

File No. 04-1000-20-2016-424

December 5, 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 November 10, 2016 for:

A copy of complaints filed to the City of Vancouver about landlords in the month of October, 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

Please note: a decision was made to withhold cross street/unit number, case details, additional details, requestor's name and phone number as the City has guaranteed the public the right to report a violation in confidence.

Additionally, we are recommending that you refer to the City of Vancouver's Rental standards database for the most complete and accurate list of information about rental apartments in Vancouver. The database contains information that the City collects, including the building's owner, any outstanding work orders, or any property bylaw issues.

Refer to this link: <http://vancouver.ca/people-programs/rental-standards.aspx>

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

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-424); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

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

Yours truly,

Cobi Falconer, FOI Case Manager, to
Barbara Van Fraassen

A handwritten signature in black ink, appearing to read 'Cobi Falconer', written in a cursive style.

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

Encl.

:jb

Case #	Street # From	Street # To	Street	Postal Code	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101008490348	1249		HOWE ST	V6Z 1R3	1	10/2/2016 2:13:00 PM	10/3/2016 1:03:25 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 : 2016-10-03 13:03:24.667 Assigned Mike Bidwell 7894
101008492897	627		UNION ST	V6A 2C1	1	10/3/2016 10:53:00 AM	10/3/2016 4:45:15 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 : 2016-10-03 16:45:15.333 Assigned Darren Mitchell 6432
101008494139	8110		OAK ST	V6P 4A7	1	10/3/2016 12:53:00 PM	10/4/2016 8:21:34 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 : 2016-10-04 08:21:33.613 Assigned Analiza Abello-Lee 7763
101008503103	303		COLUMBIA ST	V6A 2R7	1	10/5/2016 8:31:00 AM	10/14/2016 8:17:48 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 : 2016-10-05 10:12:44.847 Assigned Bruce Peet 7585 Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-10-14 08:17:48.127 Back to previous status Closing case after 'Add Event'

101008520200	951		BOUNDARY ROAD	V5K 4T2	1	10/8/2016 9:33:00 AM	10/13/2016 3:53:19 PM	311 Contact Centre	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 09:30:15.147 Assigned Len Sugie 7584</p> <p>Case Reopened: Reopen to reassign Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to Facilities Ops.</p> <p>Agent Took Ownership of Case: Agent Finished: Case released Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-13 15:53:19.22 Directed to Another City Department Facilities Maintenance request to be done.</p>
101008520270	4519		CULLODEN ST	V5V 4X7	1	10/8/2016 9:54:00 AM	10/11/2016 9:39:36 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 09:39:36.443 Assigned Angelo Marrocco 7176</p>
101008523152	855		JERVIS ST	V6E 2B2	1	10/9/2016 1:32:00 PM	10/17/2016 11:18:40 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 11:19:32.423 Assigned Rino Modicamore 7873</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-17 11:18:40.2 Back to previous status Closing case after 'Add Event'</p>
101008523712	3350		E 49TH AV	V5S 1L8	1	10/9/2016 4:56:00 PM	10/11/2016 11:51:17 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 11:51:16.757 Assigned Loris Volpe 7865</p>

101008526163	789		DRAKE ST	V6Z 2N7	1	10/10/2016 8:36:00 PM	10/11/2016 12:33:49 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 12:33:49.383 Assigned Mike Bidwell 7894</p>
101008526689	2088		W 47TH AV	V6M 2M4	1	10/11/2016 9:04:00 AM	10/11/2016 3:45:45 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 15:45:44.537 Assigned John Tong 7868</p>
101008530320	840		E 63RD AV	V5X 2K8	1	10/11/2016 3:13:00 PM	10/12/2016 9:32:47 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-12 09:32:47.373 Assigned Andy Chinfen 6628</p>
101008530679	6779		DUMFRIES ST	V5P 3B8	1	10/11/2016 3:55:00 PM	10/12/2016 9:55:41 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-12 09:55:41.06 Assigned Andy Chinfen 6628</p>
101008533740	1075		JERVIS ST	V6E 2C2	1	10/12/2016 11:36:00 AM	10/14/2016 9:09:00 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-12 12:12:49.647 Assigned Rino Modicamore 7873</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 09:09:00.323 Back to previous status Closing case after 'Add Event'</p>

101008535089	857		E 32ND AV	V5V 2Y7	1	10/12/2016 1:59:00 PM	10/13/2016 9:31:54 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 : 2016-10-13 09:31:54.473 Assigned Angelo Marrocco 7176
101008535970	645		SKEENA ST	V5K 4P3	1	10/12/2016 3:39:00 PM	10/13/2016 4:39:49 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 : 2016-10-13 16:39:49.233 Assigned Len Sugie 7584
101008536215	1450		CHESTNUT ST	V6J 3K3	1	10/12/2016 4:09:00 PM	10/14/2016 8:19:50 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 : 2016-10-14 08:19:49.873 Assigned David Lam 7587
101008536426	3280		E 58TH AV	V5S 3T2	1	10/12/2016 4:38:00 PM	10/14/2016 8:39:08 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 : 2016-10-14 08:39:07.567 Assigned Loris Volpe 7865
101008538910	8656		OAK ST	V6P 4B3	1	10/13/2016 10:50:00 AM	10/14/2016 11:37:21 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 : 2016-10-14 11:37:20.823 Assigned Analiza Abello-Lee 7763
101008541009	1946		W KING EDWARD AV	V6J 2W6	1	10/13/2016 2:32:00 PM	10/14/2016 11:43:44 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 : 2016-10-14 11:43:43.55 Assigned Jennifer Holloway 8401

101008544778	849		KEEFER ST	V6A 1Y8	1	10/14/2016 11:34:00 AM	10/19/2016 10:22:17 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 10:22:17.233 Assigned Darren Mitchell 6432</p>
101008552530	225		E 58TH AV	V5X 1V8	1	10/16/2016 11:59:00 AM	10/17/2016 9:12:03 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-17 09:10:34.56 Request Cancelled by Customer</p> <p>s.22(1)</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-17 09:12:03.41 Back to previous status Closing case after 'Add Event'</p>
101008554302	774		W 13TH AV	V5Z 4E4	1	10/17/2016 8:34:00 AM	10/19/2016 2:58:38 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 14:58:38.2 Assigned Pattie Hayes 7870</p>
101008554729	5751		YEW ST	V6M 3Y5	1	10/17/2016 9:19:00 AM	10/19/2016 3:03:58 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 15:03:58.13 Assigned John Tong7868</p>

101008554812	2366		YORK AV	V6K 1C7	1	10/17/2016 9:26:00 AM	10/19/2016 3:06:55 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 15:06:54.657 Assigned Nick Lui 6923</p>
101008556403	2420		GUELPH ST	V5T 3P3	1	10/17/2016 11:52:00 AM	10/20/2016 9:06:03 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 15:37:13.457 Assigned Alvin Martin 7511</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 09:06:03.47 Back to previous status Closing case after 'Add Event'</p>
101008559464	1661		E 35TH AV	V5P 1B2	1	10/17/2016 5:19:00 PM	10/20/2016 10:30:48 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 10:30:48.12 Assigned Darren Mueske 7586</p>
101008560592	8635		SHAUGHNESSY ST	V6P 3Y3	1	10/18/2016 8:43:00 AM	10/20/2016 11:28:08 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 11:28:07.953 Assigned Analiza Abello-Lee7763</p>

101008564523	1011		BEACH AV	V6E 1T8	1	10/18/2016 3:52:00 PM	10/20/2016 3:55:45 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 15:55:44.993 Assigned Mike Bidwell 7894</p>
101008566504	4679		W 13TH AV	V6R 2V6	1	10/19/2016 9:24:00 AM	10/20/2016 4:30:56 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 16:30:56.49 Assigned Analiza Abello-Lee 7763</p>
101008567369	725		E 52ND AV	V5X 1H1	1	10/19/2016 10:46:00 AM	10/21/2016 8:46:20 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 08:46:20.073 Assigned Andy Chinfen 6628</p>
101008570033	1238		BURRARD ST	V6Z 3E1	1	10/19/2016 3:43:00 PM	10/21/2016 9:09:43 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:09:43.35 Assigned Mike Bidwell 7894</p>
101008571094	1888		MAPLE ST	V6J 3S7	1	10/19/2016 8:15:00 PM	10/21/2016 9:30:51 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:30:51.457 Assigned David Lam 7587</p>

101008571696	5751		YEW ST	V6M 3Y5	1	10/20/2016 9:12:00 AM	10/26/2016 9:38:21 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:39:26.673 Assigned John Tong 7868</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-26 09:38:20.887 Back to previous status Closing case after 'Add Event'</p>
101008572480	159		E HASTINGS ST	V6A 1N6	1	10/20/2016 10:35:00 AM	10/21/2016 9:53:03 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:53:03.273 Assigned Bruce Peet 7585</p>
101008575769	2228		NAPIER ST	V5L 2P2	1	10/20/2016 4:56:00 PM	10/21/2016 11:56:40 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 11:56:40.25 Assigned Charlene Cranton 6922</p>
101008577883	165		W PENDER ST	V6B 1S4	1	10/21/2016 11:01:00 AM	10/21/2016 12:20:24 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 12:20:24.143 Assigned Bruce Peet 7585</p>
101008577932	555		E 5TH AV	V5T 1H8	1	10/21/2016 11:09:00 AM	10/21/2016 12:22:49 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 12:22:49.43 Assigned Alvin Martin 7511</p>

101008578369	1850		E 63RD AV	V5P 2M1	1	10/21/2016 11:53:00 AM	10/21/2016 12:55:48 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 12:55:48.28 Assigned Loris Volpe 7865</p>
101008579967	4543		W 1ST AV	V6R 1H7	1	10/21/2016 2:56:00 PM	10/21/2016 3:43:59 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 15:33:07.91 Assigned Analiza Abello-Lee 7763</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 15:43:59.18 Back to previous status Closing case after 'Add Event'</p>
101008579986	4534		W 1ST AV	V6R 1H8	1	10/21/2016 2:58:00 PM	10/21/2016 3:39:52 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 15:39:52.21 Assigned Mike Elliston 6968</p>
101008586747	1888		MAPLE ST	V6J 3S7	1	10/24/2016 9:35:00 AM	10/24/2016 4:47:51 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 : 2016-10-24 16:47:51.083 Assigned David Lam 7587</p>
101008587868	4048		W 15TH AV	V6R 3A3	1	10/24/2016 11:13:00 AM	10/25/2016 8:37:34 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 08:37:33.8 Assigned Analiza Abello-Lee</p>

101008591184	1466		E 59TH AV	V5P 2G7	1	10/24/2016 5:12:00 PM	10/25/2016 11:41:22 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 11:41:22.263 Assigned Loris Volpe 7865</p>
101008592481	4562		WALDEN ST	V5V 3S5	1	10/25/2016 9:40:00 AM	10/25/2016 12:04:26 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 12:04:26.187 Assigned Angelo Marrocco 7176</p>
101008593412	1778		E KENT AV SOUTH	V5P 2S7	1	10/25/2016 11:27:00 AM	10/25/2016 12:16:40 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 12:16:40.163 Assigned Loris Volpe 7865</p>
101008593961	3320		PARKER ST	V5K 2V9	1	10/25/2016 12:41:00 PM	10/25/2016 4:06:11 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 : 2016-10-25 16:06:11.337 Assigned Len Sugie 7584</p>
101008594534	1888		MAPLE ST	V6J 3S7	1	10/25/2016 1:41:00 PM	10/28/2016 8:11:22 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 16:12:42.63 Assigned David Lam 7587</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-28 20:11:21.76 Back to previous status Closing case after 'Add Event'</p>

101008595309	351		COLUMBIA ST	V6A 2R7	1	10/25/2016 3:08:00 PM	10/26/2016 8:39:40 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 : 2016-10-26 08:39:39.58 Assigned Bruce Peet 7585
101008599079	6171		FRASER ST	V5W 2Z9	1	10/26/2016 11:51:00 AM	10/26/2016 4:05:54 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 : 2016-10-26 16:05:53.91 Assigned Angelo Marrocco 7176
101008613081	2455		W 1ST AV	V6K 1G5	1	10/29/2016 11:24:00 AM	11/1/2016 12:05:50 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 : 2016-11-01 12:05:50.147 Assigned Nick Liu 6923
101008616067	35		W HASTINGS ST	V6B 1G4	1	10/30/2016 3:25:00 PM	11/1/2016 12:53:44 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 : 2016-11-01 12:53:43.833 Assigned Bruce Peet 7585
101008616453	7141		QUEBEC ST	V5X 3G8	1	10/30/2016 5:47:00 PM	11/1/2016 12:57:00 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 : 2016-11-01 12:56:59.7 Assigned Andy Chinfen 6628

101008617412	316		POWELL ST	V6A 1G4	1	10/31/2016 9:15:00 AM	10/31/2016 9:23:23 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-31 09:20:53.917 Case created in error by Contact Centre</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-31 09:23:22.773 Back to previous status Closing case after 'Add Event'</p>
101008618963	2508		W 14TH AV	V6K 2W7	1	10/31/2016 12:00:00 PM	11/1/2016 3:59:15 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 15:59:15.163 Assigned Nick Liu 6923</p>
101008621655	2734		GLEN DRIVE	V5T 4B6	1	10/31/2016 5:46:00 PM	11/1/2016 4:50:33 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 16:50:33.13 Assigned Alvin Martin 7511</p>
101008494427					1	10/3/2016 1:20:00 PM		Hot Topic Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</p>
101008504569					1	10/5/2016 11:22:00 AM		Hot Topic Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</p>
101008530285					1	10/11/2016 3:10:00 PM		Hot Topic Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</p>
101008550165					1	10/15/2016 12:06:00 PM		Hot Topic Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</p>
101008553162					1	10/16/2016 3:13:00 PM		Hot Topic Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</p>

101008515939					1	10/7/2016 11:19:00 AM	10/7/2016 11:30:25 AM	Intermediate	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-07 11:23:05.883 Service Provided circ M & Cllrs, Office of Housing Policy & Projects at eht@vancouver.ca</p> <p>Case Reopened: Agent Finished: Case Closed. Closed date : 2016-10-07 11:30:25.487 Service Provided circ M & Cllrs, Office of Housing Policy & Projects at eht@vancouver.ca</p>
101008530890					1	10/11/2016 4:23:00 PM	10/11/2016 4:24:32 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 16:24:31.913 Service Provided CircI to M/Cllr</p>
101008547779					1	10/14/2016 4:17:00 PM	10/14/2016 4:20:31 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 16:19:43.487 Service Provided CircI to M/Cllr</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 16:20:31.24 Back to previous status Closing case after 'Add Event'</p>
101008568759					1	10/19/2016 1:22:00 PM	10/19/2016 1:34:13 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-19 13:34:12.77 Directed to Another City Department Forwarded to Mayor and Council and Dan Garrison</p>

101008572118					1	10/20/2016 10:00:00 AM	10/20/2016 11:13:19 AM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 11:13:18.96 Alternate Service Provided Mayor and Council report.</p>
101008576292					1	10/20/2016 7:37:00 PM	10/21/2016 8:11:49 AM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 08:11:48.74 Directed to Another City Department Sent to Mayor and Council</p>
101008582761					1	10/22/2016 2:02:00 PM	10/22/2016 8:45:13 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-22 20:45:13.297 Directed to Another City Department Forwarded to Mayor and Council</p>
101008590707					1	10/24/2016 3:55:00 PM	10/24/2016 3:56:40 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-24 15:56:39.65 Service Provided circ M & Cllrs</p>
101008522602	1018		E 39TH AV	V5W 1L1	1	10/9/2016 10:34:00 AM	10/12/2016 10:48:23 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 10:07:53.833 Assigned Angelo Marrocco 7176</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-12 10:48:22.787 Back to previous status Closing case after 'Add Event'</p>

101008523719	3350		E 49TH AV	V5S 1L8	1	10/9/2016 4:58:00 PM	10/11/2016 10:13:24 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 : 2016-10-11 10:13:23.963 Assigned Loris Volpe 7865
101008527699	160		E HASTINGS ST	V6A 1N4	1	10/11/2016 10:41:00 AM	10/11/2016 12:30:34 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 : 2016-10-11 12:30:33.54 Assigned Bruce Peet 7585
101008563131	1335		HOWE ST	V6Z 1R7	1	10/18/2016 1:13:00 PM	10/20/2016 12:56:01 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 : 2016-10-20 12:56:00.563 Assigned Mike Bidwell 7894
101008584884	101		E HASTINGS ST	V6A 1N5	1	10/23/2016 1:44:00 PM	10/24/2016 12:42:05 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 : 2016-10-24 12:42:04.597 Assigned Bruce Peet 7585
101008611737	1216		E 7TH AV	V5T 1R2	1	10/28/2016 4:58:00 PM	10/31/2016 10:12:59 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 : 2016-10-31 10:12:58.627 Request Cancelled by Customer s.22(1)
101008616276	324		POWELL ST	V6A 1G4	1	10/30/2016 4:30:00 PM	11/1/2016 12:23:44 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 : 2016-11-01 12:23:44.407 Assigned Darren Mitchell 6432

101008617483	316		POWELL ST	V6A 1G4	1	10/31/2016 9:21:00 AM	11/1/2016 12:26:04 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 12:26:04.33 Assigned Darren Mitchell 6432</p>
101008524169	855		JERVIS ST	V6E 2B2	1	10/10/2016 7:46:00 AM	10/11/2016 5:00:00 PM	Fire Prevention	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 16:59:59.543 Assigned Office Lt. Phoned and spoke to complainant.</p>
101008599645	453		W 12TH AV	V5Y 1V4	1	10/26/2016 12:51:00 PM	10/26/2016 1:27:28 PM	Fire Prevention	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-26 13:27:28.387 Assigned Assigned to FPI Pickett</p>
101008532880	4906		MAIN ST	V5W 2R3	1	10/12/2016 10:05:00 AM		Eng_Sanitation - Garbage Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Garbage Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1027611 created / updated at Wednesday, October 12, 2016 10:08:33 AM Hansen an action has been scheduled: On 12/10/2016 12:54:17 PM an action has been scheduled for 12/10/2016 12:54:00 PM. Hansen Service Request has been reviewed: Case reviewed on 12/10/2016 1:49:35 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 12/10/2016 1:56:03 PM.</p>
101008538365	729		GORE AV	V6A 2Z9	1	10/13/2016 9:52:00 AM	11/4/2016 10:07:47 AM	Firehall Reinspection 01	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Firehall Reinspection 01 Title updated to: Fire Reinspection Request for Firehall - 01 - B</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-04 10:07:47.46 Assigned</p>

101008542200	2675		YUKON ST	V5Y 3P9	1	10/13/2016 5:24:00 PM	10/14/2016 10:52:27 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 10:52:27.043 Assigned Alvin Leung 6009</p>
101008570405	453		W 12TH AV	V5Y 1V4	1	10/19/2016 4:30:00 PM	10/20/2016 10:50:51 AM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 10:50:51.14 Assigned Alvin Leung 6009</p>
101008556530	4906		MAIN ST	V5W 2R3	1	10/17/2016 12:08:00 PM		Eng_Solid Waste Management	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Solid Waste Management</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1029797 created / updated at Monday, October 17, 2016 12:10:01 PM Hansen Service Request has been reviewed: Case reviewed on 17/10/2016 2:33:05 PM.</p>
101008559492	2111		ALBERTA ST	V5Y 3K4	1	10/17/2016 5:27:00 PM	10/20/2016 10:36:58 AM	Eng_Sanitation - Garbage Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Garbage Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1030040 created / updated at Monday, October 17, 2016 5:28:06 PM Hansen an action has been scheduled: On 18/10/2016 6:53:05 AM an action has been scheduled for 18/10/2016 6:53:00 AM. Hansen Service Request has been reviewed: Case reviewed on 18/10/2016 7:42:07 AM. Hansen Change in Comments: Comments: SR fwd to cart warehouse. Added on 18/10/2016 7:44:04 AM. Service Provided: 10 - Service Provided. done per CW. Resolved on 19/10/2016 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2016-10-20 10:36:57.52 Service Provided 10 - Service Provided. done per CW. Resolved on 19/10/2016 12:00:00 AM.</p>

101008572443	1920		YEW ST	V6K 3G4	1	10/20/2016 10:32:00 AM	11/1/2016 11:25:13 AM	Eng_Sanitation - Garbage Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Garbage Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1031237 created / updated at Thursday, October 20, 2016 10:35:40 AM Hansen an action has been scheduled: On 20/10/2016 12:37:50 PM an action has been scheduled for 20/10/2016 12:37:00 PM. Hansen Service Request has been reviewed: Case reviewed on 20/10/2016 1:18:09 PM. Hansen Change in Comments: Comments: SR fwd to cart warehouse. Added on 20/10/2016 1:19:54 PM. Agent Updated Case Details: Description updated to: .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1031237 created / updated at Thursday, October 27, 2016 7:40:56 AM Service Provided: 10 - Service Provided. done per CW. Resolved on 28/10/2016 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2016-11-01 11:25:13.273 Service Provided 10 - Service Provided. done per CW. Resolved on 28/10/2016 12:00:00 AM.</p>
101008572430	1753		W 11TH AV	V6J 2C1	1	10/20/2016 10:31:00 AM	10/20/2016 10:49:37 AM	Fire Prevention	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 10:49:36.997 Assigned Andrea Belczyk</p>
101008616566	229		LAKEWOOD DRIVE	V5L 4L4	1	10/30/2016 6:40:00 PM	11/1/2016 4:28:09 PM	Fire Prevention	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 16:28:08.833 Assigned Ed Pickett</p>

101008589826	1504		W 14TH AV	V6J 2H9	1	10/24/2016 2:18:00 PM	10/26/2016 3:00:54 PM	Eng_Sanitation - Food Scraps Pilot	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Food Scraps Pilot</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1032803 created / updated at Monday, October 24, 2016 2:23:59 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1032803 created / updated at Monday, October 24, 2016 2:26:04 PM Agent Updated Case Details: Description updated to: .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1032803 created / updated at Monday, October 24, 2016 2:27:54 PM Hansen an action has been scheduled: On 26/10/2016 7:53:19 AM an action has been scheduled for 26/10/2016 7:53:00 AM. Hansen Service Request has been reviewed: Case reviewed on 26/10/2016 7:54:01 AM. Hansen Change in Comments: Comments: SR fwd to MURB. Added on 26/10/2016 7:56:17 AM. Service Provided: 10 - Service Provided. the issue has been addressed by Sandra of MURB. Resolved on 26/10/2016 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2016-10-26 15:00:54.203 Service Provided 10 - Service Provided. the issue has been addressed by Sandra of MURB. Resolved on 26/10/2016 12:00:00 AM.</p>
101008610990	774		W 13TH AV	V5Z 4E4	1	10/28/2016 3:12:00 PM	11/7/2016 1:04:01 PM	IDI s.22(1)	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: IDI s.22(1)</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-31 11:54:21.407 Assigned Assigned to s.22(1)</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-07 13:04:00.95 Back to previous status Closing case after 'Add Event'</p>
101008613606	809		W 23RD AV	V5Z 2B1	1	10/29/2016 1:46:00 PM	11/1/2016 12:12:37 PM	CSG - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 12:12:36.527 Assigned Pattie Hayes 7870</p>

101008621020	2455		W 1ST AV	V6K 1G5	1	10/31/2016 4:00:00 PM	11/1/2016 1:02:12 PM	IDI	s.22(1)	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: IDI</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-11-01 13:02:12.493</p> <p>Assigned</p> <p>Assigned to s.22(1)</p>
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