116

Taxation Authority: City of Vancouver

REGISTERED OWNERS IN FEE SIMPLE

PRANG HOLDINGS LTD. (INCORPORATION NO. **Inc. No:**
161803) 6625 ANGUS DRIVE, VANCOUVER, B.C.,
V6P 5H9

PARCELS

Parcel Identifier: 007645309 **Short Legal Description:** S/15609////1
Description of Land:
LOT 1 AMENDED BLOCK 92 DISTRICT LOT 264A PLAN 15609

LEGAL NOTATIONS

- PERSONAL PROPERTY SECURITY ACT NOTICE, SEE BN214924 EXPIRES 2009/09/08

CHARGES

Charge Number: 433223M **Date registered:** Aug. 16, 1966

Nature: UNDERSURFACE RIGHTS

Owner: GREAT NORTHERN RAILWAY COMPANY

Remarks:

- PART DERIVED FROM FORMER LOT 'A' PLAN 10548 ALL IRON, NATURAL GAS, COAL AND ALL MINERALS EXCEPT GOLD AND SILVER, SEE 536730L

Charge Number: B67117 **Date registered:** Oct. 15, 1974

Nature: RIGHT OF WAY

Owner: CITY OF VANCOUVER

Remarks:

- WEST 17 FEET AND EAST 5 FEET

Charge Number: BN214925 **Date registered:** Aug. 11, 1999

Charge Number: BN215250 **Date registered:** Aug. 11, 1999

Nature: PRIORITY AGREEMENT

Owner:

Remarks:

- GRANTING MORTGAGE E48566, SEE GB72721, GB72723 AND AS MODIFIED BY BN214922 PRIORITY OVER MORTGAGE F14635, SEE N105275, GC80717, BF231905, BH334298, BN130304 AND BN130305

Nature: PRIORITY AGREEMENT

Owner:

Remarks:

- GRANTING ASSIGNMENT OF RENTS E48567, SEE GB72722 AS MODIFIED BY BN214923 PRIORITY OVER F14635, SEE N105275, GC80717, BF231905, BH334298, BN130304 AND BN130305

Charge Number: GB73835

Date registered: Jul. 5, 1988

Nature: PRIORITY AGREEMENT

Owner:

Remarks:

- GRANTING GB72723 PRIORITY OVER: F14635

* Caution -- all charges may not be shown or appear in order of priority

* Current information only -- no cancelled information shown



BC Company Summary For PRANG HOLDINGS LTD.

Date and Time of Search: March 03, 2015 03:50 PM Pacific Time
Currency Date: February 03, 2015

ACTIVE

Incorporation Number: BC0161803
Name of Company: PRANG HOLDINGS LTD.
Recognition Date: Incorporated on May 20, 1977
Last Annual Report Filed: May 20, 2014
In Liquidation: No
Receiver: No

REGISTERED OFFICE INFORMATION

Mailing Address: 6626 ANUGS DRIVE VANCOUVER BC V6P 5H9 CANADA

Delivery Address: 6626 ANUGS DRIVE VANCOUVER BC V6P 5H9 CANADA

RECORDS OFFICE INFORMATION

Mailing Address: 6626 ANUGS DRIVE VANCOUVER BC V6P 5H9 CANADA

Delivery Address: 6626 ANUGS DRIVE VANCOUVER BC V6P 5H9 CANADA

DIRECTOR INFORMATION

Last Name, First Name, Middle Name: SAHOTA, GURDYAL SINGH

Mailing Address: 6626 ANGUS DRIVE VANCOUVER BC V6P5H9

Delivery Address: 6626 ANGUS DRIVE VANCOUVER BC V6P5H9

OFFICER INFORMATION AS AT May 20, 2014

Last Name, First Name, Middle Name:

SAHOTA, GURDYAL SINGH

Office(s) Held: (President, Secretary)

Mailing Address:

6626 ANGUS DRIVE
VANCOUVER BC V6P 5H9
CANADA

Delivery Address:

6626 ANGUS DRIVE
VANCOUVER BC V6P 5H9
CANADA



Property Use Complaint

Case number: 101006447249

Case created: 2015-07-10, 01:25:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8 (Main: 525 E 5TH AV)

Contact Details

Name: s.22(1)

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|--|--|
| 1. | What is the nature of the concern? | Problem Premise |
| 2. | If Other selected or there are Multiple Issues, provide details: | -Pipes bursting in the basement
-Furniture in the parkade
-Patios have holes in them large enough to fall thru (the owner fixes his own patio)
-Garbage Everywhere |
| 3. | If Business Licence selected, provide Business Name: | |
| 4. | If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): | |
| 5. | If Pesticides selected, who applied it: | |
| 5a. | Provide pesticide used and when applied: | |
| 6. | If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): | |
| 7. | If a Rental Unit issue selected, has the landlord been advised of the issue? | Yes |
| 8. | If Yes selected, what was the outcome? | Property Owner and Manager intimidate anyone who complains and evicts good people onto the street. They also have recently raised everyones rent. People in the building are terrified |
| 9. | If Signs selected, provide sign wording or identifying details: | |
| 10. | Caller's Daytime Phone Number: | s.22(1) |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Mike says they need help - serving a piece of paper is not good enough anymore. Inspectors should be here all the time.

Location: 555, 525 and 575 E 5th

EN 109844, 109845

FYA to: *Pattie Hayes*

FYI to:

Dhanoa, Kamaljit

From: Hayes, Pattie
Sent: Friday, July 17, 2015 12:44 PM
To: DOMINO (CITYVAN)
Subject: FW: 555 E 5th - Case # 6447249

From: Pop, Radu (Brad)
Sent: Friday, July 17, 2015 12:43 PM
To: Hayes, Pattie
Subject: 555 E 5th - Case # 6447249

Hi Pattie,

Just got a call from **s.22(1)** saying he wants to withdraw his complaint he made stating:

*"-Pipes bursting in the basement
-Furniture in the parkade
-Patios have holes in them large enough to fall thru (the owner fixes his own patio)
-Garbage Everywhere
-Property Owner and Manager intimidate anyone who complains and evicts good people onto the street. They also have recently raised everyone's rent. People in the building are terrified"*

s.22(1) said he just spoke to you and just called us to make sure he withdraws his report. Told him we already assigned an inspector.

Just sending you this as an FYI Pattie not sure if that changes anything on your end.

Radu (Brad) Pop
Citizen Service Representative / Duty Supervisor
City of Vancouver, 311 Contact Centre
Phone: (604) 873-7000



Plumbing and Gas Inspection Complaint

Case number: 101006477979

Case created: 2015-07-17, 02:25:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2: 525 e 5th ave

Location name:

Contact Details

Name: s.22(1)

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

1. Type of Complaint: *	Unsafe Conditions
2. If Other selected provide details:	
3. If Work without a Permit selected is there visible and active work being done?	No
4. Are you the Building Owner/Manager?	No
5. Describe complaint in detail (location of work: interior, exterior, building, floor; type of work):	Pipes bursting in the basement. Property Owner and Manager intimidate anyone who complains and evicts good people onto the street. They also have recently raised everyones rent. People in the building are terrified **Property use is also involved in inspection of this property (Case#6447249)

Additional Details

Re-created as per:

From: Jao, Wendy

Sent: Friday, July 17, 2015 9:17 AM

To: 311 Operations

Subject: Property_Use_Complaint-101006447249[1]

Hello,

Please also send this complaint to Plumbing to take care of the pipes bursting. Property Use will take care of the rest of the complaint.

Thanks,
Wendy

Wendy Jao
Property Use Inspections- Community Services
?: 604.871.6811

s.22(1) says they need help - serving a piece of paper is not good enough anymore. Inspectors should be here all the time.

Location: 555, 525 and 575 E 5th

EN

FYA to: Derek Slykerman

FYI to: Lynn Urekar



Property Use Complaint

Case number: 101006853421

Case created: 2015-10-17, 10:23:00 AM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8 (Main:525 E 5TH AV)

Contact Details

Name: s.22(1)

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2: s.22(1)

Phone:

Email:

Request Details

1.	Type of concern:	Rental Unit - Bedbugs
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:	
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?	
7.	What pesticide was used and when was it applied?	
8.	If Problem Premise selected, provide details e.g. illegal activity details, if VPD was contacted:	
9.	If a Rental Unit issue selected, was the landlord advised of the issue?	Yes
10.	If Yes selected, what happened?	Landlord is spraying one unit at a time.
11.	If Sign selected, provide sign size, wording or identifying details:	
12.	Caller's daytime phone number:	s.22(1)
13.	(Don't ask, just record - did caller indicate they want a call back?)	No

Citizen called to report bedbugs throughout the building.. He is also complaining about mice in his unit s.22(1)

EN 112972

FYA to: Pattie Hayes

FYI to:



Property Use Complaint

Case number: 101006896446

Case created: 2015-10-28, 01:58:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8 (Main: 525 E 5TH AV)

Contact Details

Name: Vancouver Coast Health

Address: 1669 E BROADWAY, Vancouver, V5N 1V9

Phone: 6046753980

Email: janet.nordhagen@vch.ca

Request Details

		Pests - Inside Pests Other than Rats
1.	Type of concern:	
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:	
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?	
7.	What pesticide was used and when was it applied?	
8.	If Problem Premise selected, provide details e.g. illegal activity details, if VPD was contacted:	
9.	If a Rental Unit issue selected, was the landlord advised of the issue?	
10.	If Yes selected, what happened?	
11.	If Sign selected, provide sign size, wording or identifying details:	
12.	Caller's daytime phone number:	
13.	(Don't ask, just record - did caller indicate they want a call back?)	No

Additional Details

Reported by Vancouver Coastal Health, there are bed bugs and cockroaches in s.22(1) Caller believes the entire building is infested.

EN 113441

FYA to: Pattie Hayes

FYI to:



Tenant Heat or Hot Water Complaint

Case number: 101006963878

Case created: 2015-11-16, 01:28:00 PM

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1.	What is the nature of the concern? *	No Heat
2.	Has the landlord been advised of the issue? *	Yes
2a.	Provide details: *	The building manager has been advised but no action. His voicemail is full so she can't leave a message.
3.	How long has the problem existed? *	Hasn't been turned on all year.
4.	Caller's daytime phone number: *	s.22(1)
5.	(Don't ask just record - Did caller indicate they want a call back?)	Yes

Additional Details

Citizen wants to be sure she is contacted first prior to speaking to building management. She doesn't not want building management to know it is her who filed the complaint. Please call citizen back before going out to site and investigating.

EN 113886

FYA to: Pattie Hayes

FYI to:



Property Use Complaint

Case number: 101007292119

Case created: 2016-02-10, 12:14:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8 (Main: 525 E 5TH AV)

Contact Details

Name: s.22(1)
Address: Vancouver, V5T 1E5
Address2:
Phone: Email:

Request Details

- 1. Type of concern: Messy Yard - Occupied Building on Site
- 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:
- 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?
- 7. What pesticide was used and when was it applied?
- 8. If a Rental Unit issue selected, was the landlord advised of the issue?
- 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

Additional Details

There is general household garbage around the perimeter of this buidling on all sides. A lot of it is at the back of the building which fronts onto Great Northern Way.

Map and Photo

- no picture -

EN 115811

FYA to: Pattie Hayes

FYI to:



Property Use Complaint

Case number: 101007740438

Case created: 2016-05-17, 10:41:00 AM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8 (Main: 525 E 5TH AV)

Contact Details

Name: s.22(1)
Address: 555 E 5TH AV, Vancouver, V5T 1H8
Address2: s.22(1)
Phone: Email:

Request Details

1.	Type of concern:	Rental Unit - Maintenance
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:	
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?	
7.	What pesticide was used and when was it applied?	
8.	If a Rental Unit issue selected, was the landlord advised of the issue?	Yes
9.	If Yes selected, what happened?	The building manager fixed the issue 3 times in her unit s.22(1) s.22(1) He said if it happens again he will fix it, which it has but now he is not returning her calls.
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

Additional Details

Bathroom ceiling is leaking, this is the third occurrence. There is no grout, just tiles. s.22(1) s.22(1) The building manager ripped the ceiling out, put new drywall and sealed it. s.22(1) s.22(1) She tried to contact the building manager, left him voicemails but he told her that he doesn't listen to this messages. There is a lot of mold in the washroom and she believes that the mold is making her very ill.

EN 118789

FYA to: Pattie Hayes

FYI to:



Property Use Complaint

Case number: 101008577932 Case created: 2016-10-21, 11:09:00 AM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: Coast Foundation Society (1974)
Address: 293 E 11TH AV, Vancouver,
Phone: 6048723502 Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|-----|---|---------------------------|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Rental Unit - Maintenance |
| 2. | If Other selected or there are multiple issues, provide details: | |
| 3. | If Airbnb or Other Short-term Rental selected, provide details (e.g. noise, parking, short-term rental advertisement): | |
| 4. | If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: | |
| 5. | If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): | |
| 6. | If a Rental Unit concern selected, was the landlord advised of the issue? | Yes |
| 7. | If Yes selected, what happened? | No action |
| 8. | If Sign selected, provide sign size, wording or identifying details: | |
| 9. | Caller's daytime phone number: | s.22(1) |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

Unit 307, water has been leaking through ceiling and causing damage for weeks.
Tenant is s.22(1) Caller is Mike Boyle.

EN
FYA to: Alvin Martin
FYI to:

November 9, 2016

PLEASE REFER TO:

A. Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2016-001457

Prang Holdings Ltd.
6626 Angus Drive
Vancouver BC
V6P 5H9

Dear Sir/Madam:

**RE: 525 East 5th Avenue s.22(1) 555 East 5th Avenue)
and also 555 and 575 East 5th Avenue**

A recent inspection of Unit s.22(1) 555 East 5th Avenue revealed the following
contravention of the Standards of Maintenance By-law:

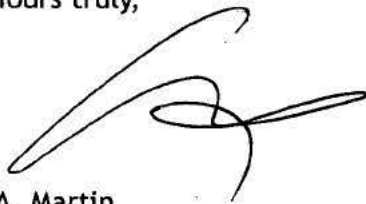
Unit s.22(1)

1. Bathroom - water damage and poor ceiling repair job.

Remedy: source of leak and finishes to be repaired.

Therefore, in accordance with the By-law and to avoid further action, you are to
correct the above deficiency **within 30 days of the date of this letter.**

Yours truly,



A. Martin
Property Use Inspector

AM/dlb

DEC 12/16
Filed: No Yes
To: _____
Date: _____ Init: _____

Folio: 643-201-97-0000

Civic: 525 5TH AVE E

Size: 67068 SQUARE FEET

Pid: 007-645-309

Legal: LT 1 BLK 92 PL VAP15609 DL 264A NWD

Owner: PRANG HOLDINGS LTD

6626 ANGUS DR

VANCOUVER BC V6P 5H9

(E48565L)

Buchannon, Donna

18 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- MARIE-COMPLAINANT	EN - 113886
18 Nov 2015	P HAYES	991 - NOTE	- SEE DOMINO	-
18 Nov 2015	P HAYES	850 - CLEAR COMPLAINT	A55 - PUI HEAT	EN - 113886
10 Feb 2016	P HAYES	840 - COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811
10 Feb 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7292119
17 May 2016	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
18 May 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7740438
15 Jun 2016	P HAYES	R69 - NO ACTION REQUIRED	-	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 100428
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811

CF-2016-001965



Tenant Heat or Hot Water Complaint

Case number: 101009466586

Case created: 2017-04-28, 08:26:00 AM

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1.	What is the nature of the concern? *	Inadequate Hot Water
2.	Has the landlord been advised of the issue? *	Yes
2a.	Provide details: *	Manager has not fixed issue and has not been accepting calls the last three days. Manager has also accused Citizen and other tenants of lying about now having hot water via text messages.
3.	How long has the problem existed? *	Off and on for the last five months
4.	Caller's daytime phone number: *	s.22(1)
5.	(Don't ask just record - Did caller indicate they want a call back?)	Yes

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin 87511

FYI to:



Construction Noise Complaint

Case number: 101009989413

Case created: 2017-08-09, 02:06:00 PM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|---|--|
| 1. Describe the noise and who is making it (e.g. person or company name): | Email message-now more construction in a RESIDENTIAL area immediately after? My neighbourhood has not had a days peace in over a year because of this unnecessary noise. It's insulting how little regard the city has for its citizens that our concerns about this noisy construction in our family area continues to go unaddressed. I and most people in my building work nights and can't get up with the sunrise to put up with the noise that starts at 7 am and lasts all day. The noise is completely unbearable to the point where I can't open my windows during the day even though it's summertime and scorching. |
| 2. When is it happening? | All day every weekday. 7am to 8pm. |
| 3. How often is it happening? | Everyday |
| 4. Did you speak to the person or company making the noise? | No |
| 5. If yes, what happened? | |
| 6. Did you tell the police about your concern? | No |
| 7. If yes, provide police file number (if known): | s.22(1) |
| 8. (Don't ask, just record - did caller indicate they want a call back?): | Yes |

Additional Details

Map and Photo

- no picture -



Construction Noise Complaint

Case number: 101010061439

Case created: 2017-08-23, 02:57:00 PM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Phone

Request Details

1. Describe the noise and who is making it (e.g. person or company name):

Received via email.

Describe the noise and who is making it. This is my second noise complaint. Nothing was done about my first complaint, I did not receive any word back nor any confirmation that my issue was looked into. My last noise complaint was about the construction of luxury office flats across the street from me which starts at 7am and wakes everyone in every building in the nearby vicinity. I would still like to be updated on what is being done about this noise as my last complaint about it went unanswered and the construction noise is still extremely unbearable. Additionally this week at 3:30 am on Monday there seemed to be some sort of nighttime construction which was incredibly noisy and prevented me from sleeping after working all night. Workers were yelling around like it was the middle of the day and construction trucks were beeping away with literally no regard for the fact that it was the

middle of the night. I'd be more than happy to show you the video I took from my window so that you can fully understand the volume at 3:30 am. (In fact, I think that that might actually be the only way to get my point across)

This meant that there was constant noise from basically 3 am until 5-6 pm the next day. If I don't receive an appropriate response and an actual solution to this issue, I have no problem coming down to city hall in person until my issue is addressed and solved. Just because this is a low income neighbourhood doesn't mean luxury construction companies can disturb the peace at all hours of the day. Myself and many other people in these buildings work nights and honestly, I pay enough expensive rent that I think I deserve to sleep through the night without being woken up by construction noise in the middle of the night. I will be following up if I don't hear back within the next week. Since this is my second unaddressed noise complaint I'd prefer to hear from an actual person rather than a stock email. Thank you for understanding and I look forward to hearing back and getting this issue sorted out as soon as possible. This is the responsibility of the city of Vancouver to address. Please respond as soon as possible.

2.	When is it happening?	Most recently at 3:30 am on Monday morning, followed by the usual construction at 7am
3.	How often is it happening?	Every day
4.	Did you speak to the person or company making the noise?	No
5.	If yes, what happened?	
6.	Did you tell the police about your concern?	No
7.	If yes, provide police file number (if known):	
8.	(Don't ask, just record - did caller indicate they want a call back?):	Yes

Additional Details

Map and Photo

- no picture -



Property Use Complaint

Case number: 101010425243 Case created: 2017-11-15, 12:53:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)
Address: 555 E 5TH AV, Vancouver, V5T 1H8
Address2: s.22(1)
Phone:
Email:
Alt. Phone: Preferred contact method: Either

Request Details

- 1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance
2. If Other selected or there are multiple issues, provide details:
3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:
4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):
5. If a Rental Unit concern selected, was the landlord advised of the issue?
6. If Yes selected, what happened?
7. If Sign selected, provide sign size, wording or identifying details:
8. Caller's daytime phone number: s.22(1)
9. Please verify address of the property (for VanConnect requests only):
10. (Don't ask, just record - did caller indicate they want a call back?) Yes

Additional Details

There are garbage all over the hallway in level 3 and 4 and the lobby for weeks. They have mice problem in the building and there is no heat in the hallways. The management people are not doing anything. Caller indicated this is an ongoing problem. Please do not reveal his identity to the management as caller believes someone from the city had told them in the previous cases that caller was the one who made the previous complaints about this building.

Map and Photo

- no picture -

FYA to: Alvin Martin



Property Use Complaint

Case number: 101008577932 Case created: 2016-10-21, 11:09:00 AM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: Coast Foundation Society (1974)
Address: 293 E 11TH AV, Vancouver,
Phone: 6048723502 Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|-----|---|---------------------------|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Rental Unit - Maintenance |
| 2. | If Other selected or there are multiple issues, provide details: | |
| 3. | If Airbnb or Other Short-term Rental selected, provide details (e.g. noise, parking, short-term rental advertisement): | |
| 4. | If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: | |
| 5. | If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): | |
| 6. | If a Rental Unit concern selected, was the landlord advised of the issue? | Yes |
| 7. | If Yes selected, what happened? | No action |
| 8. | If Sign selected, provide sign size, wording or identifying details: | |
| 9. | Caller's daytime phone number: | s.22(1) |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

s.22(1) water has been leaking through ceiling and causing damage for weeks.

Tenant is s.22(1) Caller is Mike Boyle.

EN

FYA to: Alvin Martin

FYI to:

November 9, 2016

PLEASE REFER TO:

A. Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2016-001457

Prang Holdings Ltd.
6626 Angus Drive
Vancouver BC
V6P 5H9

Dear Sir/Madam:

**RE: 525 East 5th Avenue s.22(1) 555 East 5th Avenue)
and also 555 and 575 East 5th Avenue**

A recent inspection of Unit **s.22(1) 555 East 5th Avenue** revealed the following
contravention of the Standards of Maintenance By-law:

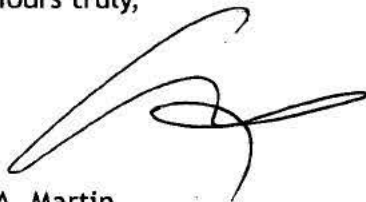
Unit s.22(1)

1. Bathroom - water damage and poor ceiling repair job.

Remedy: source of leak and finishes to be repaired.

Therefore, in accordance with the By-law and to avoid further action, you are to
correct the above deficiency **within 30 days of the date of this letter.**

Yours truly,



A. Martin
Property Use Inspector

AM/dlb

DEC. 12/16
Filed: No Yes
To: _____
Date: _____ Init: _____

Folio: 643-201-97-0000

Civic: 525 5TH AVE E

Size: 67068 SQUARE FEET

Pid: 007-645-309

Legal: LT 1 BLK 92 PL VAP15609 DL 264A NWD

Owner: PRANG HOLDINGS LTD

6626 ANGUS DR

VANCOUVER BC V6P 5H9

(E48565L)

Buchannon, Donna

18 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- MARIE-COMPLAINANT	EN - 113886
18 Nov 2015	P HAYES	991 - NOTE	- SEE DOMINO	-
18 Nov 2015	P HAYES	850 - CLEAR COMPLAINT	A55 - PUI HEAT	EN - 113886
10 Feb 2016	P HAYES	840 - COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811
10 Feb 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7292119
17 May 2016	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
18 May 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7740438
15 Jun 2016	P HAYES	R69 - NO ACTION REQUIRED	-	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 100428
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811

CF-2016-001965



Tenant Heat or Hot Water Complaint

Case number: 101009466586

Case created: 2017-04-28, 08:26:00 AM

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1.	What is the nature of the concern? *	Inadequate Hot Water
2.	Has the landlord been advised of the issue? *	Yes
2a.	Provide details: *	Manager has not fixed issue and has not been accepting calls the last three days. Manager has also accused Citizen and other tenants of lying about now having hot water via text messages.
3.	How long has the problem existed? *	Off and on for the last five months
4.	Caller's daytime phone number: *	s.22(1)
5.	(Don't ask just record - Did caller indicate they want a call back?)	Yes

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin 87511

FYI to:



Construction Noise Complaint

Case number: 101009989413

Case created: 2017-08-09, 02:06:00 PM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Describe the noise and who is making it (e.g. person or company name): | <p>Email message-now more construction in a RESIDENTIAL area immediately after? My neighbourhood has not had a days peace in over a year because of this unnecessary noise. It's insulting how little regard the city has for its citizens that our concerns about this noisy construction in our family area continues to go unaddressed. I and most people in my building work nights and can't get up with the sunrise to put up with the noise that starts at 7 am and lasts all day. The noise is completely unbearable to the point where I can't open my windows during the day even though it's summertime and scorching.</p> |
| <ol style="list-style-type: none"> 2. When is it happening? | <p>All day every weekday. 7am to 8pm.</p> |
| <ol style="list-style-type: none"> 3. How often is it happening? | <p>Everyday</p> |
| <ol style="list-style-type: none"> 4. Did you speak to the person or company making the noise? | <p>No</p> |
| <ol style="list-style-type: none"> 5. If yes, what happened? | <p></p> |
| <ol style="list-style-type: none"> 6. Did you tell the police about your concern? | <p>No</p> |
| <ol style="list-style-type: none"> 7. If yes, provide police file number (if known): | <p>s.22(1)</p> |
| <ol style="list-style-type: none"> 8. (Don't ask, just record - did caller indicate they want a call back?): | <p>Yes</p> |

Additional Details

Map and Photo

- no picture -



Construction Noise Complaint

Case number: 101010061439

Case created: 2017-08-23, 02:57:00 PM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Phone

Request Details

1. Describe the noise and who is making it (e.g. person or company name):

Received via email.

Describe the noise and who is making it. This is my second noise complaint. Nothing was done about my first complaint, I did not receive any word back nor any confirmation that my issue was looked into. My last noise complaint was about the construction of luxury office flats across the street from me which starts at 7am and wakes everyone in every building in the nearby vicinity. I would still like to be updated on what is being done about this noise as my last complaint about it went unanswered and the construction noise is still extremely unbearable. Additionally this week at 3:30 am on Monday there seemed to be some sort of nighttime construction which was incredibly noisy and prevented me from sleeping after working all night. Workers were yelling around like it was the middle of the day and construction trucks were beeping away with literally no regard for the fact that it was the

middle of the night. I'd be more than happy to show you the video I took from my window so that you can fully understand the volume at 3:30 am. (In fact, I think that that might actually be the only way to get my point across)

This meant that there was constant noise from basically 3 am until 5-6 pm the next day. If I don't receive an appropriate response and an actual solution to this issue, I have no problem coming down to city hall in person until my issue is addressed and solved. Just because this is a low income neighbourhood doesn't mean luxury construction companies can disturb the peace at all hours of the day. Myself and many other people in these buildings work nights and honestly, I pay enough expensive rent that I think I deserve to sleep through the night without being woken up by construction noise in the middle of the night. I will be following up if I don't hear back within the next week. Since this is my second unaddressed noise complaint I'd prefer to hear from an actual person rather than a stock email. Thank you for understanding and I look forward to hearing back and getting this issue sorted out as soon as possible. This is the responsibility of the city of Vancouver to address. Please respond as soon as possible.

2.	When is it happening?	Most recently at 3:30 am on Monday morning, followed by the usual construction at 7am
3.	How often is it happening?	Every day
4.	Did you speak to the person or company making the noise?	No
5.	If yes, what happened?	
6.	Did you tell the police about your concern?	No
7.	If yes, provide police file number (if known):	
8.	(Don't ask, just record - did caller indicate they want a call back?):	Yes

Additional Details

Map and Photo

- no picture -



Property Use Complaint

Case number: 101010425243 Case created: 2017-11-15, 12:53:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)
Address: 555 E 5TH AV, Vancouver, V5T 1H8
Address2: s.22(1)
Phone:
Email:
Alt. Phone: Preferred contact method: Either

Request Details

- 1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance
2. If Other selected or there are multiple issues, provide details:
3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:
4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):
5. If a Rental Unit concern selected, was the landlord advised of the issue?
6. If Yes selected, what happened?
7. If Sign selected, provide sign size, wording or identifying details:
8. Caller's daytime phone number: s.22(1)
9. Please verify address of the property (for VanConnect requests only):
10. (Don't ask, just record - did caller indicate they want a call back?) Yes

Additional Details

There are garbage all over the hallway in level 3 and 4 and the lobby for weeks. They have mice problem in the building and there is no heat in the hallways. The management people are not doing anything. Caller indicated this is an ongoing problem. Please do not reveal his identity to the management as caller believes someone from the city had told them in the previous cases that caller was the one who made the previous complaints about this building.

Map and Photo

- no picture -

FYA to: Alvin Martin

Save Retrieve New New Subjob Delete Reports Remember Locate

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Complete Claim Delete Reports

Outcome: Follow-up Investiga Completed By: Alvin Martin

Assigned To Description
Alvin Martin

Scheduled Start: Dec 19, 2016 Actual Start: mmm d, yyyy hh:mm:ss

Scheduled Complete: mmm d, yyyy Actual Completed: Dec 19, 2016 12:03:07

Details Letter Violations Notes Time Entry

Results

Findings

2016 Dec 19: Message left with reception for Mike Boyle of the Coast Foundation Society, who had lodged the complaint on the tenant's behalf.

Re-investigation Date: Jan 11, 2017

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Investigation Search

Criteria Search Clear

Completed By:

Date Completed: mmm d, yyyy To: mmm d, yyyy

Outcome:

File Notes:

Address

525 e 5th ave

Map Search Criteria

Result

13 of 13 Text Search...

CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found

CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review

CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found

CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

Investigation Search

Save Retrieve Merge New Group Delete Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Outcomes Items Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings

2016 Dec 13: Called tenant - No answer. No voice mail set up.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

POSSE

To Do List Compliance & Enforcement

Investigation Search

Save Retrieve Mail New Database Disc R Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Do

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Results

Findings

2017 Jan 11: Mike Boyle of the Coast Foundation Society, who is acting as the tenant's agent, says that he does not think that the cosmetic work has been completed. He will check and get back to me.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

POSSE

To Do List

Compliance & Enforcement

Investigation Search

Save Retrieve Mail New Entries Disc R Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Completed Claim Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings

2017 Jan 25: Tenant agent, Mike Boyle of the Coast Foundation Society, never did call back, so I can only assume that the cosmetic work has been completed. No further action.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

POSSE

To Do List Compliance & Enforcement

Investigation Search

Save Retrieve Merge New Group Disc R Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Outcomes Items Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings
2016 Oct 25: Voice message for the **s.22(1)** occupant, who is not the complainant.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

POSSE

To Do List Compliance & Enforcement



Investigation Search

Save Retrieve Mail New Database Disc R Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2016-001457: Closed (Standards of Maintenance By-law - Standards...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Do

Completed Claim Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings
2016 Nov 03: Water damage and poor ceiling repair job in the Bathroom of Unit #307. Source of leak and finishes to be repaired.

Re-investigation Date: Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

POSSE

To Do List Compliance & Enforcement

Investigation Search

Save Retrieve Map Map Overlay Delete Reports Remember Locate

Criteria Search

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Result

13 of 13

- CF-2016-001457 Dec 2, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Dec 3, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2016-001457 Jan 5, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2016-001457 Nov 6, 2016
Investigator: Alvin Martin Outcome: Send for Supervisor Review
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled

Case File CF-2017-005027: Closed (Standards of Maintenance By-law - Hot Water...
525 E 5TH AVENUE, Vancouver, BC V5T 1H8

Perform Investigation

Completed Claim Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings

2017 May 02: Voice message left for complainant.

2017 May 03: Called back after receiving a voice message reply. Hot water has been restored. However, the complainant is concerned that the manager might turn it down again. I advised him to call me if it occurs again.

No further action at this time.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Investigation Search

Save Retrieve Mail Map Settings Disc# Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2017-005368: Closed (Standards of Maintenance By-law - Repeat S/M...
525 E 5TH AVENUE, Vancouver, BC V5T 1H8

Perform Investigation

Do

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Results

Findings
2017 May 05: Complainant had earlier indicated that the hot water had been restored, but he called and says it is running cold again.

He gave me the landlord's contact information - Ben 778-895-9723.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
- Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled*
- CF-2017-005027 May 4, 2017
- Investigator: Alvin Martin Outcome: No Violation Found*
- CF-2017-005368 May 2, 2017
- Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled*
- CF-2017-005368 May 3, 2017
- Investigator: Alvin Martin Outcome: No Violation Found*
- CF-2017-009552 Aug 6, 2017
- Investigator: Paul Martin Outcome: No Violation Found*
- CF-2017-010348 Aug 6, 2017
- Investigator: Adrian Cashata Outcome: Follow-up Investigation Scheduled*
- CF-2017-010348 Sep 6, 2017
- Investigator: Adrian Cashata Outcome: No Violation Found*

POSSE

Ts De List Compliance & Enforcement

Investigation Search

Save Retrieve Mail Map Settings DiscH Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address
525 e 5th ave

Map Search Criteria

Case File CF-2017-005368: Closed (Standards of Maintenance By-law - Repeat S/M...
525 E 5TH AVENUE, Vancouver, BC V5T 1H8

Perform Investigation

Do

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings
2017 May 15: HWT has been repaired. A part required replacing. The landlord Ben (778-895-9723) assures me that there shouldn't be any further problems.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005368 May 3, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-009552 Aug 6, 2017
Investigator: Paul Martin Outcome: No Violation Found
- CF-2017-010348 Aug 6, 2017
Investigator: Adrian Cashata Outcome: Follow-up Investigation Scheduled
- CF-2017-010348 Sep 6, 2017
Investigator: Adrian Cashata Outcome: No Violation Found

Investigation Search

Save Retrieve Mail New My Cases Discs Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address
525 e 5th ave

Map Search Criteria

Case File CF-2017-009552: Closed (Vancouver Building By-law - Email message-now m 575 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Do

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings
Spoke with Superintendent of the site in question. He informed me that he holds everyone, regardless of sub-trade to the 07:30 am start.

Re-investigation Date: Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005368 May 3, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-009552 Aug 6, 2017
Investigator: Paul Martin Outcome: No Violation Found
- CF-2017-010348 Aug 6, 2017
Investigator: Adrian Cashata Outcome: Follow-up Investigation Scheduled
- CF-2017-010348 Sep 6, 2017
Investigator: Adrian Cashata Outcome: No Violation Found



Investigation Search

Save Retrieve Add More Settings Discard Reports Remember Locate

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2017-010348: Closed (Vancouver Building By-law - Received via email. D
575 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Outcomes Claim Details Reports

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violat Notes Time Entry

Results

Findings

I've found nothing. I called ^{S. 22 (1)} regarding her previous complaint, and twice regarding this one. No answer, my ca are not returned.

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
- Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled*
- CF-2017-005027 May 4, 2017
- Investigator: Alvin Martin Outcome: No Violation Found*
- CF-2017-005368 May 2, 2017
- Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled*
- CF-2017-005368 May 3, 2017
- Investigator: Alvin Martin Outcome: No Violation Found*
- CF-2017-009552 Aug 6, 2017
- Investigator: Paul Martin Outcome: No Violation Found*
- CF-2017-010348 Aug 6, 2017
- Investigator: Adrian Cashato Outcome: Follow-up Investigation Scheduled*
- CF-2017-010348 Sep 6, 2017
- Investigator: Adrian Cashato Outcome: No Violation Found*

Investigation Search

Save Retrieve Mail Map Settings Discs Reports Remember Locate

Criteria Search

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Case File CF-2017-010348: Closed (Vancouver Building By-law - Received via email. 575 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Do

Outcome: Completed By:

Assigned To: Description:

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings
I had a conversation with complainant, explained the permitted hours for construction noise to her dissatisfaction.

Re-investigation Date: Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005368 May 3, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-009552 Aug 6, 2017
Investigator: Paul Martin Outcome: No Violation Found
- CF-2017-010348 Aug 6, 2017
Investigator: Adrian Cashato Outcome: Follow-up Investigation Scheduled
- CF-2017-010348 Sep 6, 2017
Investigator: Adrian Cashato Outcome: No Violation Found

POSSE

To Do List Current Process Compliance & Enforcement

At

Investigation Search

Criteria Search Clear

Completed By:

Date Completed: To:

Outcome:

File Notes:

Address

Map Search Criteria

Result

13 of 13

- Investigator: Alvin Martin Outcome: Send for Supervisor Review*
- CF-2016-001457 Oct 4, 2016
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005027 May 4, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-005368 May 2, 2017
Investigator: Alvin Martin Outcome: Follow-up Investigation Scheduled
- CF-2017-005368 May 3, 2017
Investigator: Alvin Martin Outcome: No Violation Found
- CF-2017-009552 Aug 6, 2017
Investigator: Paul Martin Outcome: No Violation Found
- CF-2017-010348 Aug 6, 2017
Investigator: Adrian Cashato Outcome: Follow-up Investigation Scheduled
- CF-2017-010348 Sep 6, 2017
Investigator: Adrian Cashato Outcome: No Violation Found

Save Retrieve New New Subjob Delete Reports Remember Locate

Case File CF-2017-014010: Under Investigation (Standards of Maintenance By-law...
555 E 5TH AVENUE, Vancouver, BC

Perform Investigation

Complete Claim Delete Reports

Assigned To	Description
Alvin Martin	

Scheduled Start: Actual Start:

Scheduled Complete: Actual Completed:

Details Letter Violations Notes Time Entry

Results

Findings

Re-investigation Date:

Only applicable to the "Extend Grace Period" or "Follow-up Investigation Scheduled" outcomes.





Last Update By	Last Update Date	Locked?	Note Type	Note Text
Alvin Martin	2016-11-02 12:19:08	False	General Note	2016 Nov 02: Tenant called back. Appointment scheduled for 3 00 pm on 2016 Nov 03. 2016 Dec 21: Mike Boyle (778-708-3412) responded to my voice message.
Alvin Martin	2017-01-11 11 01:47	False	General Note	He says that most of the work is done in his client's apartment unit. The only thing left to do is the cosmetic work. However, the only reason that this wasn't completed by the R/O is that his client had to cancel the scheduled work because s.22(1) Mike says that the R/O will reschedule the completion of the work.

Address to

Address Activities

Review/Inspection activity group	District	Department/branch responsible	Current status	Date open	Date complete
EN - ENFORCEMENT		COMMUNITY SERV/P&D	01 - OPEN	06 Aug 2002	

Action Details

Date	Action by	Action	Action specifics	Reference
06 Aug 2002	C ROBBINS	060 - OPEN GROUP	-	-
06 Aug 2002	C ROBBINS	846 - MONITOR LTR/ORDER	A42 - PUI STNDS OF MAINT	EN - 005021
06 Aug 2002	C ROBBINS	846 - MONITOR LTR/ORDER	BU - BUILDING BY-LAW	EN - 005022
06 Aug 2002	C ROBBINS	846 - MONITOR LTR/ORDER	EL - ELECTRICAL BY-LAW	EN - 005023
06 Aug 2002	C ROBBINS	991 - NOTE	- MULTIPLE VIOLATION	EN - 005022
11 Sep 2002	K MORGAN	856 - CLEAR LTR/ORDER	EL - ELECTRICAL BY-LAW	EN - 005023
09 Sep 2003	G MORTENSEN.	849 - PUI ENFORCMT	A42 - PUI STNDS OF MAINT	EN - 013794
09 Sep 2003	G MORTENSEN.	991 - NOTE	- & Z&D PARKING	EN - 013794
09 Sep 2003	G MORTENSEN.	835 - X-REFERENCE IR	- EN013794	IR - 376563
24 Dec 2003	K MORGAN	859 - CLEAR PUI ENFORCMT	A42 - PUI STNDS OF MAINT	EN - 013794
09 Mar 2004	D BUCHANNON	846 - MONITOR LTR/ORDER	GWBI - GROW-OP BUILDING	EN - 017146
09 Mar 2004	D BUCHANNON	991 - NOTE	- s.22(1) ONLY	EN - 017146
05 Apr 2005	R HENRY	846 - MONITOR LTR/ORDER	TR01 - TREE INFRACTION	EN - 024127
05 Apr 2005	R HENRY	835 - X-REFERENCE IR	- EN024127	IR - LI 1386
15 Apr 2005	W MASKALL	856 - CLEAR LTR/ORDER	TR01 - TREE INFRACTION	EN - 024127

28 Jun 2005	K MORGAN	856 - CLEAR LTR/ORDER	GWBI - GROW-OP BUILDING	EN - 017146
28 Jun 2005	K MORGAN	856 - CLEAR LTR/ORDER	A42 - PUI STNDS OF MAINT	EN - 005021
28 Jun 2005	K MORGAN	856 - CLEAR LTR/ORDER	BU - BUILDING BY-LAW	EN - 005022
28 Jun 2005	K MORGAN	069 - REVIEW COMPLETE	-	-
07 Mar 2006	A KANG	080 - REOPEN GROUP	-	-
07 Mar 2006	A KANG	849 - PUI ENFORCMNT	A42 - PUI STNDS OF MAINT	EN - 030284
07 Mar 2006	A KANG	835 - X-REFERENCE IR	- EN 030284	IR - UI28790
05 Jun 2006	K MORGAN	859 - CLEAR PUI ENFORCMT	A42 - PUI STNDS OF MAINT	EN - 030284
05 Jun 2006	K MORGAN	069 - REVIEW COMPLETE	-	-
17 Jul 2007	C FRISON	080 - REOPEN GROUP	-	-
17 Jul 2007	C FRISON	846 - MONITOR LTR/ORDER	BU - BUILDING BY-LAW	EN - 039714
17 Jul 2007	C FRISON	835 - X-REFERENCE IR	- EN039714-BALCONY	IR - BI31949
03 Jan 2008	S WILLIAMS	835 - X-REFERENCE IR	- EN041242	IR - UI33840
18 Mar 2009	D BUCHANNON	991 - NOTE	- BU440743-SEPT25/08	EN - 039714
18 Mar 2009	D BUCHANNON	856 - CLEAR LTR/ORDER	BU - BUILDING BY-LAW	EN - 039714
18 Mar 2009	D BUCHANNON	069 - REVIEW COMPLETE	-	-
06 Sep 2011	R MCCARTHY	080 - REOPEN GROUP	-	-
06 Sep 2011	R MCCARTHY	849 - PUI ENFORCMNT	A42 - PUI STNDS OF MAINT	EN - 072309
06 Sep 2011	R MCCARTHY	835 - X-REFERENCE IR	- EN 072309	IR - UI45968
06 Sep 2011	D BUCHANNON	873 - ADD EN VIOLATION#S	- 1	EN - 072309
05 Mar 2012	D BUCHANNON	874 - SUB EN VIOLATION#S	- 1	EN - 072309

Action Details

Date	Action by	Action	Action specifics	Reference
08 Oct 1996	J BRYDEN	060 - OPEN GROUP	-	-
08 Oct 1996	J BRYDEN	090 - SEND LETTER	- ACC/#305-555/BLDG	IR - 321130
27 Jan 1998	C FRISON	090 - SEND LETTER	- 30DY Z&D ALT (305)	IR - 340026
26 Feb 1998	K VANBALKOM	095 - SEND ORDER	- 14 DAY UT DEBRIS	IR - 340895
26 Feb 1998	L CARPENTER	090 - SEND LETTER	- 30 DAY S OF M	IR - 340895
12 Apr 1999	L KRUGER	090 - SEND LETTER	- 30 DAY S OF M	IR - UI1144
16 Aug 1999	G GNYP	095 - SEND ORDER	- STOP WORK-PLG	IR - PI0387
31 Jan 2000	G GNYP	090 - SEND LETTER	- PERMIT REQUIRED	IR - EI10090
31 May 2000	C PERRI	090 - SEND LETTER	- 30 DAY S OF M	IR - 360311
07 Jul 2000	C ROBBINS	095 - SEND ORDER	- S OF M & UNTIDY	IR - UI11283
07 Jul 2000	C ROBBINS	095 - SEND ORDER	- COORDINATED BLDG -	IR - BI10971
14 Dec 2001	M SPIRO	095 - SEND ORDER	- 7 DAY(JAN2/02)S/M	IR - UI16144
19 Feb 2003	A KWAN	090 - SEND LETTER	- GRAF-CLEANUP(575)	-
09 Sep 2003	G MORTENSEN.	095 - SEND ORDER	- 30DAY Z&D/S&M	IR - 376563
09 Mar 2004	D BUCHANNON	095 - SEND ORDER	- 1ST GROW OP LETTER	EN - 017146
09 Mar 2004	D BUCHANNON	991 - NOTE	s.22(1) 555 ONLY	EN - 017146
04 Aug 2004	G MORTENSEN.	090 - SEND LETTER	- GRAFFITI-2NDLETTER	IR - UI24236
05 Apr 2005	R HENRY	090 - SEND LETTER	- 30 DAY WWOP	IR - LI 1386

07 Mar 2006	A KANG	090 - SEND LETTER	- 30DAY LTR (575 E5)	IR - UI28790
07 Mar 2006	A KANG	991 - NOTE	- 30DAY LTR NOT SENT	IR - UI28790
14 Mar 2006	A KANG	095 - SEND ORDER	- 14DAY ORDER(575E5)	IR - UI28790
17 Jul 2007	C FRISON	095 - SEND ORDER	- CEASE USE BALCONY	IR - BI31949
17 Jul 2007	C FRISON	991 - NOTE	- IMMED.&REPORT REQD	IR - BI31949
03 Jan 2008	S WILLIAMS	090 - SEND LETTER	- DPUI	IR - UI33840
21 Sep 2010	R TURNER	090 - SEND LETTER	- FILE RESEARCH	-
06 Sep 2011	R MCCARTHY	090 - SEND LETTER	- 30 DAY S/M LTR	IR - UI45968
03 Oct 2014	A KANG	090 - SEND LETTER	- 30 DAY S/M LTR	IR - UI53534
05 Mar 2015	A KANG	095 - SEND ORDER	- 30 DAY S/M ORDER	IR - UI54561

60 - BUILDING INSPECTN BI08 BUILDING INSP 01 - OPEN 25 Aug 1995

Action Details

Date	Action by	Action	Action specifics	Reference
25 Aug 1995	F DURANTE	060 - OPEN GROUP	-	-
25 Aug 1995	F DURANTE	700 - COMPLAINT	52 - NO ACCESS	-
25 Aug 1995	F DURANTE	991 - NOTE	- LEFT MSG. TO CALL	-
30 Sep 1996	F DURANTE	810 - RECEIVE COMPLAINT	002 - WORK WITHOUT PERM	-
30 Sep 1996	F DURANTE	700 - COMPLAINT	52 - NO ACCESS	IR - 321130
30 Sep 1996	F DURANTE	991 - NOTE	- ACCESS LETTER REQD	-
30 Sep 1996	F DURANTE	991 - NOTE	- WWOP RE- s.22(1) 555	-
23 Oct 1996	F DURANTE	740 - PROGRESS / RECHECK	71 - REFERRED	IR - 322567
23 Oct 1996	F DURANTE	991 - NOTE	- NO ACTION REQ'D	-
30 Jan 1997	F DURANTE	710 - FIRE LIST/INVSTGTN	69 - NO ACTION REQUIRED	-

03 May 2000	F DURANTE	757 - COORD ENFORCEMENT	71 - REFERRED	IR - BI10971
03 May 2000	F DURANTE	991 - NOTE	- NIST INSPECTION	TM - 31/2HRS
12 Jul 2000	F DURANTE	775 - DELIVER/POST ORDER	74 - DOMINO MARKUP	-
25 Jul 2000	D CORBEIL	740 - PROGRESS / RECHECK	61 - INFORMATION GIVEN	-
25 Jul 2000	D CORBEIL	740 - PROGRESS / RECHECK	62 - INFO RECEIVED	-
25 Jul 2000	D CORBEIL	991 - NOTE	- WORK NOT COMPLETE	-
29 Jan 2002	F DURANTE	770 - GIVE INFO / ADVICE	61 - INFORMATION GIVEN	-
29 Jan 2002	F DURANTE	991 - NOTE	- TO DEI & CARLENE R	-
29 Jan 2002	F DURANTE	991 - NOTE	- OLD NIST INSPECT.	-
30 Jan 2002	F DURANTE	770 - GIVE INFO / ADVICE	61 - INFORMATION GIVEN	-
30 Jan 2002	F DURANTE	991 - NOTE	- TO CARLENE ROBBINS	-
07 Feb 2002	D O'HALLORAN	757 - COORD ENFORCEMENT	61 - INFORMATION GIVEN	-
07 Feb 2002	F DURANTE	991 - NOTE	- SEVERAL PROBLEMS	-
07 Feb 2002	F DURANTE	991 - NOTE	- NEW&OLD IR 10971	-
07 Feb 2002	F DURANTE	757 - COORD ENFORCEMENT	71 - REFERRED	IR - CB10053
12 Feb 2002	F DURANTE	770 - GIVE INFO / ADVICE	61 - INFORMATION GIVEN	-
12 Feb 2002	F DURANTE	991 - NOTE	- MEET. RE ACTION	-
20 Feb 2002	F DURANTE	775 - DELIVER/POST ORDER	74 - DOMINO MARKUP	-
20 Feb 2002	F DURANTE	991 - NOTE	- & HAND-6626 ANGUS	-
08 Apr 2002	F DURANTE	740 - PROGRESS / RECHECK	28 - PROSEC RECOMMENDED	IR - BI16061
08 Apr 2002	F DURANTE	991 - NOTE	- NO BU OR REPORTS	-
03 Jul 2002	F DURANTE	770 - GIVE INFO / ADVICE	61 - INFORMATION GIVEN	-
03 Jul 2002	F DURANTE	991 - NOTE	- MEET. RE WHAT TODO	-

08 Jul 2002	F DURANTE	775 - DELIVER/POST ORDER	74 - DOMINO MARKUP	-
08 Jul 2002	F DURANTE	991 - NOTE	- HAND TO 6626 ANGUS	-
17 Jul 2002	F DURANTE	991 - NOTE	- FULL SURVEY	TM - 31/2HRS
17 Jul 2002	F DURANTE	740 - PROGRESS / RECHECK	71 - REFERRED	IR - CB10094
17 Jul 2002	F DURANTE	991 - NOTE	- REPORT	TM - 2 HRS
07 Aug 2002	F DURANTE	775 - DELIVER/POST ORDER	74 - DOMINO MARKUP	-
07 Aug 2002	F DURANTE	991 - NOTE	- HAND DELIVERED TO	-
07 Aug 2002	F DURANTE	991 - NOTE	- 6626 ANGUS DR	-
22 Apr 2004	L ROBERTS	991 - NOTE	- FINAL APPROVED	-
22 Apr 2004	L ROBERTS	991 - NOTE	- OK TO RE-OC	-
29 May 2007	M MCDIARMID	700 - COMPLAINT	64 - NO VIOLATION	-
29 May 2007	M MCDIARMID	991 - NOTE	- COMPLAINT OF WWOP	-
16 Jul 2007	R DYCK	700 - COMPLAINT	71 - REFERRED	IR - BI31914
22 Aug 2007	R DYCK.	740 - PROGRESS / RECHECK	71 - REFERRED	IR - BI32034
21 Jan 2008	M MCDIARMID	740 - PROGRESS / RECHECK	69 - NO ACTION REQUIRED	IR - BI32818

61 - ELECTRICAL INSPECT EI09 ELECTRICAL INSP 01 - OPEN 23 Jun 1995

Action Details

Date	Action by	Action	Action specifics	Reference
23 Jun 1995	M MAXWELL	060 - OPEN GROUP	-	-
23 Jun 1995	M MAXWELL	700 - COMPLAINT	69 - NO ACTION REQUIRED	-
30 Jan 1997	W WHITE	710 - FIRE LIST/INVSTGTN	71 - REFERRED	DT - 970131
30 Jan 1997	W WHITE	800 - SCHEDULE INSPECTN	- IR309783 FIRE CALL	DT - 970131
05 Feb 1997	M MAXWELL	710 - FIRE LIST/INVSTGTN	69 - NO ACTION REQUIRED	IR - 309783

05 Jan 1999	W WHITE	810 - RECEIVE COMPLAINT	-	-
05 Jan 1999	W WHITE	700 - COMPLAINT	71 - REFERRED	DT - 990106
05 Jan 1999	W WHITE	800 - SCHEDULE INSPECTN	- COMPLIANT GEN REP	DT - 990106
12 May 1999	W WHITE	800 - SCHEDULE INSPECTN	- COMPLIANT CO ORIAT	DT - 990513
13 May 1999	J DOCHERTY	700 - COMPLAINT	26 - LETTER REQUIRED	IR - EI0510
13 May 1999	J DOCHERTY	991 - NOTE	- GEN-SET OPERATING	-
13 May 1999	J DOCHERTY	991 - NOTE	- OK.	-
26 Jan 2000	W WHITE	800 - SCHEDULE INSPECTN	- FOLLOW UP EI0510	DT - 000127
27 Jan 2000	J DOCHERTY	740 - PROGRESS / RECHECK	30 - 30 DAY LETTER	IR - EI10089
27 Jan 2000	J DOCHERTY	700 - COMPLAINT	26 - LETTER REQUIRED	-
27 Jan 2000	J DOCHERTY	700 - COMPLAINT	28 - PROSEC RECOMMENDED	-
27 Jan 2000	J DOCHERTY	830 - REFER INFRACTION	ELWW - ELECTRICAL WWOP	IR - EI10090
03 Feb 2000	J DOCHERTY	775 - DELIVER/POST ORDER	-	IR - EI10090
17 Feb 2000	J DOCHERTY	740 - PROGRESS / RECHECK	33 - 14 DAY ORDER	IR - EI10153
17 Feb 2000	J DOCHERTY	991 - NOTE	- PROSEC RECOMMENDED	-
25 Feb 2000	D FLEMING	860 - CLEAR INFRACTION	ELWW - ELECTRICAL WWOP	IR - EI10090
28 Feb 2000	J DOCHERTY	991 - NOTE	- PERMIT REC'D.	-
28 Feb 2000	J DOCHERTY	991 - NOTE	- EL446725	-
07 Feb 2002	D MASELLIS	757 - COORD ENFORCEMENT	26 - LETTER REQUIRED	IR - CI10017
23 Jul 2002	D MASELLIS	830 - REFER INFRACTION	ELWW - ELECTRICAL WWOP	IR - CE10064
25 Jul 2002	D MASELLIS	991 - NOTE	- ORDERED TO DISC.	-
25 Jul 2002	D MASELLIS	991 - NOTE	- COURTYARD REC BY	-
25 Jul 2002	D MASELLIS	991 - NOTE	- C.ROBBINS AND	-

Date	Name	Address	Issue	Notes	Case #
25 Jul 2002	D MASELLIS	991 - NOTE	- B.WINDSOR	-	
25 Jul 2002	D MASELLIS	991 - NOTE	- UNABLE TO ID PWR	-	
25 Jul 2002	D MASELLIS	991 - NOTE	- SOURCE. DEI TO RTN	-	
25 Jul 2002	D MASELLIS	991 - NOTE	- JULY 26 TO CORRECT	-	
26 Jul 2002	D MASELLIS	991 - NOTE	- COURTYARD REC DISC	IR - CI33598	
03 Sep 2002	D FLEMING.	860 - CLEAR INFRACTION	ELWW - ELECTRICAL WWOP	IR - CE10064	
04 Mar 2004	A LAM	310 - PROBLEM PREMISE	01 - GROW OPERATION	-	
04 Mar 2004	A LAM	811 - SPECIFIC LOCATION	s.22(1) 555 E 5TH	-	
04 Mar 2004	J EVANS	E22 - ELECTRICAL SURVEY	03 - DISCONNECTED	-	
04 Mar 2004	A LAM	829 - REFERRED	- VPD- GR/OP	SU - #409	
04 Mar 2004	P ANDREASSEN	E22 - ELECTRICAL SURVEY	03 - DISCONNECTED	SU - #409	
12 Jul 2005	J MCMAHON	320 - CLEAR PROBLEM PREM	01 - GROW OPERATION	EL - 482886	
23 Sep 2011	J MCMAHON	700 - COMPLAINT	71 - REFERRED	-	
23 Sep 2011	J MCMAHON	800 - SCHEDULE INSPECTN	- COMPLT IR UI45968	DT - 110927	
27 Sep 2011	L BIDESE	700 - COMPLAINT	52 - NO ACCESS	CI - 1131046	
28 Sep 2011	L BIDESE	740 - PROGRESS / RECHECK	15 - DELIVER/POST ORDER	CI - 1131046	
28 Sep 2011	L BIDESE	991 - NOTE	- TO MANAGER	-	
28 Sep 2011	L BIDESE	800 - SCHEDULE INSPECTN	- RECHECK PROGRESS	DT - 111012	
17 Oct 2011	L BIDESE	991 - NOTE	- MANAGER REQST EXTN	-	
17 Oct 2011	L BIDESE	800 - SCHEDULE INSPECTN	- RECHECK PROGRESS	DT - 111108	
17 Oct 2011	L BIDESE	740 - PROGRESS / RECHECK	05 - RE-CHECK	CI - 1131106	
10 Nov 2011	L BIDESE	740 - PROGRESS / RECHECK	05 - RE-CHECK	NT - EXTENSN	
10 Nov 2011	L BIDESE	800 - SCHEDULE INSPECTN	- RECHECK PROGRESS	DT - 111201	

62 - PLUMBING/GAS INSP PI04 PLUMBING/GAS INSP 01 - OPEN 28 Jul 1998

Action Details

Date	Action by	Action	Action specifics	Reference
28 Jul 1998	K HARPER	060 - OPEN GROUP	-	-
28 Jul 1998	K HARPER	830 - REFER INFRACTION	PL - PLUMBING BY-LAW	SE - TH-DPI
29 Jul 1998	K HARPER	860 - CLEAR INFRACTION	PL - PLUMBING BY-LAW	-
14 Apr 2004	B WHITING	310 - PROBLEM PREMISE	01 - GROW OPERATION	CI - 1800
14 Apr 2004	B WHITING	991 - NOTE	- NO WORK REQ'D.	-
14 Apr 2004	B WHITING	320 - CLEAR PROBLEM PREM	01 - GROW OPERATION	-
04 Jun 2014	R MCCARTHY..	810 - RECEIVE COMPLAINT	060 - SITE COMPLAINT	-
05 Jun 2014	R MCCARTHY..	814 - INVSTGTN & ENFORCM	-	-
05 Jun 2014	R MCCARTHY..	704 - FILE MANAGER	- BRAD MCGOWAN	-
10 Jun 2014	B MCGOWAN	700 - COMPLAINT	69 - NO ACTION REQUIRED	-
17 Jul 2015	E MAH	810 - RECEIVE COMPLAINT	060 - SITE COMPLAINT	-
17 Jul 2015	E MAH	814 - INVSTGTN & ENFORCM	-	-
17 Jul 2015	E MAH	704 - FILE MANAGER	- DEREK SLYKERMAN	-

63 - PROP USE INSPECTN PU10 PROPERTY USE INSP 01 - OPEN 25 Sep 1995

Action Details

Date	Action by	Action	Action specifics	Reference
25 Sep 1995	J CHADWICK	060 - OPEN GROUP	-	-
25 Sep 1995	J CHADWICK	A03 - BUSINESS LICENSE	01 - ROUTINE	-
25 Sep 1995	J CHADWICK	R75 - COLLECTED	- POST DATED	-
16 Jan 1996	L CUMERLATO	A03 - BUSINESS LICENSE	03 - REFERRAL	BL - 27812

16 Jan 1996	L CUMERLATO	R60 - GONE OUT OF BUSNSS	s.22(1) 555 E 5TH	-
14 Jul 1997	L CUMERLATO	810 - RECEIVE COMPLAINT	- Z&D WWP	-
14 Jul 1997	L CUMERLATO	R71 - REFERRED	- TO GUY G	-
16 Jan 1998	L CUMERLATO	810 - RECEIVE COMPLAINT	s.22(1) 575 E 5TH	-
16 Jan 1998	L CUMERLATO	810 - RECEIVE COMPLAINT	- INT ALTERATIONS	-
16 Jan 1998	L CUMERLATO	R71 - REFERRED	- TO DAN M	-
19 Jan 1998	D MUSTAPIC	A43 - ZONE & DEVELOPMENT	02 - COMPLAINT	-
19 Jan 1998	D MUSTAPIC	R26 - LETTER/ORDER REQD	- MINOR AMEND.	IR - 340026
05 Feb 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	-
05 Feb 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- WITH NIST POLICE	-
11 Feb 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	-
11 Feb 1998	D MUSTAPIC	R61 - INFORMATION GIVEN	- SET-UP APP./MANAG.	-
18 Feb 1998	D MUSTAPIC	A02 - TRACKING	20 - NIST REFERRAL	-
18 Feb 1998	D MUSTAPIC	R26 - LETTER/ORDER REQD	- SOFM LETTER	IR - 340895
01 Apr 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
01 Apr 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- PROGRESS MADE/RECH	-
09 Apr 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
09 Apr 1998	D MUSTAPIC	R63 - INFRACTION CLEAR	- SOFM VIOL. COMPLE.	IR - 346488
01 May 1998	D FIELDHOUSE	810 - RECEIVE COMPLAINT	s.22(1) -575-NO HOT WA	-
01 May 1998	D FIELDHOUSE	R71 - REFERRED	- TO DAN M	-
01 May 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
01 May 1998	D MUSTAPIC	R63 - INFRACTION CLEAR	- HOT WATER RESTORED	IR - 343136
09 Jun 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-

01 May 1998	D MUSTAPIC	R63 - INFRACTION CLEAR	- HOT WATER RESTORED	IR - 343136
09 Jun 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
09 Jun 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- WILL RECH. ON 10TH	-
09 Jun 1998	J CHADWICK	810 - RECEIVE COMPLAINT	- S OF M NO H.W.	-
09 Jun 1998	J CHADWICK	R71 - REFERRED	- TO DAN M.	-
10 Jun 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
10 Jun 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- TRY. TO FIX HOT W.	-
10 Jun 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- WILL RECH. ON 11TH	-
11 Jun 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
11 Jun 1998	D MUSTAPIC	R63 - INFRACTION CLEAR	- HOT WATER WORKING	-
31 Jul 1998	R MARIANI	A42 - STNDRDS OF MAINT	09 - LETTER TO OWNER	-
31 Jul 1998	R MARIANI	R61 - INFORMATION GIVEN	- MEETING WITH CHIEF	-
31 Jul 1998	R MARIANI	991 - NOTE	- LIC. INSPECTOR	-
06 Aug 1998	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
06 Aug 1998	D MUSTAPIC	R62 - INFORMATION RECVD	- INSPECT WITH GUY G	-
30 Oct 1998	D MUSTAPIC	A03 - BUSINESS LICENSE	15 - DELIVER/POST ORDER	-
30 Oct 1998	D MUSTAPIC	R15 - DELIVER/POST ORDER	- DEL. SUSPEN.LETTER	IR - 359460
15 Mar 1999	K BENNETT	A43 - ZONE & DEVELOPMENT	03 - REFERRAL	-
15 Mar 1999	K BENNETT	R62 - INFORMATION RECVD	-	-
12 May 1999	D MUSTAPIC	A42 - STNDRDS OF MAINT	20 - NIST REFERRAL	-
12 May 1999	D MUSTAPIC	R62 - INFORMATION RECVD	- GENERAL SURVEY	-
14 Sep 1999	D MUSTAPIC	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	-

14 Sep 1999	D MUSTAPIC	R62 - INFORMATION RECVD	- GENERAL SURVEY	-
06 Oct 1999	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
06 Oct 1999	D MUSTAPIC	R26 - LETTER/ORDER REQD	- U/T & S OF M	IR - 361760
29 Nov 1999	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
29 Nov 1999	D MUSTAPIC	R62 - INFORMATION RECVD	- ELEV. STILL OUT	-
04 Jan 2000	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
04 Jan 2000	D MUSTAPIC	R63 - INFRACTION CLEAR	- ITEMS FR.IR359540	IR - 359540
19 Apr 2000	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
19 Apr 2000	D MUSTAPIC	R62 - INFORMATION RECVD	- ROUTINE INSPECT.	-
03 May 2000	D MUSTAPIC	A42 - STNDRDS OF MAINT	20 - NIST REFERRAL	-
03 May 2000	D MUSTAPIC	R62 - INFORMATION RECVD	- REF. B.WINDSOR	IR - UI11283
23 May 2000	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
23 May 2000	D MUSTAPIC	R26 - LETTER/ORDER REQD	- UNITs.22(1)	IR - 360311
25 Jul 2000	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
25 Jul 2000	D MUSTAPIC	R62 - INFORMATION RECVD	- NEED MORE INSPECT.	-
26 Jan 2001	J CHADWICK	810 - RECEIVE COMPLAINT	012 - S/M INTERIOR	-
26 Jan 2001	J CHADWICK	R71 - REFERRED	- TO DAN M.	CF - 07123
05 Feb 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
05 Feb 2001	D MUSTAPIC	R62 - INFORMATION RECVD	- WILL DIARY	IR - 362197
15 Feb 2001	T HAMILTON.	A42 - STNDRDS OF MAINT	03 - REFERRAL	-
15 Feb 2001	T HAMILTON.	R62 - INFORMATION RECVD	- s.22(1) & UG PARK	-
15 Feb 2001	T HAMILTON.	R71 - REFERRED	- DAN MUSTAPIC	-
22 Feb 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-

22 Feb 2001	D MUSTAPIC	R62 - INFORMATION RECVD	- 308 & 304	-
23 Mar 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	-
23 Mar 2001	D MUSTAPIC	R62 - INFORMATION RECVD	-	-
11 Apr 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	20 - NIST REFERRAL	-
11 Apr 2001	D MUSTAPIC	R62 - INFORMATION RECVD	- GENERAL INSPECT.	-
10 Dec 2001	L UREKAR	810 - RECEIVE COMPLAINT	012 - S/M INTERIOR	-
10 Dec 2001	L UREKAR	R71 - REFERRED	- TO D. MUSTAPIC	CF - 09911
11 Dec 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
11 Dec 2001	D MUSTAPIC	R62 - INFORMATION RECVD	- INSPECTED HEALTH	-
12 Dec 2001	L UREKAR	810 - RECEIVE COMPLAINT	012 - S/M INTERIOR	CF - 08499
12 Dec 2001	L UREKAR	R71 - REFERRED	- TO D.MUSTAPIC	-
13 Dec 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	02 - COMPLAINT	-
13 Dec 2001	D MUSTAPIC	R26 - LETTER/ORDER REQD	- 7 DAY ORDER	IR - UI16144
18 Dec 2001	D MUSTAPIC	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	-
18 Dec 2001	D MUSTAPIC	R15 - DELIVER/POST ORDER	- DEL'VERED/DOMINO	-
29 Jan 2002	D MUSTAPIC	A42 - STNDRDS OF MAINT	05 - RE-CHECK	-
29 Jan 2002	D MUSTAPIC	R64 - NO VIOLATION	- s.22(1) /DOMINO	-
07 Feb 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	-
07 Feb 2002	L SUGIE	R71 - REFERRED	- TO CARLENE R	-
07 Feb 2002	L SUGIE	A51 - UNTIDY PREMISES	03 - REFERRAL	-
07 Feb 2002	L SUGIE	R71 - REFERRED	- TO CARLENE R	-
07 Feb 2002	L SUGIE	R62 - INFORMATION RECVD	-	IR - CU10050
07 Feb 2002	L SUGIE	R62 - INFORMATION RECVD	-	IR - CU10050

12 Feb 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 0
12 Feb 2002	L SUGIE	R62 - INFORMATION RECVD	- MTG WITH CARLENE	-
26 Feb 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 0
26 Feb 2002	L SUGIE	R62 - INFORMATION RECVD	- CO-ORD MTG	-
26 Feb 2002	L SUGIE	R61 - INFORMATION GIVEN	-	-
07 Mar 2002	L SUGIE	R31 - PHOTOGRAPHS TAKEN	-	-
27 Mar 2002	L SUGIE	844 - REFERRAL	A42 - PUI STNDS OF MAINT	EN - 002011
27 Mar 2002	L SUGIE	R62 - INFORMATION RECVD	- INT. & EXT.	IR - 366978
27 Mar 2002	L SUGIE	R71 - REFERRED	- TO CARLENE R.	-
23 May 2002	L SUGIE	A42 - STNDRDS OF MAINT	04 - REQUEST FOR INFO	EN - 002011
23 May 2002	L SUGIE	R62 - INFORMATION RECVD	- 525,555,575	IR - 356682
23 May 2002	L SUGIE	R71 - REFERRED	- TO BARB & CARLENE	-
03 Jul 2002	L SUGIE	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 002011
03 Jul 2002	L SUGIE	R62 - INFORMATION RECVD	- CO-ORD MTG 2PM-3PM	-
03 Jul 2002	L SUGIE	R61 - INFORMATION GIVEN	- CO-ORD INSP REQ'D	-
03 Jul 2002	L SUGIE	R62 - INFORMATION RECVD	- 10AM,WEDJULY 17/02	-
17 Jul 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 002011
17 Jul 2002	L SUGIE	R62 - INFORMATION RECVD	- ENTIRE BLDG	IR - 368780
17 Jul 2002	L SUGIE	R62 - INFORMATION RECVD	- NO PHOTOS TAKEN	-
17 Jul 2002	L SUGIE	R71 - REFERRED	- TO BARB & CARLENE	-
17 Jul 2002	L SUGIE	844 - REFERRAL	A43 - PUI ZONE & DEVELP	EN - 004677
17 Jul 2002	L SUGIE	R62 - INFORMATION RECVD	- ENCLOSED ATRIUMS	IR - 368780
17 Jul 2002	L SUGIE	R71 - REFERRED	- TO BARB & CARLENE	-

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08 Aug 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 002011				
08 Aug 2002	L SUGIE	A43 - ZONE & DEVELOPMENT	03 - REFERRAL	EN - 004677				
08 Aug 2002	L SUGIE	R62 - INFORMATION RECVD	- MTG WITH OWNER,CR	-				
08 Aug 2002	L SUGIE	R62 - INFORMATION RECVD	- FD,DM,PS	-				
18 Nov 2002	L CUMERLATO	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 007212				
18 Nov 2002	L CUMERLATO	R71 - REFERRED	- s.22(1) TO LEN S	CF - 0380				
19 Nov 2002	L SUGIE	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 007212				
19 Nov 2002	L SUGIE	R52 - NO ACCESS	- s.22(1)	-				
19 Nov 2002	L SUGIE	R11 - CARD LEFT	-	-				
19 Nov 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 002011				
19 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- MTG WITH BARB,DAN,	-				
19 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- FRANK D.	-				
19 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- CO-ORD. INSP REQ'D	-				
20 Nov 2002	L SUGIE	A42 - STNDRDS OF MAINT	03 - REFERRAL	EN - 002011				
20 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- MTG WITH BARB,JOAN	-				
20 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- BARB TO MEET WITH	-				
20 Nov 2002	L SUGIE	R62 - INFORMATION RECVD	- DAVE J & OWNERS	-				
21 Nov 2002	L SUGIE	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 007212				
21 Nov 2002	L SUGIE	R11 - CARD LEFT	-	-				
21 Nov 2002	L SUGIE	R52 - NO ACCESS	- s.22(1) 575 E.5TH	-				
22 Nov 2002	L SUGIE	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 007212				
22 Nov 2002	L SUGIE	R11 - CARD LEFT	-	-				
22 Nov 2002	L SUGIE	R52 - NO ACCESS	- s.22(1) 575 E.5TH	-				

18 Feb 2003	B PEET	842 - ROUTINE	A24 - PUI GRAFFITI	EN - 009240
18 Feb 2003	B PEET	R27 - GRAFFITI FORM LTTR	- GR 1357	EN - 009240
07 Mar 2003	B PEET	A24 - GRAFFITI	05 - RE-CHECK	EN - 009240
07 Mar 2003	B PEET	R63 - INFRACTION CLEAR	- REMOVED	EN - 009240
07 Mar 2003	B PEET	852 - CLEAR ROUTINE	A24 - PUI GRAFFITI	EN - 009240
17 Apr 2003	L SUGIE	843 - ROUTINE OPEN/CLEAR	A03 - PUI BUSNSS LICENSE	-
17 Apr 2003	L SUGIE	R60 - GONE OUT OF BUSNSS	- s.22(1)	BL - 366044
07 May 2003	L SUGIE	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 002011
07 May 2003	L SUGIE	R63 - INFRACTION CLEAR	- ALL ITEMS	-
07 May 2003	L SUGIE	R81 - DOMINO MARKUP	-	-
07 May 2003	L SUGIE	854 - CLEAR REFERRAL	A42 - PUI STNDS OF MAINT	EN - 002011
07 May 2003	L SUGIE	A43 - ZONE & DEVELOPMENT	05 - RE-CHECK	EN - 004677
07 May 2003	L SUGIE	R63 - INFRACTION CLEAR	-	-
07 May 2003	L SUGIE	R81 - DOMINO MARKUP	-	-
07 May 2003	L SUGIE	854 - CLEAR REFERRAL	A43 - PUI ZONE & DEVELP	EN - 004677
07 May 2003	L SUGIE	A43 - ZONE & DEVELOPMENT	05 - RE-CHECK	EN - 007212
07 May 2003	L SUGIE	R63 - INFRACTION CLEAR	- s.22(1)	-
07 May 2003	L SUGIE	R81 - DOMINO MARKUP	-	-
07 May 2003	L SUGIE	850 - CLEAR COMPLAINT	A58 - PUI S/M INTERIOR	EN - 007212
27 May 2003	T HAMILTON.	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 011569
27 May 2003	T HAMILTON.	R71 - REFERRED	- LEN SUGIE	-
03 Jul 2003	L SUGIE	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 011569
03 Jul 2003	L SUGIE	R63 - INFRACTION CLEAR	- s.22(1) MGR INDICATED	-

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03 Jul 2003	L SUGIE	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 011569				
03 Jul 2003	L SUGIE	R81 - DOMINO MARKUP	- NOW REPAIRED	-				
02 Sep 2003	L SUGIE	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 013794				
02 Sep 2003	L SUGIE	R62 - INFORMATION RECVD	- 555-BLDGB S.STAIRS	IR - 376563				
02 Sep 2003	L SUGIE	R62 - INFORMATION RECVD	- WITH HEALTH. MOULD	-				
02 Sep 2003	L SUGIE	R62 - INFORMATION RECVD	- U/G PKG DISM.VEHS/	-				
02 Sep 2003	L SUGIE	R62 - INFORMATION RECVD	- DISCARDED ITEMS	-				
02 Sep 2003	L SUGIE	R26 - LETTER/ORDER REQD	- 30 DAY ORDER	-				
02 Sep 2003	L SUGIE	R31 - PHOTOGRAPHS TAKEN	-	-				
14 Nov 2003	L SUGIE	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 013794				
14 Nov 2003	L SUGIE	R63 - INFRACTION CLEAR	-	IR - 372612				
14 Nov 2003	L SUGIE	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 013794				
13 Apr 2004	S KELLAND	844 - REFERRAL	A39 - PUI GROW-OP	EN - 018018				
13 Apr 2004	S KELLAND	R26 - LETTER/ORDER REQD	- CI#2320	IR - 371073				
13 Apr 2004	S KELLAND	991 - NOTE	- IA405549	-				
13 Apr 2004	S KELLAND	991 - NOTE	- 555 E 5TH s.22(1)	-				
12 May 2004	S KELLAND	A39 - GROW-OP	05 - RE-CHECK	EN - 018018				
12 May 2004	S KELLAND	R63 - INFRACTION CLEAR	-	OC - 422232				
12 May 2004	S KELLAND	854 - CLEAR REFERRAL	A39 - PUI GROW-OP	EN - 018018				
14 Jul 2004	P KISELBACH	844 - REFERRAL	A24 - PUI GRAFFITI	EN - 019961				
14 Jul 2004	P KISELBACH	R27 - GRAFFITI FORM LTTR	- UI24236	EN - 019961				
15 Sep 2004	B PEET	854 - CLEAR REFERRAL	A24 - PUI GRAFFITI	EN - 019961				
08 Nov 2004	L CUMERLATO	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 021939				

08 Nov 2004	L CUMERLATO	R71 - REFERRED	-s.22(1)- TO LEN SUGIE	CF - 2815
10 Nov 2004	L SUGIE	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 021939
10 Nov 2004	L SUGIE	R62 - INFORMATION RECVD	- s.22(1) READINGS OK	-
10 Nov 2004	L SUGIE	R64 - NO VIOLATION	-	-
10 Nov 2004	L SUGIE	R62 - INFORMATION RECVD	- FRM MGR.HWT REPAIR	-
10 Nov 2004	L SUGIE	R81 - DOMINO MARKUP	-	-
10 Nov 2004	L SUGIE	850 - CLEAR COMPLAINT	A58 - PUI S/M INTERIOR	EN - 021939
20 Jun 2005	D MITCHELL..	843 - ROUTINE OPEN/CLEAR	A03 - PUI BUSNSS LICENSE	-
20 Jun 2005	D MITCHELL..	R61 - INFORMATION GIVEN	- @555s.22(1)B/L RNW	-
07 Jul 2005	D MITCHELL..	843 - ROUTINE OPEN/CLEAR	A03 - PUI BUSNSS LICENSE	-
07 Jul 2005	D MITCHELL..	R61 - INFORMATION GIVEN	- @555s.22(1) 1 BL REQ	-
27 Jan 2006	L SUGIE	R62 - INFORMATION RECVD	- B/MGR-PAUL HODGSON	TE - 8731033
27 Feb 2006	J CHADWICK	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 030284
27 Feb 2006	J CHADWICK	R71 - REFERRED	- TO SY JUNG	-
01 Mar 2006	S JUNG	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 030284
01 Mar 2006	S JUNG	R26 - LETTER/ORDER REQD	- 30-DAY SOFM LETTER	UI - 28790
16 Mar 2006	S JUNG	A42 - STNDRDS OF MAINT	15 - DELIVER/POST ORDER	EN - 030284
30 Mar 2006	S JUNG	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 030284
30 Mar 2006	S JUNG	991 - NOTE	- 80% DONE-RECHCK BY	DT - 060407
10 Apr 2006	S JUNG	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 030284
10 Apr 2006	S JUNG	R62 - INFORMATION RECVD	- 85% DONE-RECHCK BY	DT - 060420
01 May 2006	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 030284
01 May 2006	S JUNG	R63 - INFRACTION CLEAR	- SEE INTERNAL NOTES	-

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18 Jul 2007	T HAMILTON.	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 039734				
18 Jul 2007	T HAMILTON.	R71 - REFERRED	- SY JUNG	-				
12 Dec 2007	A TIO	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 041242				
12 Dec 2007	A TIO	R71 - REFERRED	- TO ALVIN MARTIN	CF - 11084				
17 Dec 2007	A MARTIN	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 041242				
17 Dec 2007	A MARTIN	R62 - INFORMATION RECVD	- B/L PH #: N/A	-				
17 Dec 2007	A MARTIN	R62 - INFORMATION RECVD	- SITE PH#: OUT/SRVC	-				
17 Dec 2007	A MARTIN	R62 - INFORMATION RECVD	- WHITEPAGES #: FAX #	-				
17 Dec 2007	A MARTIN	R61 - INFORMATION GIVEN	- FAX SENT	-				
17 Dec 2007	A MARTIN	R26 - LETTER/ORDER REQD	- ACCESS LETTER	UI - 33840				
20 Dec 2007	A MARTIN	R62 - INFORMATION RECVD	- PEST COMPANY HIRED	-				
20 Dec 2007	A MARTIN	R61 - INFORMATION GIVEN	- ARRANGE WITH SY J	-				
21 Dec 2007	A MARTIN	R71 - REFERRED	- SY/TOM - FYI	-				
31 Jan 2008	S JUNG	991 - NOTE	- OK TO CONTACT COMP	-				
05 Feb 2008	S JUNG	R81 - DOMINO MARKUP	- TRYING TO CONTACT	CF - 11084				
06 Feb 2008	S JUNG	991 - NOTE	- APPT MADE 2PM	DT - 080212				
12 Feb 2008	S JUNG	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 041242				
12 Feb 2008	S JUNG	R52 - NO ACCESS	- DESIREE IN DETOX	-				
13 Mar 2008	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 041242				
03 Jun 2008	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 039734				
03 Jun 2008	S JUNG	R81 - DOMINO MARKUP	- PHONE # NIS-CANCLD	CF - 11084				
04 Aug 2009	A TIO	840 - COMPLAINT	A14 - PEST	EN - 055645				
04 Aug 2009	A TIO	R71 - REFERRED	- TO SY JUNG	CF - 080242				

07 Aug 2009	S JUNG	850 - CLEAR COMPLAINT	A14 - PEST	EN - 055645
07 Aug 2009	S JUNG	R69 - NO ACTION REQUIRED	- SPRAYED YESTRDAY	-
16 Sep 2009	A MARTIN	840 - COMPLAINT	A14 - PEST	EN - 056740
16 Sep 2009	A MARTIN	R71 - REFERRED	- SY JUNG	-
16 Sep 2009	A MARTIN	811 - SPECIFIC LOCATION	-s.22(1) 575	-
17 Sep 2009	S JUNG	991 - NOTE	- MGR COMING TODAY?	-
06 Oct 2009	S JUNG	R60 - GONE OUT OF BUSNSS	-s.22(1) 09	BL - 117008
08 Jul 2010	P KISELBACH	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 062857
08 Jul 2010	P KISELBACH	R71 - REFERRED	- SY JUNG	CF - 100318
13 Jul 2010	S JUNG	850 - CLEAR COMPLAINT	A14 - PEST	EN - 056740
13 Jul 2010	S JUNG	991 - NOTE	- N/A COMPL s.22(1)	-
14 Jul 2010	S JUNG	991 - NOTE	- UNBL CONTACT COMPL	-
27 Jul 2010	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 062857
27 Jul 2010	S JUNG	R69 - NO ACTION REQUIRED	- NO CONT W/COMPLNT	CF - 100318
29 Jul 2010	J TONG	R71 - REFERRED	- S.JUNG-555E5 s.22(1)	-
29 Jul 2010	J TONG	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 063444
10 Aug 2010	S JUNG	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 063444
10 Aug 2010	S JUNG	991 - NOTE	- BYFRD+3DTRS @ HOME	-
12 Aug 2010	S JUNG	R69 - NO ACTION REQUIRED	- PER COMPLNT-SEE NT	-
12 Aug 2010	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 063444
03 Dec 2010	B PEET	840 - COMPLAINT	A14 - PEST	EN - 066492
03 Dec 2010	B PEET	R71 - REFERRED	- TO SY JUNG	-
06 Dec 2010	S JUNG	R61 - INFORMATION GIVEN	- SPRAYED 8XS-SEE NT	-

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07 Jan 2011	S JUNG	850 - CLEAR COMPLAINT	A14 - PES I	EN - 066492				
07 Jan 2011	S JUNG	R69 - NO ACTION REQUIRED	- NO NEW COMPLAINTS	-				
31 Mar 2011	C CRANTON	840 - COMPLAINT	A95 - GENERAL NOISE	EN - 068930				
31 Mar 2011	C CRANTON	R71 - REFERRED	- S JUNG	-				
31 Mar 2011	S JUNG	A95 - GENERAL-NOISE	02 - COMPLAINT	EN - 068930				
31 Mar 2011	S JUNG	R10 - VERBAL ORDER	-	-				
09 Aug 2011	S JUNG	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 072309				
09 Aug 2011	S JUNG	991 - NOTE	- s.22(1) S/A MOLD	CF - 204719				
11 Aug 2011	S JUNG	A42 - STNDRDS OF MAINT	02 - COMPLAINT	EN - 072309				
18 Aug 2011	S JUNG	R26 - LETTER/ORDER REQD	- 30-DAY S/M LETTER	UI - 45968				
11 Oct 2011	S JUNG	991 - NOTE	- EXTN REQ REQ'D-RTB	DT - 111031				
07 Nov 2011	A ABELLO-LEE.	850 - CLEAR COMPLAINT	A95 - GENERAL NOISE	EN - 068930				
07 Nov 2011	A ABELLO-LEE.	Z10 - VERBAL ORDER	-	EN - 068930				
24 Nov 2011	A TIO	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 074829				
24 Nov 2011	A TIO	R71 - REFERRED	- TO SY JUNG	CF - 240528				
28 Nov 2011	S JUNG	991 - NOTE	- VM TO COMPLAINANT	-				
28 Nov 2011	S JUNG	991 - NOTE	- B/MGR BEN-NO LEAKS	-				
15 Mar 2012	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 072309				
15 Mar 2012	S JUNG	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 074829				
15 Mar 2012	S JUNG	R69 - NO ACTION REQUIRED	- LL VS TNT DISPUTE	-				
11 Apr 2012	S JUNG	840 - COMPLAINT	A95 - GENERAL NOISE	EN - 077623				
13 Apr 2012	S JUNG	Z64 - NO VIOLATION	- s.22(1) CHILD RUNN	EN - 077623				
13 Apr 2012	S JUNG	850 - CLEAR COMPLAINT	A95 - GENERAL NOISE	EN - 077623				

21 Dec 2012	A TIO	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 083302
21 Dec 2012	A TIO	R71 - REFERRED	- TO ALVIN MARTIN	CF - 366126
08 Jan 2013	A MARTIN	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 083302
08 Jan 2013	A MARTIN	R61 - INFORMATION GIVEN	- VOICE MSG:COMPLNNT	-
09 Jan 2013	A MARTIN	R81 - DOMINO MARKUP	- SEE 311 CF	-
18 Jan 2013	L MEGARO	R61 - INFORMATION GIVEN	- MSG 4 COMPLAINANT	TE - 5694498
18 Jan 2013	A TIO	840 - COMPLAINT	A14 - PEST	EN - 083650
18 Jan 2013	A TIO	R71 - REFERRED	- TO LEO MEGARO	CF - 378043
21 Jan 2013	L MEGARO	R62 - INFORMATION RECVD	- COMPLAINT WITHDRAW	EN - 083650
21 Jan 2013	L MEGARO	991 - NOTE	- NEIGHBOURS UNIT	EN - 083650
21 Jan 2013	L MEGARO	R62 - INFORMATION RECVD	- NO ACTION REQUIRED	EN - 083650
24 Jan 2013	L MEGARO	850 - CLEAR COMPLAINT	A14 - PEST	EN - 083650
31 Jan 2013	A MARTIN	A58 - S/M INTERIOR	05 - RE-CHECK	EN - 083302
31 Jan 2013	A MARTIN	R69 - NO ACTION REQUIRED	- NO RESPNSE TO DATE	-
01 Feb 2013	A MARTIN	R81 - DOMINO MARKUP	- SEE 311 CF	-
01 Feb 2013	A MARTIN	850 - CLEAR COMPLAINT	A58 - PUI S/M INTERIOR	EN - 083302
22 Apr 2013	P HAYES	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 086372
29 Apr 2013	P HAYES	R61 - INFORMATION GIVEN	- LEFT MESSAGE	-
02 May 2013	P HAYES	R61 - INFORMATION GIVEN	- LEFT MESSAGE	-
16 May 2013	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 086624

21 Dec 2012	A TIO	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 083302
21 Dec 2012	A TIO	R71 - REFERRED	- TO ALVIN MARTIN	CF - 366126
08 Jan 2013	A MARTIN	A58 - S/M INTERIOR	02 - COMPLAINT	EN - 083302
08 Jan 2013	A MARTIN	R61 - INFORMATION GIVEN	- VOICE MSG:COMPLNNT	-
09 Jan 2013	A MARTIN	R81 - DOMINO MARKUP	- SEE 311 CF	-
18 Jan 2013	L MEGARO	R61 - INFORMATION GIVEN	- MSG 4 COMPLAINANT	TE - 5694498
18 Jan 2013	A TIO	840 - COMPLAINT	A14 - PEST	EN - 083650
18 Jan 2013	A TIO	R71 - REFERRED	- TO LEO MEGARO	CF - 378043
21 Jan 2013	L MEGARO	R62 - INFORMATION RECVD	- COMPLAINT WITHDRAW	EN - 083650
21 Jan 2013	L MEGARO	991 - NOTE	- NEIGHBOURS UNIT	EN - 083650
21 Jan 2013	L MEGARO	R62 - INFORMATION RECVD	- NO ACTION REQUIRED	EN - 083650
24 Jan 2013	L MEGARO	850 - CLEAR COMPLAINT	A14 - PEST	EN - 083650
31 Jan 2013	A MARTIN	A58 - S/M INTERIOR	05 - RE-CHECK	EN - 083302
31 Jan 2013	A MARTIN	R69 - NO ACTION REQUIRED	- NO RESPNSE TO DATE	-
01 Feb 2013	A MARTIN	R81 - DOMINO MARKUP	- SEE 311 CF	-
01 Feb 2013	A MARTIN	850 - CLEAR COMPLAINT	A58 - PUI S/M INTERIOR	EN - 083302
22 Apr 2013	P HAYES	840 - COMPLAINT	A58 - PUI S/M INTERIOR	EN - 086372
29 Apr 2013	P HAYES	R61 - INFORMATION GIVEN	- LEFT MESSAGE	-
02 May 2013	P HAYES	R61 - INFORMATION GIVEN	- LEFT MESSAGE	-
16 May 2013	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 086624

16 May 2013	P HAYES	R62 - INFORMATION RECVD	- VIA LAGAN	CF - 420633
22 May 2013	P HAYES	850 - CLEAR COMPLAINT	A58 - PUI S/M INTERIOR	EN - 086372
22 May 2013	P HAYES	R64 - NO VIOLATION	-	EN - 086372
22 May 2013	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 086624
22 May 2013	P HAYES	R64 - NO VIOLATION	-	EN - 086624
06 Jun 2013	S JUNG	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 087141
06 Jun 2013	S JUNG	R71 - REFERRED	- LEN SUGIE	CF - 432214
14 Jun 2013	P HAYES	991 - NOTE	- WORK UNDERWAY	-
14 Jun 2013	P HAYES	R62 - INFORMATION RECVD	- ELEVATOR REPAIR	EN - 087141
28 Jun 2013	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 087141
28 Jun 2013	P HAYES	991 - NOTE	- ELEVATOR REPAIRED	EN - 087141
24 Mar 2014	L SUGIE	840 - COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 095269
26 Mar 2014	S JUNG	R71 - REFERRED	- LEN FOR PATTIE	CF - 4553168
31 Mar 2014	L SUGIE	A51 - UNTIDY PREMISES	02 - COMPLAINT	EN - 095269
31 Mar 2014	L SUGIE	R64 - NO VIOLATION	- GROUNDS&U/G PKG-OK	-
31 Mar 2014	L SUGIE	R62 - INFORMATION RECVD	- WALK THRU WITH BEN	TE - 8959723
31 Mar 2014	L SUGIE	850 - CLEAR COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 095269
10 Sep 2014	W JAO..	R71 - REFERRED	- B INNES	CF - 5251588
10 Sep 2014	B INNES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 100428
11 Sep 2014	B INNES..	R61 - INFORMATION GIVEN	- TEL- NO ANSWER AND	-

11 Sep 2014	B INNES..	991 - NOTE	- NO VMAIL	-
12 Sep 2014	B INNES..	R61 - INFORMATION GIVEN	- NO ANSWER NO VMAIL	-
16 Sep 2014	B INNES..	R61 - INFORMATION GIVEN	- NO ANSWER NO VMAIL	-
17 Sep 2014	B INNES..	R62 - INFORMATION RECVD	- TEL W/ADVOCATE	-
17 Sep 2014	B INNES..	R62 - INFORMATION RECVD	- FAX FRM ADVOCATE	-
17 Sep 2014	B INNES..	R61 - INFORMATION GIVEN	- TEL MESS 4 ADVOCAT	-
18 Sep 2014	B INNES..	R61 - INFORMATION GIVEN	- TEL W/MGR BEN 778	TE - 8959723
23 Sep 2014	B INNES..	R26 - LETTER/ORDER REQD	-	IR - 53534
03 Oct 2014	M LEE	840 - COMPLAINT	A86 - RESIDENTIAL NOISE	EN - 101099
03 Oct 2014	M LEE	R71 - REFERRED	- PATTIE HAYES	-
04 Nov 2014	P HAYES	A86 - RESIDENTIAL NOISE	05 - RE-CHECK	EN - 101099
17 Nov 2014	B INNES..	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 100428
17 Nov 2014	B INNES..	R61 - INFORMATION GIVEN	- TEL MESS.FOR BEN	-
24 Nov 2014	B INNES..	R61 - INFORMATION GIVEN	- TEL W/ BEN	-
24 Nov 2014	B INNES..	991 - NOTE	- INSPECTION BOOKED	DT - 141126
26 Nov 2014	B INNES..	A42 - STNDRDS OF MAINT	05 - RE-CHECK	EN - 100428
26 Nov 2014	B INNES..	R63 - INFRACTION CLEAR	-	-
25 Feb 2015	P HAYES	R26 - LETTER/ORDER REQD	- S OF M	IR - UI54561
26 Feb 2015	P HAYES	850 - CLEAR COMPLAINT	A86 - RESIDENTIAL NOISE	EN - 101099
26 Feb 2015	P HAYES	Z61 - INFORMATION GIVEN	-	EN - 101099
09 Mar 2015	P HAYES	Z61 - INFORMATION GIVEN	- S OF M-COMPLAINANT	EN - 100428

10 Jul 2015	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 109844
10 Jul 2015	P HAYES	840 - COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 109845
14 Jul 2015	W JAO..	R71 - REFERRED	- P HAYES	CF - 6447249
17 Jul 2015	P HAYES	R62 - INFORMATION RECVD	- M DILWORTH-CMPLNT	EN - 109844
17 Jul 2015	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 109844
17 Jul 2015	P HAYES	850 - CLEAR COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 109845
17 Jul 2015	P HAYES	991 - NOTE	- SEE EMAIL 15/07/07	-
17 Oct 2015	P HAYES	840 - COMPLAINT	A14 - PEST	EN - 112972
19 Oct 2015	W JAO..	R71 - REFERRED	- P HAYES	CF - 6853421
19 Oct 2015	P HAYES	R61 - INFORMATION GIVEN	- M DILWORTH	EN - 112972
19 Oct 2015	P HAYES	R61 - INFORMATION GIVEN	- BEN-MGR OF BLDG	EN - 112972
26 Oct 2015	P HAYES	R62 - INFORMATION RECVD	- M. DILWORTH-PESTS	-
26 Oct 2015	P HAYES	991 - NOTE	- RM SPRAYED NFA REQ	EN - 112972
26 Oct 2015	P HAYES	850 - CLEAR COMPLAINT	A14 - PEST	EN - 112972
28 Oct 2015	P HAYES	840 - COMPLAINT	A14 - PEST	EN - 113441
30 Oct 2015	W JAO..	R71 - REFERRED	- P HAYES	CF - 6896446
04 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- VCH - SEE DOMINO	EN - 113441
04 Nov 2015	P HAYES	850 - CLEAR COMPLAINT	A14 - PEST	EN - 113441
04 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- BEN- BLDG MGR	EN - 850441
16 Nov 2015	P HAYES	840 - COMPLAINT	A55 - PUI HEAT	EN - 113886
17 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- BEN-BLDG MGR	EN - 113886
17 Nov 2015	W JAO..	R71 - REFERRED	- P HAYES	CF - 6963878
18 Nov 2015	P HAYES	R61 - INFORMATION GIVEN	- MARIE-COMPLAINANT	EN - 113886

18 Nov 2015	P HAYES	991 - NOTE	- SEE DOMINO	-
18 Nov 2015	P HAYES	850 - CLEAR COMPLAINT	A55 - PUI HEAT	EN - 113886
10 Feb 2016	P HAYES	840 - COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811
10 Feb 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7292119
17 May 2016	P HAYES	840 - COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
18 May 2016	W JAO..	R71 - REFERRED	- P HAYES	CF - 7740438
15 Jun 2016	P HAYES	R69 - NO ACTION REQUIRED	-	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 118789
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A42 - PUI STNDS OF MAINT	EN - 100428
16 Jun 2016	P HAYES	850 - CLEAR COMPLAINT	A51 - PUI UNTIDY PREMISE	EN - 115811

68 - SEWER INSPECTION PLUMBING/GAS INSP 01 - OPEN 04 Jun 2010

Action Details

Date	Action by	Action	Action specifics	Reference
04 Jun 2010	J MONTGOMERY	060 - OPEN GROUP	-	-
04 Jun 2010	J MONTGOMERY	P85 - SRVY - SEWER SEP	62 - INFO RECEIVED	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- MGR. BEN(s.22(1))	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- s.22(1) DYE TEST OF	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- SAN SUMP AND STORM	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- STACK INCONCLUSIVE	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- 2 REMOVE BOLT-DOWN	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- M.HOLE COVERS BE-	-
04 Jun 2010	J MONTGOMERY	991 - NOTE	- FORE RETURNING	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- DYE TESTD SAN PUMP	-


07 Jun 2010	J MONTGOMERY	991 - NOTE	- STATION 2 SAN MAIN	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- @ E.5 AVE.DYE TEST	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- ED RWLS @ WEST AND	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- EAST SIDES OF PARK	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- ADE TO STM MAIN AT	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- EASEMENT AT WEST	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- SIDE OF PROPERTY	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- SAN/SAN/SAN @ E6TH	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- STM/STM/STM @ WEST	-
07 Jun 2010	J MONTGOMERY	991 - NOTE	- EASEMENT	-
07 Jun 2010	J MONTGOMERY	P85 - SRVY - SEWER SEP	07 - SEP TIME OF SURVEY	-
07 Jun 2010	J MONTGOMERY	P85 - SRVY - SEWER SEP	02 - COMPLETED	-
07 Jun 2010	J MONTGOMERY	P85 - SRVY - SEWER SEP	62 - INFO RECEIVED	SI - 11421

Address to

Note Types

Note Type	Number of notes for this permit
 09 - INTERNAL NOTES	1

Notes

Number	Title	Included?	List seq	Updated By	Date Updated
 063	PROPERTY USE INSPECTION		063	S JUNG	02 May 2006
Paul Hodgson is the resident manager 604.873-1033 in s.22(1) . His assistant is Ben. They have been co-operative in repair SofM items.					

Address to

Note Topics

Topic	Rows
640 PROPERTY USE NOTES	2

Note Numbers

001 Entered by: S JUNG On: 20090810 Updated by: S JUNG On: 20120315

Note
09-105333 - Apt House 41 du's
Prang Holdings Ltd. 6626 Angus Drive
875-8656

Ben Tardis 778-895-9723

bilesh_accounts@telus.net

002 Entered by: S JUNG On: 20100812 Updated by: On:

Note
Sahota Bldg - Bldg manager Ben or Rhonda \$405-575 E 5th, 778-895-9723.



CA13COV10 - eForm Detail Report by Address

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

Date Run: Monday, November 20, 2017 2:18:29 PM

Case Creation Date: From 1/1/2009 To 11/20/2017

Case Status: Open

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
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Eform Request ZZ - OLD Animal Complaint - Non-Emergency Case Type:

101000073511	575		E 5TH AV		V5T 1H8	in a small black sports car front of this house.	Animal Type: cboAnimalType.Dog If Other selected, provide details: Animal Colour: Black Provide current location of animal if different from incident location (if known): in the car in front of 575 e 5th ave Complaint Type: cboAnimalComplaintType.Other If Other selected, provide details: the puppy has been in the car for at least 5hours For all complaint types - Is there a safety concern? Yes If yes, provide details: the dog seems to be hot and is panting (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1) called in to report that there is a Dog in a vehicle for the past at least 5 hours if not more in front of 575 E 5th Ave, in a Small Black Sports Car, not sure of the make or model of the vehicle. Thinks the dogs name might be s.22(1) And know the owner.	s.22(1)		1	4/24/2010 4:24:50 PM	4/24/2010 5:06:09 PM	CSG - Animal Control	Agent Created Case: Agent Finished: Case Closed Service Provided Dispatched to ACO #23. Folder #10-183971
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Eform Request PUI Property Use Complaint Case Type:

101000138106	575		E 5TH AV		V5T 1H8		What is the nature of the concern? cboCSGCBEPropUseComplaints.PestsBedbugs If Other selected or there are Multiple Issues, provide details: If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? Pestitide company has sprayed 8 times (Fred is the guys name but landlord will not give me the name of the company). I found out that Fred works for "Leader" Pest Control - I think he may be moonlighting. He gets paid in cash. If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: s.22(1) (Don't ask, just record - did caller indicate they wait		s.22(1)		1	12/3/2010 11:33:40 AM	12/3/2010 12:16:13 PM	CSG - Property Use Inspections	Agent Created Case: Agent Took Ownership of Case: Agent Finished: Case Closed Assigned Sy Jung 87874
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						a call back?) No									
101000240528	575		E 5TH AV		V5T 1H8	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM</p> <p>If Other selected or there are Multiple Issues, provide details:</p> <p>If Business Licence selected, provide Business Name:</p> <p>If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):</p> <p>If Pesticides selected, who applied it:</p> <p>If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):</p> <p>If a Rental Unit issue selected, has the landlord been advised of the issue? Yes</p> <p>If Yes selected, what was the outcome? Landlord told her to mind her own business and is not doing anything about it. Buckets have been placed throughout the units and the hallways.</p> <p>If Signs selected, provide sign wording or identifying details:</p> <p>Caller's Daytime Phone Number: s.22(1)</p> <p>(Don't ask, just record - did caller indicate they want a call back?) Yes</p>	Citizen lives at 575 E. 5th Ave s.22(1) Yesterday after the rain storm the roof of the building started to leak and now there is leaking all throughout the hall ways and water is getting into the light fixtures. Citizen is extremely worried about the water getting into the electrical wires and worried that the roof might cave in. She says the maintenance man told her that he almost came through the roof it was in such bad condition. She says the manager of her building is the same manager of an apartment on Pandora St where a roof collapsed and worries that the same thing will happen to them if something is not done soon.	s.22(1)		1	11/23/2011 4:30:41 PM	11/24/2011 1:46:04 PM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed Assigned sy Jung 87874</p>	
101005251588	575		E 5TH AV		V5T 1H8	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM</p> <p>If Other selected or there are Multiple Issues, provide details: Suite has visible mold on bathroom ceiling and inside the kitchen cupboards. The ceiling in the suite is leaking along with other maintenance issues like interior doors not closing and carpets needing replacement.</p> <p>If Business Licence selected, provide Business Name:</p> <p>If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):</p> <p>If Pesticides selected, who applied it:</p> <p>If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):</p> <p>If a Rental Unit issue selected, has the landlord been advised of the issue? Yes</p> <p>If Yes selected, what was the outcome? Susan Howard, First United Advocate, wrote a letter to the owner on October 29th 2013 on behalf of the citizen. No response or reply has been received.</p> <p>If Signs selected, provide sign wording or identifying details:</p> <p>Caller's Daytime Phone Number: s.22(1)</p> <p>(Don't ask, just record - did caller indicate they want a call back?) Yes</p>	Citizen was provided RTO contact number to follow up on routine maintenance issues.	s.22(1)		1	9/10/2014 9:43:00 AM	9/10/2014 1:11:57 PM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2014-09-10 13:11:57.067 Assigned Becky Innes 7762</p>	

Eform Request Lost Tag Case Type:

101000507547	575		E 5TH AV		V5T 1H8	<p>Dog Name: s.22(1)</p> <p>Dog Breed: Black lab</p> <p>Dog tag number (if known):</p> <p>(Don't ask just record - Did caller indicate they want a call back?) No</p>		s.22(1)		1	11/6/2013 4:06:59 PM	11/6/2013 5:17:36 PM	CSG - Animal Control	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case</p>
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																				1131643 created / updated at Monday, May 29, 2017 12:40:09 PM Agent Finished: Case Closed. Closed date : 2017-05-29 12:40:09.74 Back to previous status Closing case after 'Add Event'
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Eform Request Construction Noise Complaint Case
Type:

101009989413	575		E 5TH AV	V5T 1H8		1. Descr be the noise and who is making it (e.g. person or company name): Email message-now more construction in a RESIDENTIAL area immediately after? My neighbourhood has not had a days peace in over a year because of this unnecessary noise. It's insulting how little regard the city has for its citizens that our concerns about this noisy construction in our family area continues to go unaddressed. I and most people in my building work nights and can't get up with the sunrise to put up with the noise that starts at 7 am and lasts all day. The noise is completely unbearable to the point where I can't open my windows during the day even though it's summertime and scorching. 2. When is it happening? All day every weekday. 7am to 8pm. 3. How often is it happening? Everyday 4. Did you speak to the person or company making the noise? No 5. If yes, what happened? 6. Did you tell the police about your concern? No 7. If yes, provide police file number (if known): s.22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s.22(1)	1	8/9/2017 2:06:00 PM	8/9/2017 2:19:41 PM	CSG - Inspections Reception General	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General Agent Finished: Case Closed. Closed date : 2017-08-09 14:19:41.61 Assigned Adrian Cashato 86141
101010061439	575		E 5TH AV	V5T 1H8		1. Descr be the noise and who is making it (e.g. person or company name): Received via email. Describe the noise and who is making it. This is my second noise complaint. Nothing was done about my first complaint, I did not recieve any word back nor any confirmation that my issue was looked into. My last noise complaint was about the construction of luxury office flats across the street from me which starts at 7am and wakes everyone in every building in the nearby vicinity. I would still like to be updated on what is being done about this noise as my last complaint about it went unanswered and the construction noise is still		s.22(1)	1	8/23/2017 2:57:00 PM	8/23/2017 3:18:49 PM	CSG - Inspections Reception General	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General Agent Finished: Case Closed.

							<p>extremely unbearable. Additionally this week at 3:30 am on Monday there seemed to be some sort of nighttime construction which was incredibly noisy and prevented me from sleeping after working all night. Workers were yelling around like it was the middle of the day and construction trucks were beeping away with literally no regard for the fact that it was the middle of the night. I'd be more than happy to show you the video I took from my window so that you can fully understand the volume at 3:30 am. (In fact, I think that that might actually be the only way to get my point across) This meant that there was constant noise from basically 3 am until 5-6 pm the next day. If I don't receive an appropriate response and an actual solution to this issue, I have no problem coming down to city hall in person until my issue is addressed and solved. Just because this is a low income neighbourhood doesn't mean luxury construction companies can disturb the peace at all hours of the day. Myself and many other people in these buildings work nights and honestly, I pay enough expensive rent that I think I deserve to sleep through the night without being woken up by construction noise in the middle of the night. I will be following up if I don't hear back within the next week. Since this is my second unaddressed noise complaint I'd prefer to hear from an actual person rather than a stock email. Thank you for understanding and I look forward to hearing back and getting this issue sorted out as soon as possible. This is the responsibility of the city of Vancouver to address. Please respond as soon as possible.</p> <p>2. When is it happening? Most recently at 3:30 am on Monday morning, followed by the usual construction at 7am</p> <p>3. How often is it happening? Every day</p> <p>4. Did you speak to the person or company making the noise? No</p> <p>5. If yes, what happened?</p> <p>6. Did you tell the police about your concern? No</p> <p>7. If yes, provide police file number (if known):</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>							<p>Closed date : 2017-08-23 15:18:49.24 Assigned Adrian Cashato - 86141</p>
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CA13COV10 - eForm Detail Report by Address

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

Date Run: Monday, November 20, 2017 2:13:35 PM

Case Creation Date: From 1/1/2009 To 11/20/2017

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															
101000102459	555		E 5TH AV		V5T 1H8		<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.ParkingInsideO</p> <p>If Other selected or there are Multiple Issues, provide details: there is also mold.</p> <p>If Business Licence selected, provide Business Name:</p> <p>If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):</p> <p>If Pesticides selected, who applied it:</p> <p>If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):</p> <p>If a Rental Unit issue selected, has the landlord been advised of the issue? Yes</p> <p>If Yes selected, what was the outcome? landlord has received letters about mold and mice in suite and hasn't taken any action she says.</p> <p>If Signs selected, provide sign wording or identifying details:</p> <p>Caller's Daytime Phone Number: s.22(1)</p> <p>(Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>inside the building. Mice. She believes her s.22(1) has been sick due to the black stuff on the wall (mold) on the walls. She has a court case on the s.22(1) regarding the mice issue, the mold and the filthy carpet she wants replaced. She was advised to contact us by the lady that helped her fill out the papers for the tenancy place she says. Citizen wants an inspector to come in and to be contacted back regarding this.</p>	s.22(1)		1	7/29/2010 3:55:44 PM	7/29/2010 4:49:50 PM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Took Ownership of Case:</p> <p>Agent Finished: Case Closed</p> <p>Assigned</p> <p>Sy Jung 87874</p>
101000378043	555		E 5TH AV		V5T 1H8		<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM</p> <p>If Other selected or there are Multiple Issues, provide details: bedbugs, occupancy rules</p> <p>If Business Licence selected, provide Business Name:</p> <p>If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):</p> <p>If Pesticides selected, who applied it:</p> <p>If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):</p> <p>If a Rental Unit issue selected, has the landlord been advised of the issue? Yes</p> <p>If Yes selected, what was the outcome? Management does not make repairs and has known about the bedbug issue for months without action. There are 1-bedroom units that are 'packed' with people who sublet space.</p> <p>If Signs selected, provide sign wording or identifying details:</p> <p>Caller's Daytime Phone Number: s.22(1)</p>	<p>Citizen is in unit s.22(1) Please call citizen back.</p>	s.22(1)		1	1/16/2013 1:17:59 PM	1/18/2013 2:42:29 PM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed</p> <p>Assigned</p> <p>mike bidwell 87894&#x0D;</p>

						(Don't ask, just record - did caller indicate they want a call back?) Yes							
101000410160	555		E 5TH AV	V5T 1H8	555 and 575 E 5th are both run by the same property owner and are both in terrible condition.	What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM If Other selected or there are Multiple Issues, provide details: Sifting foundation, mould, 2 floods from upstairs, electrical, elevator not working. If Business Licence selected, provide Business Name: n/a If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): n/a If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): n/a If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? No response. If Signs selected, provide sign wording or identifying details: n/a Caller's Daytime Phone Number: 6046818480 xt 233 (Don't ask, just record - did caller indicate they want a call back?) Yes	Carol from DTES Women's Centre is calling in on behalf of s.22(1) regarding the state of disrepair throughout the building. s.22(1) and worried about losing her home and has been reluctant to contact the city. The information of the property owner is as follows: PRANG Holdings Ltd Ben - Manager #410-575 E 5th Avenue 778.895.9723	s.22(1)	1	4/17/2013 2:16:39 PM	5/7/2013 1:48:01 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Took Ownership of Case: Agent Finished: Case Closed Assigned Pattie Hayes -87870
101000420633	555		E 5TH AV	V5T 1H8	s.22(1)	What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM If Other selected or there are Multiple Issues, provide details: If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? Landlord has not fixed anything and ignores him about the mould. Also Landlord ended up cutting off his power he says. If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: s.22(1) (Don't ask, just record - did caller indicate they want a call back?) Yes	Citizen lives at s.22(1) 555 E. 5th Ave. He says there is mould in his bathroom and there is a hole in the ceiling, the bathroom fan doesn't work. The mold in 3rd floor of building 525 E. 5th Ave is awful and there not even a roof in the hallway. It stinks of mold as soon as you walk into the building. He also says the balconies seem rotten. He recently had an argument with the landlord and called the residential tenancy branch and all of a sudden the landlord cut off the power to his unit. Landlord is denying that it was him but Hydro told him the power was cut off internally and it was not them. So now he is having an issue with the power and he has contacted the VPD about this but they do not seem to be helping at all. Please call s.22(1) to discuss maintenance issues of the building.	s.22(1)	1	5/9/2013 5:26:14 PM	5/16/2013 3:10:39 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed Assigned Pattie Hayes for Len Sugie (87870)
101000432214	555		E 5TH AV	V5T 1H8	4th floor specifically, but other parts of the building are in terrible condition as well.	What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM If Other selected or there are Multiple Issues, provide details: There are multiple issues at this building-- the elevator has been out for about 4 months, there is garbage piled in the hallway which is beginning to attract pests, and is also beginning to obstruct access for tenants who live on the 4th floor. The citizen believes that this is a fire hazard, plus just general unsanitary conditions. He has spoken to the property manager many times, but nothing is done (he reports that complaints are often met with backlash). If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):	These issues have been ongoing for months now. I've also referred the tenant to the BC Tenancy Board. Other recent Property Use Cases at this address: April 17/13, case #410160, Sifting foundation, mould, 2 floods from upstairs, electrical, elevator not working. May 09/13, case # 420633, issues specific to the caller's unit.	s.22(1)	1	6/3/2013 8:22:42 AM	6/6/2013 2:09:47 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed Assigned Len Sugie 7584

						<p>If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? Landlord has done nothing to solve any of the issues. If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: s.22(1) (Don't ask, just record - did caller indicate they want a call back?) Yes</p>								
101004553168	555		E 5TH AV		V5T 1H8	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM If Other selected or there are Multiple Issues, provide details: Garbage If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? no action If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: s.22(1) (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	General building maintenance is not completed. Lots of garbage on site, both inside and outside of building.	s.22(1)		1	3/24/2014 1:59:00 PM	3/26/2014 4:11:11 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 : 2014-03-26 16:11:11.563 Assigned Len Sugie 7584</p>
101006447249	555		E 5TH AV		V5T 1H8	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.ProblemPremise If Other selected or there are Multiple Issues, provide details: -Pipes bursting in the basement - Furniture in the parkade -Patios have holes in them large enough to fall thru (the owner fixes his own patio) -Garbage Everywhere If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? Property Owner and Manager intimidate anyone who complains and evicts good people onto the street. They also have recently raised everyones rent. People in the building are terrified If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: s.22(1) (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	s.22(1) says they need help - serving a piece of paper is not good enough anymore. Inspectors should be here all the time. Location: 555, 525 and 575 E 5th --- (AVRP, Jul 17 2015 12:44P s.22(1) called in to say he wants to withdraw his complaint. Informed him we already assigned it to an inspector s.22(1) then said he just spoke to the inspector Pattie but wanted to officially withdraw this complaint. Emailed Pattie with the details.	s.22(1)		1	7/10/2015 1:25:00 PM	7/17/2015 12:45:51 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 : 2015-07-14 10:06:31.763 Assigned Pattie Hayes 7870</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 : 2015-07-17 12:45:51.0 Back to previous status Closing case after 'Add Event'</p>
101006853421	555		E 5TH AV		V5T 1H8	<p>1. Type of concern: Rental Unit - Bedbugs 2. If Other selected or there are multiple issues, provide details: 3. If Auto Repairs selected, provide name and</p>	Citizen called to report bedbugs throughout the building.. He is also complaining about mice in his s.22(1)	s.22(1)		1	10/17/2015 10:23:00 AM	10/19/2015 9:59:53 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p>

					<p>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 Problem Premise selected, provide details e.g. illegal activity details, if VPD was contacted: 9. If a Rental Unit issue selected, was the landlord advised of the issue? Yes 10. If Yes selected, what happened? Landlord is spraying one unit at a time. 11. If Sign selected, provide sign size, wording or identifying details: 12. Caller's daytime phone number: s.22(1) 13. (Don't ask, just record - did caller indicate they want a call back?) No</p>								Agent Finished: Case Closed. Closed date : 2015-10-19 09:59:53.473 Assigned Pattie Hayes 7870
101006896446	555	E 5TH AV	V5T 1H8	<p>1. Type of concern: Pests - Inside Pests Other than Rats 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: 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 Problem Premise selected, provide details e.g. illegal activity details, if VPD was contacted: 9. If a Rental Unit issue selected, was the landlord advised of the issue? undefined 10. If Yes selected, what happened? 11. If Sign selected, provide sign size, wording or identifying details: 12. Caller's daytime phone number: 13. (Don't ask, just record - did caller indicate they want a call back?) No</p>	Reported by Vancouver Coastal Health, there are bed bugs and cockroaches in s.22(1) Caller believes the entire building is infested.	Vancouver Coast Health	6046753980	1	10/28/2015 1:58:00 PM	10/30/2015 12:28:01 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 : 2015-10-30 12:28:01.887 Assigned Pattie Hayes 7870	
101007292119	555	E 5TH AV	V5T 1H8	<p>1. Type of concern: Messy Yard - Occupied Building on Site 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: 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</p>	There is general household garbage around the perimeter of this building on all sides. A lot of it is at the back of the building which fronts onto Great Northern Way.	s.22(1)		1	2/10/2016 12:14:00 PM	2/10/2016 12:42:12 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 : 2016-02-10 12:42:12.853 Assigned Pattie Hayes 7870	

						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								
101007740438	555		E 5TH AV	V5T 1H8		1. Type of concern: Rental Unit - Maintenance 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: 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? Yes 9. If Yes selected, what happened? The building manager fixed the issue 3 times in her unit s.22(1) s.22(1) He said if it happens again he will fix it, which it has but now he is not returning her calls. 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	Bathroom ceiling is leaking, this is the third occurrence. There is no grout, just tiles. s.22(1) s.22(1) The building manager ripped the ceiling out, put new drywall and sealed it. s.22(1) s.22(1) She tried to contact the building manager, left him voicemails but he told her that he doesn't listen to this messages. There is a lot of mold in the washroom and she believes that the mold is making her very ill.	s.22(1)		1	5/17/2016 10:41:00 AM	5/18/2016 10:32:21 AM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2016-05-18 10:32:21.617 Assigned Pattie Hayes 7870
101008577932	555		E 5TH AV	V5T 1H8		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details: 3. If Airbnb or Other Short-term Rental selected, provide details (e.g. noise, parking, short-term rental advertisement): 4. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 5. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 6. If a Rental Unit concern selected, was the landlord advised of the issue? Yes 7. If Yes selected, what happened? No action 8. If Sign selected, provide sign size, wording or identifying details: 9. Caller's daytime phone number: s.22(1) 10. (Don't ask, just record - did caller indicate they want a call back?) Yes	s.22(1) water has been leaking through ceiling and causing damage for weeks. Tenant is s.22(1) Caller is Mike Boyle.	Coast Foundation Society (1974)	6048723502	1	10/21/2016 11:09:00 AM	10/21/2016 12:22:49 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 : 2016-10-21 12:22:49.43 Assigned Alvin Martin 7511

101010425243	555		E 5TH AV	V5T 1H8		<p>1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance</p> <p>2. If Other selected or there are multiple issues, provide details:</p> <p>3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:</p> <p>4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):</p> <p>5. If a Rental Unit concern selected, was the landlord advised of the issue? undefined</p> <p>6. If Yes selected, what happened?</p> <p>7. If Sign selected, provide sign size, wording or identifying details:</p> <p>8. Caller's daytime phone number: s.22(1)</p> <p>9. Please verify address of the property (for VanConnect requests only):</p> <p>10. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	There are garbage all over the hallway in level 3 and 4 and the lobby for weeks. They have mice problem in the building and there is no heat in the hallways. The management people are not doing anything. Caller indicated this is an ongoing problem. Please do not reveal his identity to the management as caller believes someone from the city had told them in the previous cases that caller was the one who made the previous complaints about this building.	s.22(1)		1	11/15/2017 12:53:00 PM	11/15/2017 4:23:51 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 : 2017-11-15 16:23:51.18 Assigned Alvin Martin&#x0D; 87511</p>
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Eform Request Abandoned Vehicle Request Type:

101000184057	555		E 5TH AV	V5T 1H8		<p>What is the address of where the vehicle is located? 555 E 5th Ave</p> <p>Where is the vehicle parked? cboENGAbandVehLaneStreet.N_S__North_Sid</p> <p>What is the vehicle license plate number? s.22(1)</p> <p>What is the plate jurisdiction (B.C., Alberta, etc.)? cboENGAbandVehJurisdiction.British_Columbi</p> <p>What is the vehicle make? cboENGAbandVehMake.Nissan</p> <p>What is the vehicle color? cboENGAbandVehColor.Red</p> <p>What is the expiry date on the plate? 04/28/2011</p> <p>What is the Vehicle Identification Number (if known)? s.22(1)</p> <p>(Don't ask just record - Did caller indicate they want a call back?) No</p>		Collingwood Community Policing Centre	6047172935	1	5/29/2011 1:25:46 PM	6/9/2011 3:56:08 PM	Eng_Parking Ops and Enforcement - Abandoned Vehicles	<p>Agent Created Case: Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 364083 created / updated at Sunday, May 29, 2011 1:26:44 PM Service Provided: 10 - Service Provided. issued tag # 70379 tkt # da98358. Resolved on 09/06/2011 12:17:00 PM. Agent Finished: Case Closed Service Provided 10 - Service Provided. issued tag # 70379 tkt # da98358. Resolved on 09/06/2011 12:17:00 PM.</p>
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Eform Request ZZ - OLD Animal Complaint - Non-Emergency Case Type:

101000373936	555		E 5TH AV	V5T 1H8	s.22(1)	<p>Animal Type: cboAnimalType.Dog</p> <p>If Other selected, provide details: Animal Colour: Brown and white</p> <p>Provide current location of animal if different from incident location (if known):</p> <p>Complaint Type: cboAnimalComplaintType.HA</p> <p>If Other selected, provide details: For all complaint types - Is there a safety concern? Yes</p> <p>If yes, provide details: Worried dog will bite again.</p>	<p>Citizen was in the hallway to open his door, he patted the dog, and the dog grabbed his hand and bit.</p> <p>Everytime he leaves his apartment he's scared that dog is going to be out there.</p> <p>When the building manager was informed he said that the s.22(1) that own the dog are his friends. He's been served an eviction notice. s.22(1)</p> <p>s.22(1) He's physically unable to attack anybody because he was s.22(1)</p> <p>s.22(1)</p>	s.22(1)		1	1/8/2013 4:37:51 PM	1/8/2013 5:17:01 PM	CSG - Animal Control	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed Service Provided Dispatched to ACO/Bite Investigator - Call Centre 13-211434DG</p>
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							s.22(1)								
101000506165	555		E 5TH AV		V5T 1H8		Complaint Type: Other If Other selected, provide details: Rhonda is a building manager. The tenant in s.22(1) dogs. Rhonda has told her that the maximum allowed is 3 according to the City bylaw. The tenant claims that she only looks after the other two dogs but Rhonda says they are there all the time. Animal Type: Dog If Other selected, provide details: Animal Colour: Some black/brown, some white Provide dog breed, if applicable (best guess if unknown): Unknown Dog Size: Small If animal or human attacked, provide details of injuries, if applicable: For all complaint types, describe any safety concerns: (Don't ask just record - Did caller indicate they want a call back?) Yes	s.22(1)	FRIESEN, RHONDA	7788887215	1	11/4/2013 2:15:57 PM	11/4/2013 2:38:42 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed Service Provided Dispatched to ACO - Call Centre 13-441556DG

Eform Request Animal Control General Inquiry Case Type:

101000396841	555		E 5TH AV		V5T 1H8		Type of Inquiry: cboAnimalGeneralInquiry.Other If Other selected, provide details: Old man in apartment next door is falsely accusing their dog of biting him and is harrasing the owners, saying he is going to call Animal Control to have the dog put down. This has been ongoing for 4 months though there has never been an incident between the dog and this man. Caller wants to speak with someone from Animal Control about what their rights are as owners and what they can do in the case that the man files a false report (if he hasn't already).	s.22(1)			1	3/12/2013 10:17:05 AM	3/12/2013 10:28:47 AM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed Service Provided Will contact citizen as soon as possible
101000502605	555		E 5TH AV		V5T 1H8		Type of Inquiry: cboAnimalGeneralInquiry.Cremation If Other selected, provide details: Citizens dog passed away last night. She says she doesn't have a lot of money and wants to know if the city can help her with her dog. I've advised for pickup service and general cremation it will cost about \$86.00 dollars. She says she can't afford that and would like someone form the department to call her back asap. Thanks. (Don't ask just record - Did caller indicate they want a call back?) Yes	s.22(1)			1	10/27/2013 8:15:56 AM	10/27/2013 9:44:55 AM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed Assigned Forwarded to Ast Mngr John Gray

Eform Request Fire Safety Hazards Type:

101000526732	555		E 5TH AV		V5T 1H8	s.22(1)	Building alarm went off at 800am on Fri Dec 27, however this specific alarm did not sound.	s.22(1)			1	12/27/2013 11:45:42 AM	12/31/2013 9:55:11 AM	Fire Prevention	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention Agent Finished: Case Closed Assigned
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Eform Request Dog Licence Changes Case

Type:

101005581864	555		E 5TH AV		V5T 1H8	s.22(1)	Dog Name: s.22(1) Account or tag number: s.22(1) Owner name (if caller's not the owner): co-owned by s.22(1) Change details (for contact information changes, provide the old and new information): Old address: s.22(1) New address: s.22(1) If address change at renewal, does caller need a replacement dog tag? No (Don't ask just record - Did caller indicate they want a call back?) Yes	Renewal went to old address. Please update.	s.22(1)		1	12/4/2014 12:59:00 PM	12/4/2014 1:17:58 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2014-12-04 13:17:58.91 Service Provided Records to be updated.
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11/20/2017 2:10:11 PM



CA13COV10 - eForm Detail Report by Address

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

Date Run: Monday, November 20, 2017 2:13:36 PM

Case Creation Date: From 1/1/2009 To 11/20/2017

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
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Eform Request ZZ OLD - Board Up - Request

Type:

101005644359	555		E 5TH AV		V5T 1H8		Who is requesting board-up? BoardUp_VPD Police or Fire incident report number (and vehicle licence plate number, if applicable): 14-230298 Number of plywood sheets needed: 1 - standard door with a metal frame (Don't ask just record - Did caller indicate they want a call back?) Yes	Apartment s.22(1) JRC, Dec 21 2014 6:33PM) Called over to s.22(1) --- (TVJRC, Dec 21 2014 6:59PM) Called over to and spoke to s.22(1) (AVAS, Dec 21 2014 7:06PM) VPD Dispatch called stating that their crew was onsite at the Streets Truck but couldn't find the crew. Advised DS who called s.22(1) to let him know they are waiting by the truck. --- (AVRBK, Dec 21 2014 7:19PM) Address is 575 E 5th Ave	Ecomm/VPD Dispatch **USE THIS PROFILE ONLY**	6042154912	1	12/21/2014 6:26:00 PM	12/22/2014 8:11:09 AM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 770242 created / updated at Sunday, December 21, 2014 6:27:41 PM Agent Updated Case Details: Description updated to : Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 770242 created / updated at
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Eform Request Citizen Feedback Case
Type:

101006447117	555		E 5TH AV	V5T 1H8	<p>s.22(1) is frustrated about the ongoing issues in the well known problem premise of 555/525/575 E 5th Avenue. Despite multiple property use complaints over the years nothing is ever done to fix the issues and protect the residents of the building. Serving a piece of paper is not good enough anymore. Residents are scared, if they complain they are evicted and left on the street because there are no other options of affordable places to live in this city. People are terrified of the building owner and manager and they treat people like garbage and manipulate the weak, yet they get away with it. Something more needs to be done and its time for the city to do more to protect these people. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council Property Use Affordale Housing</p>	<p>Examples of issues in the building: Bed bugs, holes in patios, no working appliances, garbage everywhere, 5-6 people living in each apartment, bursting pipes, furniture in the parkade. Another case will be created for these issues.</p>	s.22(1)	1	7/10/2015 1:13:00 PM	7/10/2015 2:46:44 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2015-07-10 14:46:44.667 Directed to Another City Department sent to Debbie Heeps. Property Use & copy for Mayor and Council</p>
101006520984	555		E 5TH AV	V5T 1H8	<p>Describe details (who, what, where, when, why): Citizen called in July 17 2015 case # 6447249, property use inpspector called citizen on the phone and was extremely rude and condescending blaming the situation on the people who live in the building rather than taking up the issue with landlords. Citizen feels tennants are all being stereo typed to all be the same way. Citizen was quite taken a back after the phone call and called 311 back right away to cancel the case. Citizen now feels he wants to pursue this further and would like a call back. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityEmployee Department: CommunityServices Division or Branch Name: property use inspection</p>	<p>Complaint was about Pattie Hayes. --- (AVDO, Sep 1 2015 1:57PM) advised s.22(1) that Debbie Heeps it the contact for this file.</p>	s.22(1)	1	7/27/2015 3:50:00 PM	9/1/2015 1:58:31 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2015-07-27 16:09:34.45 Directed to Another City Department sent to Debbie Heeps, Property Use.</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 : 2015-09-01 13:58:31.447 Back to previous status Closing case after 'Add Event'</p>

Eform Request Plumbing and Gas Inspection Complaint Case
Type:

101006477979	555		E 5TH AV	V5T 1H8	<p>Type of Complaint: cboInspection_PlumbingComplaints.UnsafeCond If Other selected provide details:</p>	<p>Re-created as per: From: Jao, Wendy Sent: Friday, July 17, 2015 9:17 AM</p>	s.22(1)	1	7/17/2015 2:25:00 PM	7/17/2015 4:11:00 PM	CSG - Inspections Reception	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG -</p>
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						<p>If Work without a Permit selected is there visible and active work being done? No Are you the Building Owner/Manager? No Describe complaint in detail (location of work: interior, exterior, building, floor; type of work): Pipes bursting in the basement. Property Owner and Manager intimidate anyone who complains and evicts good people onto the street. They also have recently raised everyones rent. People in the building are terrified</p> <p>Property use is also involved in inspection of this property (Case#6447249)</p>	<p>To: 311 Operations Subject: Property_Use_Complaint-101006447249[1]</p> <p>Hello,</p> <p>Please also send this complaint to Plumbing to take care of the pipes bursting. Property Use will take care of the rest of the complaint.</p> <p>Thanks, Wendy</p> <p>Wendy Jao Property Use Inspections- Community Services ?: 604.871.6811</p> <p>-----</p> <p>s.22(1) says they need help - serving a piece of paper is not good enough anymore. Inspectors should be here all the time. Location: 555, 525 and 575 E 5th</p>					General	<p>Inspections Reception General</p> <p>Agent Finished: Case Closed. Closed date : 2015-07-17 16:11:00.57 Assigned Derek Slykerman - 87084</p>
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Eform Request FPB_General Inquiry Case

Type:

101006564763	555		E 5TH AV	V5T 1H8		<p>Type of Inquiry: cb_FirePreventionGeneralInq.FireLifeSftyTip If Other selected, provide details: Exact location in Building/Property if applicable: The fire doors in the elevator lobby on the first floor Describe inquiry in detail: The doors in the elevator lobby on the first floor are constantly being propped open by the building manager. He is leaving the doors open using concrete blocks or a wooden wedge. Citizen used to inspect firestopping for a living and understand that this is not allowed but the building manager will not listen to him. He is wondering if a fire marshall or someone else with authority would be able to talk to the manager and make him stop doing this. He knows that there is a bylaw regarding this and since the building is made out of wood he knows if a fire were to happen to could cause major damage to the building and the conjoining building at 575 E. 5th</p>		s.22(1)	1	8/6/2015 3:21:00 PM	8/7/2015 7:53:48 AM	Fire Prevention	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention</p> <p>Agent Finished: Case Closed. Closed date : 2015-08-07 07:53:48.693 Assigned Sean Harvey - 604.665.6096</p>
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Eform Request Snow & Ice Removal - City Property

Type:

101008930909	555		E 5TH AV	V5T 1H8		<p>(Don't ask just record - Did snow or ice cause property damage, injury or severe traffic obstruction?) SnowIceObstruct If Other, provide details: Type of request: cbotypeOfSnowRequest.Ice If Other, provide details: Location type: cbolocationOfSnowRequest.Street If Other, provide details: Describe the issue in detail: Hi, I live on East 5th Avenue in East Van. In the last 24 hours there has been countless accidents at the bottom of Carolina St. and St. George St. where they both meet 5th Ave. In all cases, cars are trying to come down those street but there is black ice</p>		s.22(1)	1	1/4/2017 11:07:00 AM	1/4/2017 2:29:07 PM	Eng_Streets Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1068663 created / updated at Wednesday, January 04, 2017 11:08:03 AM Hansen Service Request has been reviewed: Case reviewed on 04/01/2017 11:10:59 AM. Hansen Change in Comments: Comments:</p>
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						<p>covering both roads and cars are slipping out of control constantly. Both these streets between 6th and 5th SHOULD BE CLOSED IMMEDIATELY until the ice has melted!! Thank you!!! Please hurry before someone gets seriously hurt. Don't ask just record - Did the caller indicate they want a call back? No</p>									<p>Printed fro SC. Added on 04/01/2017 11:10:58 AM. Hansen Change in Comments: Comments: Dispatched to 1003 on Jan 4/17 at 11:16 am. NB. Added on 04/01/2017 11:21:47 AM. Hansen Service Request Assigned: Case was assigned on 04/01/2017 11:21:00 AM. Service Provided: 10 - Service Provided. Completed by 1003 Jan 4/17 at 13:50. NB. Resolved on 04/01/2017 2:25:00 PM. Agent Finished: Case Closed. Closed date : 2017-01-04 14:29:07.04 Service Provided 10 - Service Provided. Completed by 1003 Jan 4/17 at 13:50. NB. Resolved on 04/01/2017 2:25:00 PM.</p>
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CA13COV10 - eForm Detail Report by Address

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

Date Run: Monday, November 20, 2017 4:10:19 PM

Case Creation Date: From 1/1/2009 To 11/20/2017

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: ZZ OLD -Parking Enforcement Request															
101000074404	525		E 5TH AV		V5T 1H8	Parking garage entrance is on Great Northern Way; vehicle is partially blocking entrance and obstructing view from the East if you are exiting the garage.	Describe violation in detail: Vehicle partially blocking garage entrance and obstructing vehicle view while exiting parking garage If vehicle is parked in No stopping Zone, is this a permanent or temporary zone? If Temporary, do you or site hold the zone? If signs exists, what are the times indicated? No Stopping What are the plates of the vehicle that you would like investigated? s.22(1) Is the vehicle in the lane or on the street? Street What is the vehicle make? HSHONDA What is the vehicle model and color? Accord LX Silver What is the plate jurisdiction? i.e. B.C. Alberta, etc. BritishColumbia (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		1	4/28/2010 8:34:52 AM	4/28/2010 9:28:47 AM	Eng_Parking Ops & Enforcement - Parking Enforcement	Agent Created Case: Agent Took Ownership of Case: Agent Finished: Case Closed Service Provided officer attended at 0925 not in violation # 133630
101000090957	525		E 5TH AV		V5T 1H8		Describe violation in detail: car parked too close to sidewalk; on 525 e 5th and cross is St. George If vehicle is parked in No stopping Zone, is this a permanent or temporary zone? If Temporary, do you or site hold the zone? If signs exists, what are the times indicated? n/a What are the plates of the vehicle that you would like investigated? s.22(1) Is the vehicle in the lane or on the street? Street What is the vehicle make? CHEVROLET What is the vehicle model and color? blue What is the plate jurisdiction? i.e. B.C. Alberta, etc. BritishColumbia (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		1	6/24/2010 11:57:37 AM	6/24/2010 1:26:42 PM	Eng_Parking Ops & Enforcement - Parking Enforcement	Agent Created Case: Agent Took Ownership of Case: Agent Finished: Case Closed Service Provided 1 imp at 1325 #136793

Eform Request Type: Abandoned Vehicle Request

1010001613 56	525	E 5TH AV	V5T 1H8	Opposite 498 E 5th Ave	<p>What is the address of where the vehicle is located? opposite 498 E 5th</p> <p>Where is the vehicle parked? cboENGAbandVehLaneStreet.Unknown</p> <p>What is the vehicle license plate number? N/A</p> <p>What is the plate jurisdiction (B.C., Alberta, etc. .)? cboENGAbandVehJurisdiction.British_Columbi</p> <p>What is the vehicle make? cboENGAbandVehMake.Chevrolet</p> <p>What is the vehicle color? cboENGAbandVehColor.Red</p> <p>What is the expiry date on the plate? What is the Vehicle Identification Number (if known)? (Don't ask just record - Did caller indicate they want a call back?)</p>	Abandoned vehicle. Citizen checked with VPD - not a vehicle of interest to them. Please investigate. Thank you.	s.22(1)	1	3/6/2011 1:06:29 PM	3/16/2011 9:08:20 AM	Eng_Parking Ops and Enforcement - Abandoned Vehicles	<p>Agent Created Case: Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 295049 created / updated at Sunday, March 06, 2011 1:08:59 PM Service Provided: 10 - Service Provided. vehicle goa no further action. Resolved on 14/03/2011 11:30:00 AM. Agent Finished: Case Closed Service Provided 10 - Service Provided. vehicle goa no further action. Resolved on 14/03/2011 11:30:00 AM.</p>
1010004480 23	525	E 5TH AV	V5T 1H8		<p>What is the address of where the vehicle is located? 525 East 5th Avenue</p> <p>Where is the vehicle parked? cboENGAbandVehLaneStreet.N_S__North_Sd</p> <p>What is the vehicle license plate number? s.22(1)</p> <p>What is the plate jurisdiction (B.C., Alberta, etc. .)? cboENGAbandVehJurisdiction.British_Columbi</p> <p>What is the vehicle make? cboENGAbandVehMake.Isuzu</p> <p>What is the vehicle color? cboENGAbandVehColor.White</p> <p>What is the expiry date on the plate? 03/24/2013</p> <p>What is the Vehicle Identification Number (if known)? (Don't ask just record - Did caller indicate they want a call back?) No</p>		s.22(1)	1	7/2/2013 11:46:31 AM	7/3/2013 3:47:19 PM	Eng_Parking Ops and Enforcement - Abandoned Vehicles	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Ops & Enforcement - Abandoned Vehicles</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 592894 created / updated at Tuesday, July 02, 2013 11:48:05 AM Service Provided: 10 - Service Provided. GOA no further action required. Resolved on 03/07/2013 1:20:00 PM.</p>

																			Agent Finished: Case Closed Service Provided 10 - Service Provided. GOA no further action required. Resolved on 03/07/2013 1:20:00 PM.
1010078404 72	525	E 5TH AV	V5T 1H8	app version: 2.31 original address: 525 E 5th Ave	What is the expiry date on the plate? N What is the vehicle color? Grey What is the plate jurisdiction (B.C., Alberta, etc.) British Columbia What is the vehicle make? Volvo What is the vehicle licence plate number? No sure No	PS Description: Car with no wheel , he being doing mechanic lots there , oil and fluids everywhere in the ground <p>PS#: 1640924</p><p>Click images below to expand</p><p>http://www.publicstuff.com/request/view/1640924</p>	No Name No Name (ps)	1	6/3/2016 9:04:01 AM	6/22/2016 11:32:56 AM	Eng_Parking Ops and Enforcement - Abandoned Vehicles	Agent Created Case: Public Stuff request id: PSID1640924 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 967926 created / updated at Friday, June 03, 2016 9:04:11 AM Service Provided: 10 - Service Provided. Attended veh GOA. Resolved on 08/06/2016 10:37:00 AM. Agent Finished: Case Closed. Closed date : 2016-06-09 07:42:52.9 Service Provided 10 - Service Provided. Attended veh GOA. Resolved on 08/06/2016 10:37:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2016-06-22 11:11:53.59 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case							

														Reopened: Temporary re- open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 967926 created / updated at Wednesday, June 22, 2016 11:32:57 AM Agent Finished: Case Closed. Closed date : 2016-06-22 11:32:56.83 Back to previous status Closing case after 'Add Event'
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Eform *Street - Surface Water Flooding*
Request Type:

1010001778 95	525	E 5TH AV	V5T 1H8	(Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) FloodingNoCause If Other, provide details: Is the water: Pooling Location of flooding: Street If Other, provide details: Where is the water coming from? Eng_SurfaceWtrFlood_WaterSource.CBNotDr aining If Other, provide details: Describe the issue in detail: (Don't ask just record - Did caller indicate they want a call back?) No		2011 May, Anonymous		1	5/7/2011 5:04:02 PM	5/12/2011 11:44:07 AM	Eng_Streets Operations	Agent Created Case: Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 346520 created / updated at Saturday, May 07, 2011 5:04:58 PM Hansen Service Request has been reviewed: Case reviewed on 09/05/2011 1:16:00 PM. Hansen Service Request Assigned: Case was assigned on 09/05/2011 1:16:00 PM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. Crew #67, investigated, fou nd no issue. Resolved on
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1010003661 26	525	E 5TH AV	V5T 1H8	s.22(1)	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.rRentalUnitM</p> <p>If Other selected or there are Multiple Issues, provide details: Mold in the unit</p> <p>If Business Licence selected, provide Business Name:</p> <p>If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site):</p> <p>If Pesticides selected, who applied it:</p> <p>If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted):</p> <p>If a Rental Unit issue selected, has the landlord been advised of the issue? Yes</p> <p>If Yes selected, what was the outcome? As advised by the landlord, nothing can be done about the mold</p> <p>If Signs selected, provide sign wording or identifying details:</p> <p>Caller's Daytime Phone Number: s.22(1)</p> <p>(Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>There is black mold around the windows,in the washroom, and under the kitchen sink, and now there is also pink mold. Citizen tried cleaning the mold but it won't go away.</p>	s.22(1)	1	12/14/2012 1:58:27 PM	12/21/2012 1:23:12 PM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed Assigned Alvin Martin 87511</p>
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Eform Request Type: Plumbing and Gas Inspection Complaint Case

1010048490 25	525	E 5TH AV	V5T 1H8		<p>Type of Complaint: cboInspection_PlumbingComplaints.Other</p> <p>If Other selected provide details: Leaking pipes - high volume</p> <p>If Work without a Permit selected is there visible and active work being done?</p> <p>Are you the Building Owner/Manager? No</p> <p>Describe complaint in detail (location of work: interior, exterior, building, floor; type of work): In the underground parking lot (enter off of Great Northern Way) there is what looks like sewage dripping/leaking from the piping, they have taken the cleanouts off and it just pours onto the asphalt and into the storm drains. It has been going on for well over a month.</p>	<p>The caller will need to be contacted, he said he is more than happy to grant access to the inspector.</p>	s.22(1)	1	6/4/2014 3:34:00 PM	6/5/2014 2:46:40 PM	CSG - Inspections Reception General	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General</p> <p>Agent Finished: Case Closed. Closed date : 2014-06-05 14:46:40.207 Assigned Brad McGowan - 87842</p>
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Eform Request Type: Lost Pets Case

1010062136 28	525	E 5TH AV	V5T 1H8		<p>Animal Type: Dog</p> <p>If Other selected, provide details:</p> <p>Sex: Male</p> <p>Breed: Min Pin Chuahua Mutt</p> <p>Colour: Black with red/brown markings</p> <p>Provide identification details (i.e. licence, wearing a collar/coat): No coat or collar</p> <p>Tattoo or Micro-chip Number: Microchip</p> <p>Provide details about the location where the pet was last seen:</p> <p>Provide date and time the pet was last seen:</p> <p>Name of Pet: s.22(1)</p> <p>If caller is not the pet owner, provide owner's name and contact number(s). Citizen is the owner. Please call her if her dog is found.</p> <p>(Don't ask just record - Did caller indicate they want a call back?) Yes</p>	<p>Dog went missing at around 6pm on Tuesday May 19th, 2015.</p>	s.22(1)	1	5/19/2015 7:17:00 PM	5/20/2015 10:26:06 AM	CSG - Animal Control	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed. Closed date : 2015-05-20 10:26:06.76 Service Provided Called dog owner, was</p>
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Case Creation Date: From 1/1/2009 To 11/20/2017

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 Hoarding Concern Case - Fire Type:															
101007606084	525		E 5TH AV		V5T 1H8		1. Type of building: Apartment 2. Does alleged hoarder own or rent? Rent 3. Have you been inside the property recently? Yes 4. Describe concern in detail: The alleged hoarder lives in s.22(1) at 525 e 5th Av. There is no access to bathroom, kitchen, and items are piled up. She is using the tub to defecate in and there is rotted food everywhere. There is fire hazard and she cant access water. The police were called in on April 19th as the neighbours thought she had passed away. She is in the s.22(1) shelter as the police would not let her stay due to the conditions of the unit. She has received a eviction notice which the Mpa society will fight against. The caller is her supported independant worker and works for the mpa society. 5. Provide contact information for alleged hoarder (full name and phone number): s.22(1) 6. Additional Contacts (provide name, phone, and relationship to alleged hoarder) s.22(1) 7. Alleged hoarder's date of birth or approximate age: s.22(1) 8. Are there concerns about the alleged hoarder's health? Yes 9. What is the general appearance of the alleged hoarder (i.e. well-kept, dishevelled): well-kept 10. Are there children/dependents in the alleged hoarder's residence? No 10. a) If yes, provide ages: 11. Relationship of caller to alleged hoarder: Other 11. a) If other, provide details: Supported Independant Worker 12. (Don't ask, just record - did caller indicate they want a call back?): No				1	4/20/2016 9:21:00 AM	4/21/2016 11:21:26 AM	IDI_Compulsive Hoarding	Agent Created Case: Agent Updated Case Details: Reallocated to queue: IDI_Compulsive Hoarding Agent Finished: Case Closed. Closed date : 2016-04-21 11:21:26.86 Assigned Captain Doug Booth 604-873-7592

Eform Request Animal Concern - Non-Emergency Case Type:

101008457593	525		E 5TH AV		V5T 1H8		Complaint Type: Barkingdog If Other selected, provide details: Animal Type: Dog If Other selected, provide details:	dog barking non stop citizens says may be neglected located suite s.22(1) every morning at 5am the dog is let out and starts barking. He said for the past 2 hours the dogs been barking non stop. --- (SUG23, Sep 26 2016 7:03AM) Citizen called to complain about the dog being let out at 5:30 this morning again, causing sleep deprivation every day - says the dog is being neglected and left out to wake neighbours. Said he'll be calling every day until something				1	9/25/2016 8:13:00 PM	9/28/2016 8:29:14 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Updated Case Details: Description updated to: .
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					Animal Colour: tan Provide dog breed, if applicable (best guess if unknown): pitbull Dog Size: Large If animal or human attacked, provide details of injuries, if applicable: For all complaint types, describe any safety concerns: (Don't ask just record - Did caller indicate they want a call back?)	is done about it. --- (AVJR2, Sep 28 2016 8:26PM) Citizen is reporting there has been no change in the dog's behaviour. Since it is a very recent report I suggested the caller speak with the ACO assigned. The call was abandoned.							Agent Finished: Case Closed. Closed date : 2016-09-26 15:42:39.337 Service Provided ACO 39 dispatched. DG 16-288430. -MA Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .. Agent Finished: Case Closed. Closed date : 2016-09-28 20:29:14.06 Back to previous status Closing case after 'Add Event'
101008463491	525		E 5TH AV	V5T 1H8	Complaint Type: Barkingdog If Other selected, provide details: Animal Type: Dog If Other selected, provide details: Animal Colour: tan Provide dog breed, if applicable (best guess if unknown): pitbull Dog Size: Large If animal or human attacked, provide details of injuries, if applicable: For all complaint types, describe any safety concerns: Citizen reports ongoing issues with a barking and whining dog. The dog resides at unit s.22(1) The owner's names s.22(1) This was reported before with the wrong unit number (845759). The dog out is outside in the fenced yard (off the basement suite) early in the morning around 5:30 am to 5:45 am. The dog keeps barking and whining for long periods of time until the owner finally lets the dog in. A lot of the other neighbours are really upset as well (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)	1	9/27/2016 7:06:00 AM	9/27/2016 10:06:13 AM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2016-09-27 10:06:13.957 Service Provided forward call to ACO 39	
101008481626	525		E 5TH AV	V5T 1H8	Complaint Type: Barkingdog If Other selected, provide details: Animal Type: Dog If Other selected, provide details: Animal Colour: Tan Provide dog breed, if applicable (best guess if unknown): Pitbull Dog Size: Large If animal or human attacked, provide details of injuries, if applicable: For all complaint types, describe any safety concerns: (Don't ask just record - Did caller indicate they want a call back?) No	Related To: 8457593 Very tired of hearing the neighbors dog constantly bark in the early morning. Owner leaves the dog outside disturbing/waking neighbours. Dog does not bark while inside the house, only when let out. Dog was let out at 5:15AM this morning and barked for 30mins straight - is now back outside at 9:40AM barking non stop.	s.22(1)	1	9/30/2016 9:38:00 AM	9/30/2016 11:07:18 AM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2016-09-30 11:07:18.23 Service Provided Assigned to ACO 39 - Added to DG 16-288430	

Type:

101009543527	525		E 5TH AV	V5T 1H8	<p>1. Type of issue: Looks Dirty/Turbid (Brown, Discoloured, Particles)</p> <p>2. Describe the issue in detail: She has noticed her water is brown, she lives in an apt building and everyone elses water is brown. She ran her water for 40 minutes and it did not clear and stained her sink . She checked the building next to her and the building across the street and they also have brown water. I checked to see if there was any work being done in the area and it doesn't show anything. She has washed her dishes, taken a shower and drank the water, and now is worried. Please send crew out to check out. Please call her with ETA.</p> <p>3. Is your neighbour experiencing the same issue? Yes</p> <p>4. Have you had plumbing work done on your house recently? No</p> <p>5. Is there construction occurring in your area right now? Yes</p> <p>6. How long has the issue been occurring? this morning</p> <p>7. Is the problem with the cold or the hot water? Both</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	Lots of construction done in her area.	s.22(1)	1	5/15/2017 12:20:00 PM	5/16/2017 9:40:22 AM	Eng_Water Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1129447 created / updated at Monday, May 15, 2017 12:26:09 PM Hansen Service Request Assigned: Case was assigned on 15/05/2017 1:06:00 PM. Hansen Change in Comments: Comments: Dispatched to trouble truck . Added on 15/05/2017 1:07:38 PM. Hansen Service Request has been reviewed: Case reviewed on 15/05/2017 1:07:47 PM. Hansen Work Order Created: Work order 865541 has been initiated on 16/05/2017 9:37:00 AM. Work Order type is WSEmtc. Service Provided: 10 - Service Provided. . Resolved on 15/05/2017 9:37:00 AM. Agent Finished: Case Closed. Closed date : 2017-05-16 09:40:22.99 Service Provided 10 - Service Provided. . Resolved on 15/05/2017 9:37:00 AM.</p>
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