

File No. 04-1000-20-2016-249

July 27, 2016

s.22(1)

Dear s.22(1)

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

I am responding to your request of July 18, 2016 for:

**Copies of correspondence between the City and Starlight Corporation, their legal representative, and/or Larlyn Management Corporation, pursuant to Starlight's installation of a sign at 1100 Harwood Street, done without obtaining the necessary City of Vancouver permits and potentially violating the City's sign by-law, from April 18 to July 18, 2016.**

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

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

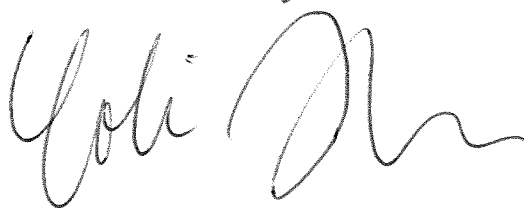
If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-249); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

*Cobi Falconer, FOI Case Manager, for Barbara  
Van Fraassen*

Barbara J. Van Fraassen, BA  
Director, Access to Information  
City Clerk's Department, City of Vancouver



Encl.

:kt



## Electrical Inspection Complaint

Case number: 101007632366

Case created: 2016-04-25, 06:33:00 PM

### Incident Location

Address: 1100 HARWOOD ST, Vancouver, V6E 1R7

Address2:

Location name:

### Contact Details

Name: s.22(1)

Address: 1100 HARWOOD ST, Vancouver, V6E 1R7

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

### Request Details

- |    |                                                                                                    |                                                                                                                                                                                                                                                                                                                             |
|----|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Type of Complaint:                                                                                 | Work Without Permit                                                                                                                                                                                                                                                                                                         |
| 2. | If Other selected, provide details:                                                                |                                                                                                                                                                                                                                                                                                                             |
| 3. | If Work Without a Permit selected is there visible and active work being done?                     | Yes                                                                                                                                                                                                                                                                                                                         |
| 4. | Describe complaint in detail (location of work: interior, exterior, building floor; type of work): | Caller is reporting this is a Leasehold building, the owner of the building is having someone install a very large illuminated electrical sign with the building name on the front lawn. Caller asked the electrician if there was a permit and he said no, the owner just wants this installed. No permits found in Posse. |

### Additional Details

### Map and Photo

- no picture -

EN

FYA to: Stephen Lowry

FYI to:

**Document Notes for:**

Address: 1100 HARWOOD ST

Type: GEN-INFO

SubType: COMPLAIN

Author: X

Date: 04/25/2016 00:00:00

Details: WWOP - ELECTRICAL

Note Text	Date	Author
Emailed Greg Parr. Property manager May 6th after site visit May 5th	5/6/2016 11:45:14 AM	Lowry, Stephen

From: ["Lowry, Stephen" <Stephen.Lowry@vancouver.ca>](mailto:Stephen.Lowry@vancouver.ca)

To: ["Freedom of Information Office" <FreedomofInformation.Office@vancouver.ca>](mailto:FreedomofInformation.Office@vancouver.ca)

Date: 7/21/2016 7:43:00 AM

Subject: FW: 100 Harwood St.

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**From:** Lowry, Stephen

**Sent:** Monday, July 04, 2016 9:27 AM

**To:** 'Gregory Parr'

**Subject:** RE: 100 Harwood St.

Hi Gregory.

Any movement on permits or removal of the sign?

Regards, Steve.

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**From:** Gregory Parr [<mailto:gparr@larlyn.com>]

**Sent:** Tuesday, May 10, 2016 4:46 PM

**To:** Lowry, Stephen

**Subject:** RE: 100 Harwood St.

Hi Stephen,

I was unaware of the sign been installed until the work had started it was organized by the owner in Toronto. If you could let me know what I need to do to correct the situation I'll be glad to do so.

Regards,

**Gregory Parr**

*Senior Property Manager*

**Larlyn Property Management (BC) Ltd.**

#200 – 1460 Pandosy Street | Kelowna, BC V1Y 1P3

Direct: (778) 410-0102 | Fax: (250) 980-3879

[gparr@larlyn.com](mailto:gparr@larlyn.com) | [www.larlyn.com](http://www.larlyn.com)



DISCLAIMER: This e-mail message is intended only for the named recipient(s) above and may contain information that is privileged, confidential and/or exempt from disclosure under applicable law. If you have received this message in error, or not the named recipient(s), please immediately notify the sender and delete this e-mail message.

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**From:** Lowry, Stephen [<mailto:Stephen.Lowry@vancouver.ca>]

**Sent:** Tuesday, May 10, 2016 3:23 PM

**To:** BC - General Mailbox - Larlyn Property Management (BC) Ltd.; Gregory Parr

**Subject:** 100 Harwood St.

Hi.

Recently at a property your company manages a sign was installed without permit. Can you please contact me regarding this issue.

Regards.

## Property Use Complaint

Case number: 101007654290

Case created: 2016-04-29, 03:44:00 PM

## Incident Location

Address: 1100 HARWOOD ST, Vancouver, V6E 1R7

## Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V6E 1R7

Phone: s.22(1)

Email: s.22(1)

## Request Details

- |     |                                                                                                                        |                                                                                                                                                                                                                                                                                     |
|-----|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Type of concern:                                                                                                       | Sign                                                                                                                                                                                                                                                                                |
| 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:                                                   | The sign measures 102 x 72 inches, which is about 4.75 square meters in size (it's an odd shape so that area would represent a rectangular sign of that height and width). It appears to be electrified (there is a switch near the base), although I have not seen it illuminated. |
| 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

The Ontario-based corporation that owns s.22(1) (1100 Harwood St) recently dispatched a workman from Ontario to BC to install a massive sign s.22(1) This brings up several issues:

- 1) Whether proper permits were requested and issued.
- 2) Whether the workman was authorized to do mechanical and electric work in BC.
- 3) Whether the size of the sign is consistent with COV by-laws.

The sign measures 102 x 72 inches, which is about 4.75 square meters in size (it's an odd shape so that area would represent a rectangular sign of that height and width). It appears to be electrified (there is a switch near the base), although I have not seen it illuminated.

The local management company ("Larlyn" as shown on the sign), and resident manager were not aware that the building owner had decided to "sign" their buildings.

The area is zoned RM5A. I attempted to interpret the various bylaws, but they're quite involved - but it would seem that signs are limited to 3 sq meters in size.

#### Map and Photo

- no picture -

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**EN 118205**

**FYA to: Mike Bidwell**

**FYI to:**

**Document Notes for:**

Address: 1100 HARWOOD ST

Type: GEN-INFO

SubType: COMPLAIN

Author: X

Date: 04/29/2016 00:00:00

Details: SIGN

Note Text	Date	Author
SEE IR UI58157	5/18/2016 1:22:20 PM	Bidwell, Mike





### Property Use Complaint

Case number: 101007695622

Case created: 2016-05-08, 03:49:00 PM

### Incident Location

Address: 1100 HARWOOD ST, Vancouver, V6E 1R7

### Contact Details

Name: s.22(1)

Address: 1100 HARWOOD ST, Vancouver, V6E 1R7

Address2: s.22(1)

Phone:

Email: s.22(1)

### Request Details

- |     |                                                                                                                        |                                                                                          |
|-----|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 1.  | Type of concern:                                                                                                       | Sign                                                                                     |
| 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:                                                   | Large illuminated sign on private property, advertising the property management company. |
| 11. | Caller's daytime phone number:                                                                                         | s.22(1)                                                                                  |
| 12. | (Don't ask, just record - did caller indicate they want a call back?)                                                  | Yes                                                                                      |

### Additional Details

EN 118505

FYA to: Rino Modicamore

FYI to:

**Document Notes for:**

Address: 1100 HARWOOD ST

Type: GEN-INFO

SubType: COMPLAIN

Author: X

Date: 05/08/2016 00:00:00

Details: LARGE ILLUMINATED SIGN

Note Text	Date	Author
Spoke to Greg Parr of Larlynn property managers. he will contact the sign company and apply for all permits.	5/13/2016 9:56:22 AM	Lowry, Stephen



IR Number	UI 58157	EN Number	EN 118505	Date of Inspection (yyyy/mm/dd)	2016/05/17
Main Address	1100 Harwood St			Specifics and/or Suite #	
Secondary Address					
Tenant	N/A			Number of Storeys	N/A
Owner	DD 1100 Harwood Apartments Ltd			Permit Number	Required
Agent	Larlyn Property Management BC Ltd 1460 Pandosy St Suite 200 Kelowna BC V14 1p3			Approved Use of Building/Land	MD
District Zone	RM-5A			Present Use of Building/Land	No Access
Business License	16-103108AJ - Returned				

Reason for Inspection Sign Bylaw - Complaint Dated May 8<sup>th</sup> 2016

**Narrative/Observations**

Inspection today revealed the following:

There is a free standing electric sign located in the North east portion of the site.

**Description** : Double sided, Approx.[width 6ft x Height 9ft] both sides of the copy reads from top to bottom "1100 Harwood St" in green and white lettering and " Property managed by LARLYN Property Management" in Black lettering, and "604-358-9891" in White numbering and "Property Owned by Starlight Investments" in White lettering all on a Black, Grey and Green background.

No Permits on file.

**Requirements**

Sign Bylaw

**Recommendations**

Send Sign Bylaw letter to R/O and CC. property Management company to apply for permits CC. Miriam Donnelly RE Business License [leasehold property].

Photos Taken? ☒ Yes ☐ No

Date Report Made: May 17, 2016

Michael Bidwell  
Inspector's Name

**For Manager or Supervisor Use Only**

File: ☐ Approval / Use ☒ Enforcement ☐ Project / Permit

FYA to: Glenn Mortensen

FYI to: Miriam Donnelly

Sy Jung

Manager / Supervisor

IR Number


UI 58157

EN Number

EN 118505

Date of Inspection (yyyy/mm/dd)

2016/05/17

Photo	Description
	Free Standing Sign Located in the North East Corner of the 1100 Harwood site.



PLEASE REFER TO:

M. Bidwell  
Property Use Inspector  
at 604.873.7894  
mike.bidwell@vancouver.ca  
IR # UI58157 / EN118505

May 26, 2016

D D 1100 Harwood Apartments Ltd.

Attn: Melissa Shortt

s.22(1)

London, ON N6J 2N4

Dear Madam:

RE: 1100 Harwood Street  
Lot D, Block 27, District Lot 185, Plan 15564

Diary? No..... Yes ☒  
To: Mike Bidwell  
Date: June 28 11P505  
Init: GM

Following inspection, it was determined that a free-standing electric sign has been installed on the northeast portion of your property at the above location without permit or approval, in contravention of the Sign By-law. This sign is double-sided, approximately 6 feet wide by 9 feet in height, and reads in part as "Property managed by Larlyn Property Management", and "604-358-9891".

To make application for the necessary Sign Permit, a licensed sign contractor must attend this office, sign the application form, submit a photograph of the sign's location, provide two (2) sets of architectural drawings which include a description of the copy or wording of the sign, section drawings, elevation drawings, a site plan, provide two (2) sets of engineers structural drawings with a Schedule B and pay the prescribed fees. For further clarification and before having drawings prepared, please contact the Sign Permit Clerk at 604.873.7772 to determine if a permit can be obtained for the above sign.


Your attention is also drawn to Section 13.2.2 of the Sign By-law which states in part:

"where any sign has been erected before a permit has been issued for such sign, the fee in Section 13.1 (a), in addition to all other fees shall be \$450.00."

A separate permit may be required for any related electrical connection.

In accordance with the By-law and to avoid legal action, you are to either make application for the required permit or remove the freestanding sign, described above, **ON OR BEFORE JUNE 27, 2016.**

Yours truly,



M. Bidwell  
Property Use Inspector

MB/gm

cc: Larlyn Property Management BC Ltd, #200 - 1460 Pandosy Street, Kelowna, BC V14 1P3

**Folio:** 615-118-96-0000  
**Civic:** 1100 HARWOOD ST  
**Size:** 121 131.12 WIDTH/DEPTH

**Pid:** 024-039-845  
**Legal:** LOT D BLOCK 27 PLAN 15564 DISTRICT LOT 185 NEW  
WESTMINSTER

**Owner:** D D 1100 HARWOOD APARTMENTS LTD  
ATTN: MELISSA SHORTT  
s.22(1)  
LONDON ON N6J 2N4  
(CA3723277)



IR Number	UI 58673	EN Number	EN 118505	Date of Inspection (yyyy/mm/dd)	2016/07/15
Main Address	1100 Harwood St			Specifics and/or Suite #	
Secondary Address					
Tenant	N/A			Number of Storeys	N/A
Owner	DD 1100 Harwood Apartments Ltd			Permit Number	Required
Agent	Larlyn Property Management BC Ltd 1460 Pandosy St Suite 200 Kelowna BC V14 1P3			Approved Use of Building/Land	MD
District Zone	RM-5A			Present Use of Building/Land	No Access
Business License	16-103108 AJ - Returned				

Reason for Inspection To Recheck Sign Bylaw Letter Dated May 26<sup>th</sup> 2016

**Narrative/Observations**

Inspection today revealed that the Free Standing Sign as described in our Sign Letter Dated May 26<sup>th</sup> 2016 still exists.

Note: No Permits have been applied for to date.

**Requirements**

Sign Bylaw

**Recommendations**

30 Day Sign order to R/O and CC Agent.  
Cc Rino Modicamore DPUI.

Photos Taken? ☐ Yes ☒ No

Date Report Made: July 15, 2016

<img alt="signature icon" data-bbox="525 648 545 660"/> Michael Bidwell

Inspector's Name

**For Manager or Supervisor Use Only**

File: ☐ Approval / Use ☒ Enforcement ☐ Project / Permit

FYA to: Glenn Mortensen

FYI to:

Tom Hamilton

Manager / Supervisor



**REGISTERED AND REGULAR MAIL**

**PLEASE REFER TO:**

M. Bidwell  
Property Use Inspector  
at 604.873.7894  
[mike.bidwell@vancouver.ca](mailto:mike.bidwell@vancouver.ca)  
IR # UI 58673/EN 118505

**ORDER**

July 19, 2016

D.D.1100 Harwood Apartments Ltd.  
1800 - 401 West Georgia Street  
Vancouver, BC, V6B 5A1

and

Larlyn Property Management (BC) Limited  
Suite 2400, 745 Thurlow Street  
Vancouver, BC, V6E 0C5

Dear Sirs/Madams:

RE: 1100 Harwood Street  
Lot D, Block 27, District Lot 185, Plan 15564

Further to our letter of May 26, 2016 and following inspection, it was determined that the free-standing electric sign, which is double-sided, approximately 6 feet wide by 9 feet in height, and reads in part as "Property Managed By Larlyn Property Management", and "604-358-9891" installed on the northeast portion of your property still exists.



In accordance with Section 7.1 of the Sign By-law, you are **ORDERED TO:**

**REMOVE THE FREE-STANDING ELECTRIC SIGN, DESCRIBED ABOVE,**

**ON OR BEFORE AUGUST 19, 2016.**

**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

MB/cf

Diary? No      Yes ✓  
To: R. Mordicamore & M. Bidwell  
Date: Aug 22/16 Ink: (7)



Copy: D.D.1100 Harwood Apartments Ltd.

Attention: Melissa Shortt

s.22(1)

London, ON, N6J 2N4

Larlyn Property Management (BC) Limited

#200 - 1460 Pandosy Street

Kelowna, BC, V1Y 1P3

Rino Modicamore, District Property Use Inspector

06 May 2016	M BIDWELL	854 - CLEAR REFERRAL	A03 - PUI BUSNSS LICENSE	EN - 091915
08 May 2016	R MODICAMORE	840 - COMPLAINT	A20 - PUI SIGN	EN - 118505
10 May 2016	W JAO..	R71 - REFERRED	- R MODICAMORE	CF - 7695622
17 May 2016	M BIDWELL	A20 - SIGN	02 - COMPLAINT	EN - 118505
17 May 2016	M BIDWELL	R26 - LETTER/ORDER REQD	- SIGN LETTER	IR - UI58157
31 May 2016	R MODICAMORE	A24 - GRAFFITI	05 - RE-CHECK	EN - 117376
31 May 2016	R MODICAMORE	R92 - NOT ACCEPTED	- LARGE AREA NOT	-
31 May 2016	R MODICAMORE	R92 - NOT ACCEPTED	- PROPERLY PAINTED	-
02 Jun 2016	R MODICAMORE	A24 - GRAFFITI	05 - RE-CHECK	EN - 118505
02 Jun 2016	R MODICAMORE	850 - CLEAR COMPLAINT	A24 - PUI GRAFFITI	EN - 117376
02 Jun 2016	R MODICAMORE	R90 - ACCEPTED	-	EN - 117376
02 Jun 2016	R MODICAMORE	A20 - SIGN	05 - RE-CHECK	EN - 118505
02 Jun 2016	R MODICAMORE	991 - NOTE	- REFER TO EN118205	-
02 Jun 2016	R MODICAMORE	850 - CLEAR COMPLAINT	A20 - PUI SIGN	EN - 118505
08 Jun 2016	M BIDWELL	843 - ROUTINE OPEN/CLEAR	A24 - PUI GRAFFITI	-
08 Jun 2016	M BIDWELL	R62 - INFORMATION RECVD	- GRAF RMVD	-
08 Jul 2016	R MODICAMORE	840 - COMPLAINT	A24 - PUI GRAFFITI	EN - 120587
08 Jul 2016	R MODICAMORE	A24 - GRAFFITI	02 - COMPLAINT	EN - 120587
11 Jul 2016	R MODICAMORE	R26 - LETTER/ORDER REQD	-	IR - UI58619
15 Jul 2016	M BIDWELL	A20 - SIGN	05 - RE-CHECK	EN - 118205
15 Jul 2016	M BIDWELL	R26 - LETTER/ORDER REQD	- SIGN ORDER	IR - UI58673