

File No. 04-1000-20-2011-191

July 6, 2011

s.22(1)

By Email: s.22(1)

Dear s.22(1) :

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

I am responding to your request of July 5, 2011 for:

Copies of all complaints filed against 1326 Davie Street (Lolita's Restaurant).

I enclose copies of responsive records I have located. In the enclosed records I have severed (blacked out) personal information under section 22(1) of the Act:

22 (1) The head of a public body must refuse to disclose personal information to an applicant if the disclosure would be an unreasonable invasion of a third party's personal privacy.

Under section 52 of the Act you may ask the Information and Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to:

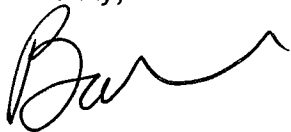
Office of the Information and Privacy Commissioner
P.O. Box 9038, Stn. Prov. Govt.
Victoria, B.C. V8W 9A4
Tel. (250) 387-5629; Fax (250) 387-1696

If you request a review, please provide the Commissioner's office with:

- 1) the request number assigned to your request (#04-1000-20-2011-191);
- 2) a copy of this letter;
- 3) a copy of your original request for information sent to the City of Vancouver; and
- 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact me if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to read 'Bar', with a stylized flourish extending to the right.

Barbara Van Fraassen
Manager, Corporate Information and Privacy

Barbar. vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4
Phone: 604.873.7999
Fax: 604.873.7419

Encl.

:sr

CITY OF VANCOUVER
COMMUNITY SERVICES

COMPLAINT FORM

CONFIDENTIAL

CF 06593

EN 033136

Address of Premise Involved: 1326 Davie St.	Date: July 25/06
Owner/Manager:	Phone Number:

Name of Complainant: Redacted - Section 22 Personal Privacy		CONFIDENTIAL
Address: Redacted - Section 22 Personal Privacy	Phone Number:	

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

Nature of Complaint:	
☒ Z&D By-law	☐ Building
☐ U/T	☐ Sign
☐ Electrical	☐ Licences
☐ Plumbing	☐ Other
☐ Standards of Maintenance	
Patio open until 2:30 PM	
Call Complainant Back: ☐ Yes ☒ No	
Call Complainant To Arrange Inspection Time: ☐ Yes ☒ No	

Received By: Tom Hamilton	Route: ☐ Yes ☒ No
Referred To: Night Inspection Team	

Lic & Insp - C003 (Revised June 2002)



CITY OF
VANCOUVER
COMMUNITY SERVICES GROUP
Licences and Inspections

NOISE COMPLAINT FORM General

EN# 062565

Date June 24/10

Address/Location of Premise Involved: <u>1326 Davie St (Lolita's)</u>		Date of Violation: <u>June 23/10</u>	
Name of Complainant: <u>Redacted - Section 22: Personal Privacy</u>		Address: <u>Redacted - Section 22: Personal Privacy</u>	
Phone Number: <u>Redacted - Section 22: Personal Privacy</u>		Exemption: (Sec 17(1) & (2)) Yes ☐ No ☒ <u>N/A</u>	
(The complainant has been informed that any information that could reasonably reveal their identity will be kept in confidence, pursuant to the Freedom of Information and Protection of Privacy Act.)			Must be Initialed: <u>ce</u>
General/Nature of Complaint: <u>Load Bass coming from restaurant till 2:30am</u> <u>on ^{Sunday} Monday night.</u> <u>Last night was loud again, Sunday night screaming/yelling outside.</u> <u>Thur, Fri, & Sun are the worse.</u> <u>Tried calling got a rude ^{response} response. Then it got louder, after <u>redacted</u> called.</u> <u>open ^{up} windows ^{for} at the restaurant</u>			
CONFIDENTIAL			
Received By: <u>Charlene</u>		Referred To: <u>D. Shepherd</u>	
		Route: Yes ☐ No ☒	

Lic & Insp - N003 (Updated May 30, 2008)

Cranton, Charlene

From: on behalf of Noise Complaints
Subject: FW: On-Line NOISE COMPLAINT FORM

From: mailpost@vancouver.ca [mailto:mailpost@vancouver.ca]
Sent: Tuesday, July 20, 2010 2:50 PM
To: Noise Complaints
Subject: On-Line NOISE COMPLAINT FORM

ADDRESS OF CONCERN: 1326 Davie Street, Vancouver

Name: Heidi Shortreed (Property Manager) Phone No.: 604-725-5437
Address: 1209 Jervis Street, Vancouver
Email: pm@gordonnelsoninc.com

What type of noise? Construction, equipment, people, radio, waste hauler trucks, leaf blower, live music in restaurant, lawn mowers, etc.

Lolita's Restaurant is located right beside our apartment building at corner of Davie & Jervis Streets. For the many months we have received complaints from our tenants regarding late night noise outside of Lolita's and smoking. Patrons leaving the bar late in the morning (1-3am) stand around talking, laughing and smoking. This is affecting our tenants. We have two current tenants who want to move out of the building for that reason. One tenant has contacted Lolita's, City of Vancouver and the Police previously. As well, we the property managers called Lolita's directly and spoke to the manager. She said they would try to keep it down. The noise and smoke are negatively affecting our rental business so we would like some resolution to this problem. Thank you.

When is the noise occurring? (time, dates)

Most nights through the week from 11am up to 3 am. Tuesday nights seem to especially loud.

How often is the noise occurring?

Almost nightly through the week.

Have you approached the person(s) or establishment who is causing the concern? What was the outcome?

Yes, both the 1209 Property managers and tenants have. The noise goes down for day or two, then starts again.

Have you contacted any other department regarding your concern? E.g., Police, Health?

I believe the tenant in 1209-304 has called the police on several occasions, but Police rarely attend.

Other known details, e.g., Location of the equipment, company names, waste hauler truck #, container bin #.

Lolita's Restaurant 1326 Davie Street, Vancouver.

EN#063329 Referred to: D. Shepherd Route: Y or N

CSG_CBE_PropUse_Complaints

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311 Contact Centre

Property Use Complaint - Case ref: 101000169499

Description: Use this case to report private property lot and building complaints.

1. What is the nature of the concern?	Smoking/Hookahs/Marijuana Lounge
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:	☐ Owner ☐ Professional Company
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 ☐ No
8. If Yes selected, what was the outcome?	
9. If Signs selected, provide sign wording or identifying details:	
10. Caller's Daytime Phone Number:	604-725-5437
11. (Don't ask, just record - did caller indicate they want a call back?)	Yes

* Indicates a required field.

Common Case Details

Preferred Contact Method:	Phone
Phone:	6047255437
Email:	
Incident Date :	
Incident Time :	

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CSG_CBE_PropUse_Complaints

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Additional Details :

-caller is the property manager for 1209 Jervis St.
 -1209 Jervis St. is beside Lolitas Restaurant which is located at 1326 Davie St.
 -he says that they are losing tenants because of the patrons from their restaurant
 -caller says that the patrons are staying as late as 1 am
 -he suspects that the establishment is serving liquor later than their regulation
 -the patrons are frequently smoking in front of their building
 -the tenants have asked the manager to do something to resolve the issue but the manager told them that they can "do whatever we want"
 -VPD has been called before but by the time they arrive, the patrons have already left
 -please contact Boris at 604-725-5437 on the next process

Case 101000169499 Details

Property Use Complaint	
CaseID: 101000169499	
Rep Name:	Christine Rarama
Date Created:	04/06/2011
Time Created:	10:55

Contact Information

Contact Name / Organization:	Gordon Nelson Inc. (Property Manager) , Bros (Mr)
Caller Type	Oth

Alternate Contact:	
Street Number and Name:	
Street Address 2:	

City:	
Province:	
Postal Code:	
Email:	

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CSG_CBE_PropUse_Complaints

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Phone Number on File:	6047255437
Alternate Phone Number:	6047255437

Contact Comments:	
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Incident Location Information

Location Name :	
Street Number :	1326
Street Name :	DAVIE ST
Street Address 2 :	
City :	Vancouver
Province :	BC
Postal Code :	V6E 1N6

Location Comments:	
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[Back to Form](#)

Cabuay, Malou

From: Mustapic, Dan
Sent: Wednesday, April 06, 2011 11:09 AM
To: DOMINO (CITYVAN); Araya, Julio
Subject: 1326 Davie st, EN069106
Attachments: CSG_CBE_PropUse_Complaints.htm



CSG_CBE_PropUse
Complaints.htm...