

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Sadhu Johnston" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

Date: 6/2/2017 8:07:53 AM

Subject: Memo to Council - Balmoral Hotel

Attachments: Memo to Council - Balmoral Hotel.docx

Sadhu,

If you have a chance to review the attached, your guidance would be appreciated.

Thanks,
Paul

Memo

To: Mayor and Council

I am writing to provide an update on the City's action to address safety issues and unacceptable living conditions for tenants in the Balmoral Hotel. In summary, recent assessments of the building by City staff and independent professionals have identified serious and immediate risks to occupants, including structural deficiencies and inadequate fire protection. Based on those assessments and the recommendations of the independent structural engineering consultant retained by the City, the Chief Building Official (CBO) has declared the building unsafe for occupancy. An order will be issued to the owner today requiring the evacuation of the building by June 12, 2017 and requiring immediate action to install shoring within the building and stabilize the structure to allow for further detailed assessment. A copy of the CBO's order is attached for your information.

Additional detail regarding the history of this building, the authority under which the CBO has ordered the cessation of occupancy and the steps that the City is taking to support tenants is provided below.

Background

The Balmoral Hotel at 159 Hastings Street is a Single Room Accommodation hotel ("SRA") owned by Balmoral Hotel Ltd. (the "Balmoral"). Balmoral Hotel Ltd. is controlled by members of the Sahota family. The Balmoral serves a hard to house clientele and the building has been a significant problem for both the VPD and the City for a considerable period of time.

On October 19, 2016 a lawsuit was filed by Jason Gratl on behalf of Harold Jay Slaunwhite in which he is seeking to have a class action certified on behalf of the tenants of the Balmoral. The lawsuit seeks damages against the owners of the Balmoral and an order compelling the City to enforce the *Standards of Maintenance Bylaw*. The lawsuit is similar to one commenced by Mr. Gratl relating to the Regent Hotel but the Balmoral lawsuit has not progressed since the initial filing.

The City's enforcement of the *Standards of Maintenance Bylaw* is done by the City's Property Use Inspectors (PUIs) who conduct comprehensive annual inspections of SRAs, to determine ongoing compliance with the *Standards of Maintenance By-law*. Annual inspections of SRAs have been conducted since 2013. Prior to that, inspections of larger SRAs were conducted at the discretion of the PUI, though mostly on a semi-annual inspection cycle.

In addition, PUIs will address complaints from tenants as received, related to room issues such as pest control, non-functioning door locks, etc. If these complaints are addressed, they do not result in the issuance of letters or orders.

Inspections of the Balmoral Hotel over the last 30 years have consistently revealed *Standards of Maintenance Bylaw* issues. Many of the specific violations noted by the PUI have been resolved once they have been brought to the attention of the owners of the Balmoral. Certain violations that have not been resolved in a timely manner have been referred to prosecution and the City prosecutor is currently reviewing a number of proposed charges related to the Balmoral.

Since 2014, inspectors have identified and ordered remediation of over 740 violations of the Standards of Maintenance By-law. The City has also issued multiple orders relating to the building structure, as set out below.

As part of renewed enforcement efforts by City staff the owners of the Balmoral agreed to engage an engineering firm to oversee renovation work at the Balmoral. Spratt Emanuel were retained to carry out this work and they have been providing periodic reports to the building owners who have in turn shared those reports with City staff.

In June 2016 a structural issue was discovered in the basement, main floor and mezzanine of the Balmoral by Spratt Emanuel. The basement was declared unsafe to occupy and an order to vacate the basement was issued by the Chief Building Official. This structural issue was resolved but the basement of the Balmoral has not been re-occupied.

On May 26, 2017, the City received a concerning report from Spratt Emanuel which suggested that the building's overall structure may be compromised due to rot. In response to this report the City engaged an independent third party engineer and a code consultant. These independent experts provided reports which are attached to this memo.

In summary the reports state that there is a considerable life safety risk in continuing to occupy the Balmoral. The reports indicate that the Balmoral should be emptied until repairs can be undertaken to address these life safety issues.

CBO Authority

The Chief Building Official has the authority to order that the occupancy of a building in the City of Vancouver cease if he believes there to be an "unsafe condition":

Section 1.5.4.2 of the *Vancouver Building Bylaw*

Scope of Orders

- 1) The Chief Building Official may order:
 - g) the cessation of any occupancy if an unsafe condition exists

Unsafe Condition is defined as:

any condition that could cause undue hazard or risk to life, limb or health of any person authorized, expected, or anticipated to be on or about premises or a building or construction.

The Chief Building Official has determined that the structural and fire concerns at the Balmoral constitute an unsafe condition and he has issued an order pursuant to the *Vancouver Building Bylaw* directing that occupancy of the Balmoral cease as of June 12 and that the repairs be undertaken to ensure that the building does not collapse. Should individual tenants refuse to vacate the building, City would be forced to apply to court to enforce the evacuation order.

Implications for Tenants of the Balmoral

City staff understand that the Balmoral tenants are a vulnerable population with significant housing challenges; the evacuation of the building represents a measure of last resort that is being undertaken only on the basis of the imminent risk to those tenants' safety. The owners of the Balmoral have a responsibility to the tenants to provide them with accommodation pursuant to their tenancy agreements. Under the circumstances of the present emergency order to evacuate the building, that responsibility extends through to the end of July 2017. The failure of the Balmoral owners to provide accommodation to the tenants would be a violation of the *Residential Tenancy Act* and would likely entitle the tenants to compensation.

Tenants will be encouraged to contact the owners of the Balmoral Hotel directly to discuss how this order will affect their tenancy and alternative accommodation. However, notwithstanding the owners' statutory obligations, City staff expect that the building owners and the tenants will have difficulty coping with this abrupt cessation of occupancy and the need to find alternative accommodation. Staff recognize the stress this situation will create for tenants currently living at the Balmoral Hotel and, working in partnership with BC Housing and Vancouver Coastal Health, we have developed an evacuation and relocation plan to support them.

The plan includes the following elements:

- Staff have identified more than 150 housing vacancies (within the non-market and private housing stock) and emergency shelter beds as options for immediate relocation.
- Staff teams will be present on-site at the Balmoral Hotel and at a newly established triage centre, beginning at 9am on Friday, June 2nd. Staff teams, including Carnegie Outreach, Building Inspectors, BC Housing, Vancouver Coastal Health, will provide tenants with information and direct them to housing and shelter options.

Staff will also assist with transportation of belongings and will provide health and social services as needed.

The staff teams will be supported by the Vancouver Police Department and the Vancouver Fire and Rescue Services, as required.

Management of this situation and the impact on vulnerable tenants will require a significant effort on the part of City staff and VPD members over the coming weeks. We will keep Council apprised of developments as they occur. As indicated above, the order to cease occupancy of the Balmoral is a measure that the CBO is taking only in the face of immediate and dire safety risks. We are reviewing all available avenues to ensure that this much-needed low-income housing stock is restored to a condition that is acceptable for occupancy.

If you have any questions at this time, please do not hesitate to contact me, Kaye Krishna or Kathleen Llewellyn-Thomas.

Paul Mochrie
Deputy City Manager

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>

To: "[Stueck, Wendy](mailto:WStueck@globeandmail.com)" <WStueck@globeandmail.com>

Date: 5/31/2017 3:46:36 PM

Subject: Re: Balmoral

Hi wendy

I am tied up, so will ask our media team to get back to you.

Best

Sadhu

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Stueck, Wendy
Sent: Wednesday, May 31, 2017 3:45 PM
To: Johnston, Sadhu
Cc: Media
Subject: Balmoral

Hello. My understanding is that the City has decided to close the Balmoral for safety reasons, on the advice of inspectors/engineers, and that this will happen as early as Friday.
Can you confirm that – and also the timeline and tell me what, if anything, the city will be doing to help displaced tenants? If I have been misinformed, I am sure you'll let me know.

Thank you.

- Wendy Stueck



Wendy Stueck | National Correspondent | Editorial
p: 604.631.6618 | c: 604.340.2895 | e: wstueck@globeandmail.com
[@wendy_stueck](https://twitter.com/wendy_stueck)

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>

To: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

"Krishna, Kaye" <Kaye.Krishna@vancouver.ca>

"Mochrie, Paul" <Paul.Mochrie@vancouver.ca>

"Llewellyn-Thomas, Kathleen" <Kathleen.Llewellyn-Thomas@vancouver.ca>

Date: 5/26/2017 8:40:19 PM

Subject: RE: Balmoral and Regent Structural Update

Agreed s.13(1)
Thx
Gail

From: Johnston, Sadhu
Sent: Friday, May 26, 2017 8:11 PM
To: Krishna, Kaye; Mochrie, Paul; Llewellyn-Thomas, Kathleen; Pickard, Gail
Cc: Schwebs, Saul; Ryan, Pat (CBO)
Subject: Re: Balmoral and Regent Structural Update

Thanks kaye

s.13(1)

Thanks
S

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston

From: Krishna, Kaye
Sent: Friday, May 26, 2017 7:34 PM
To: Johnston, Sadhu; Mochrie, Paul; Llewellyn-Thomas, Kathleen
Cc: Schwebs, Saul; Ryan, Pat (CBO)
Subject: FW: Balmoral and Regent Structural Update

All,

Below is the update from the professional engineers as well as a brief update from our building inspections lead, Saul Schwebs. Here's a quick status/list of the actions we discussed:

- **Alternative bathing options** - we understand that there are showers in most bathrooms of the Balmoral so turning off the bathtubs may not have a significant impact, however, our building inspector/plumbers will confirm once they go through the building. Kathleen's team is also working on immediate (tonight) and medium term (over the weekend and through the week) bathing options for people in nearby community spaces.
- **Tenant letter** - Saul drafted tenant-targeted content about the situation, Kathleen's team will add content about alternative bathing options. KLT working on details of how to print and distribute under doors.
- **Advocates** - Kathleen's team is reaching out to advocates to provide an update on the situation and request help with tenant communications and support.
- **Sahoda's communications** - the private professional engineering firm informed the Sahoda's of the situation and let them know of our actions.
- **Mayor and Council communication** - Sadhu sent an email, Councillor Reimer followed-up with question about connecting with the SRO collaborative, seemed happy that we're connecting with Wendy.
- **General communications:** Sadhu connected with Comms, Gayle and I spoke and she's putting together key messages/points in case we get media calls.

Let me know if I missed anything or if you have questions or would like to further discuss at this point.

Thanks,
Kaye

From: Schwebs, Saul

Sent: Friday, May 26, 2017 5:41 PM

To: Mochrie, Paul; Krishna, Kaye; Llewellyn-Thomas, Kathleen; Holm, Kathryn; Ryan, Pat (CBO); Urekar, Lynn

Cc: Renning, Rob; Jasper, Kirsten; Collister, Mike; Anderson, Kelly; Dixon, Iain; Stevens, Daniel; Postma, Tobin; Innes, Becky; Hamilton, Tom; Peet, Bruce

Subject: FW: Balmoral and Regent Structural Update

Latest structural report is below. The steel frame appears to be in good condition, however the wood components are in varying states of distress. The greatest area of concern at this point is the additional loading that would be created if the bathtubs are filled.

We are sending two plumbers from Facilities and a District Building Inspector tonight to remove the taps to ensure the tubs cannot be filled.

On Monday Kelly Anderson and I are meeting on site with the two engineers involved and the contractor to determine next steps.

The issue may come down to access to bathrooms, which would result in the closure of rooms.

Saul Schwebs

Assistant Director - Building & Trades Inspections

Development, Building and Licensing

City of Vancouver

604.873.7040

From: Mark William Emanuel <MEmanuel@sprattemanuel.com>

Date: May 26, 2017 at 4:20:29 PM PDT

To: "Schwebs, Saul (Saul.Schwebs@vancouver.ca)" <Saul.Schwebs@vancouver.ca>

Cc: "Collister, Mike" <mike.collister@vancouver.ca>

Subject: FW: Balmoral and Regent Structural Update

Saul:

For your review. Please call or email if you have any question.

Yours truly,

Mark W. Emanuel, P.Eng.

Principal

From: Andrew B. McLellan [<mailto:amclellan@ssei.ca>]

Sent: May-26-17 4:17 PM

To: Mark William Emanuel

Subject:

Hi Mark,

Further to our phone calls with yourself and the contractor, please find attached our comments regarding the Regent and Balmoral Hotels.

[Regent Hotel:](#)

We are satisfied that there is no evidence of an imminent structural safety concern at the Regent hotel. Although

the beams and parts of the flooring at the washroom stacks are rotted and require significant repair, the heavy timber partition walls have enough capacity and redundancy to temporarily support the loads. Based on our submitted loading, shoring has been added by Peri Pole at the ground floor and basement levels.

We have not yet reviewed the private stacks at the Regent. However, these stacks get far less use and likely less abuse. In short, we have not looked for or discovered any issues in these areas that would indicate an imminent risk of collapse. We are scheduled to do more review in these areas on Friday (June 2, 2017).

Balmoral Hotel:

We have not had the same level of due diligence at the Balmoral as the Regent hotel. Investigation and review are still underway. We have done initial reviews of the framing in three bathrooms (per May 16, 2017, field memo by SSEI).

The Balmoral has a main steel structure consisting of steel beams and columns with originally solidly built-up 2x4s infill wood framing. Even though the steel structure does have corrosion, there are no signs of distress in the frame. Based on the evidence we have to date, we would not classify the main steel structure as an imminent risk of collapse. We do want to investigate further to determine the extent of corrosion.

Much of the wood framing above the reviewed washrooms was replaced with non-conforming framing and there is severe water damage/rot, we have asked the contractor to add shoring to the areas identified in the May 16, 2017, field memo. We do not know if the framing below the shoring is in adequate condition. Regardless, the shoring will still provide more redundancy. It is reasonable to believe a similar condition exists throughout the building. If a heavy load is added to the bathroom floor such as a full bathtub, there could be the potential for a localized collapse. There could also be areas that are weak enough without additional load for a local collapse to occur but this is very difficult to predict and less likely. Given the length of time the building has been in the current condition, the probability of a collapse within the next month is minimal. If a localized collapse were to occur, the consequences could be severe. If we quickly shore up and close down all the bathrooms, the building will not be usable for the residents. It is possible to shore the bathrooms in a manner that they could still be usable. This can be done by adding new beams in the ceilings and attaching them to the main steel structure. It would take a significant amount of time to install shoring of this type.

At the areas explored so far, we have required shoring, to prevent collapse. There is enough evidence to suggest there is a reasonable probability of discovering further areas of risk. Since we can not state that the public bathrooms are structurally safe for use and quick shoring might make the bathrooms unusable, we would have to conclude, for the time being, that the public bathrooms are unsafe for public use if the bathtubs are filled with water. Do not add any heavy loads to the bathroom floors.

Shoring the bathroom floors to the main steel frame would remove the identified imminent risk issues. It is possible to make the bathrooms safe for use but this will take time and will slow down the progress elsewhere in the Balmoral.

kindest regards

andrew mcLellan, principal
m.a.sc., p.eng., struct. eng., m.i.struct e., leed registered

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From: ["Ryan, Pat \ \(CBO\\)" <patrick.ryan@vancouver.ca>](mailto:patrick.ryan@vancouver.ca)

To: ["Schwebs, Saul" <Saul.Schwebs@vancouver.ca>](mailto:Saul.Schwebs@vancouver.ca)

["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

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["Collister, Mike" <mike.collister@vancouver.ca>](mailto:mike.collister@vancouver.ca)

["Anderson, Kelly" <Kelly.Anderson@vancouver.ca>](mailto:Kelly.Anderson@vancouver.ca)

["Dixon, Iain" <iain.dixon@vancouver.ca>](mailto:iain.dixon@vancouver.ca)

["Stevens, Daniel" <Daniel.Stevens@vancouver.ca>](mailto:Daniel.Stevens@vancouver.ca)

["Postma, Tobin" <Tobin.Postma@vancouver.ca>](mailto:Tobin.Postma@vancouver.ca)

["Innes, Becky" <becky.innes@vancouver.ca>](mailto:becky.innes@vancouver.ca)

["Hamilton, Tom" <tom.hamilton@vancouver.ca>](mailto:tom.hamilton@vancouver.ca)

["Peet, Bruce" <bruce.peet@vancouver.ca>](mailto:bruce.peet@vancouver.ca)

Date: 5/29/2017 6:14:37 PM

Subject: Re: Balmoral update. CBO opinion.

Please note Kelly Anderson, P.Eng, deputy CBO, has a structural engineering background while Saul Schwebs, Assistant Director, Inspections is an experienced building inspector with US architecture training and US and local design experience. This is why they were both present today to provide a more urgent independent assessment.

We have become increasingly concerned about the state of the building with increasing amounts of evidence - documentation of envelope failures, compromised fire separation, sub standard exiting, plumbing failures, compromised structural integrity, mold, poor livability and very poor building operation and maintenance.

The owners have long history of poor maintenance and are struggling to do the work in a timely manner. While work is progressing it is slow and insufficient given the massive scope and cost of the work and associated risks.

We have currently gone to the effort of closing off all of the taps for the bathtubs (except personal tubs in rooms) because of the risk of localized collapse. We also had the previous near miss in the basement where we were lucky no collapse occurred.

Tenant behavior is also problematic further compromising the safety of the building.

While emptying is going to be difficult, our professional opinions are it is the appropriate decision to make but can be done over a week or two to ensure residents are accommodated.

As the building is emptied, it allows proper stabilization and repairs to be done (if the Sahotas choose to do it).

The Regent is a little different as it has an over built structure allowing more room for localized rot and structural failure. For example, existing 2 by 8 walls take up load from failed beams. The balmoral

does not have that degree of redundancy.

Pat

Patrick Ryan, M.Sc. , P.Eng
Chief Building Official
City of Vancouver
Sent via BlackBerry.

Our Purpose is to regulate, administer and enforce quality buildings that ensure the public's health, safety, accessibility and environmental needs are consistently met

From: Schwebs, Saul
Sent: Monday, May 29, 2017 5:48 PM
To: Johnston, Sadhu; Mochrie, Paul; Krishna, Kaye; Llewellyn-Thomas, Kathleen; Holm, Kathryn; Ryan, Pat (CBO); Urekar, Lynn; Renning, Rob; Cheung, Rick; Bryant, Raymond; Jasper, Kirsten; Collister, Mike; Anderson, Kelly; Dixon, Iain; Stevens, Daniel; Postma, Tobin; Innes, Becky; Hamilton, Tom; Peet, Bruce
Subject: Balmoral update

Kelly Anderson and I met the owners, as well as Andrew McClellan, the structural engineer conducting the review of the building, and Mark Emmanuel, the engineer managing the project for the owners. We attended the site to review the condition of the building's structure at the bathrooms at the north end of the building. After observing conditions in these areas, we were sufficiently concerned to conduct a review of several other areas. Based on the conditions we observed today, we recommend evacuating the building to prudently assess and repair the damage and to mitigate the ongoing risk to occupants.

As Andrew noted in his report received last week, the floor structure, where exposed for viewing from below, is significantly compromised due to long term water damage. Only a small sample of bathroom ceilings have been exposed for review, but each one revealed significant decay, ongoing water moving through the structure and a severely compromised structural system. We expect similar conditions exist in all the other bathrooms. Also, because each room has its own sink and the building is heated by radiators, we observed water damage in many areas away from the bathrooms as well, as evidenced by significant mold throughout the building and water observed running from a broken sink drain directly into a wall. Andrew agrees that there is a high probability of a structural collapse of some magnitude, at some point.

Mark and Andrew are of the opinion that the bathroom structures can be repaired on a floor by floor basis with the building occupied. This would require pulling down the ceiling in each bathroom to identify the solid structure that could be used to support the floor above and installing shoring beams and jacks in each bathroom space to hold up the ceiling. However, the existing structure is illogical and inconsistent, has been modified piece-meal over time and is not yet entirely understood by Andrew. This means that the structure of each individual bathroom will have to be revealed and analyzed before shoring. Moreover, given the evidence of water damage elsewhere, the same process of exposing the structure and shoring may be required throughout the building. If done on a floor by floor basis, this work would be far more expensive, take longer and be extremely disruptive to occupants.

Other issues include non-compliant exit stairs, lack of fire separations throughout and disturbing electrical work. What's more building management is failing to comply with a fire watch order put in place due to a malfunctioning fire alarm system. These conditions exacerbate what we consider to be an unsafe situation.

Regards,

Saul Schwebs
Assistant Director - Building & Trades Inspections

Development, Building and Licensing
City of Vancouver

604.873.7040

Our Purpose is to regulate, administer and enforce quality building to ensure the public's health, safety, accessibility and environmental needs are consistently met.



Please consider the environment before you print.

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Quinlan, Kevin" <Kevin.Quinlan@vancouver.ca>](mailto:Kevin.Quinlan@vancouver.ca)

Date: 6/2/2017 2:02:17 PM

Subject: Re: Balmoral update

Got it. We'll get to work on that.

Paul

> On Jun 2, 2017, at 1:56 PM, Quinlan, Kevin <Kevin.Quinlan@vancouver.ca> wrote:

>

> Thanks Paul.

>

> Based on things so far I think another IB towards the end of the day providing an update clarifying any misinformation would be useful. Letting people know Carnegie outreach did 2 visits today door to door, etc

>

> -----Original Message-----

> From: Mochrie, Paul

> Sent: Friday, June 02, 2017 12:19 PM

> To: Quinlan, Kevin

> Cc: Krishna, Kaye; Llewellyn-Thomas, Kathleen; Johnston, Sadhu

> Subject: Re: Balmoral update

>

> Hi Kevin,

>

> Our team is convening shortly to debrief the morning and review plans for the coming days. Kathleen has details re housing and we will get that to you.

>

> Paul

>

>> On Jun 2, 2017, at 12:16 PM, Quinlan, Kevin <Kevin.Quinlan@vancouver.ca> wrote:

>>

>> Hi all, could I get an update on where things are at on housing options for tenants and discussions with bc housing? Thanks

>>

>> Sent from my iPhone

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>

To: "[Quinlan, Kevin](mailto:Kevin.Quinlan@vancouver.ca)" <Kevin.Quinlan@vancouver.ca>

"[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <Paul.Mochrie@vancouver.ca>

"[Robertson, G](mailto:G.Robertson@vancouver.ca)" <G.Robertson@vancouver.ca>

Date: 5/31/2017 9:58:56 PM

Subject: Re: Confidential Balmoral SRO Update

Checking

Sadhu Afochs Johnston | City Manager
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604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Quinlan, Kevin

Sent: Thursday, June 1, 2017 12:49 AM

To: Johnston, Sadhu; Mochrie, Paul; Robertson, G

Subject: Re: Confidential Balmoral SRO Update

s.13(1), s.14

Sent from my iPhone

On May 31, 2017, at 9:27 PM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

CONFIDENTIAL

Greetings Mayor and Council,

I am writing to provide an update on our ongoing assessment of the Balmoral Hotel in regards to structural integrity and other safety concerns. As we communicated on Friday, a consulting engineer engaged by the building owner identified significant water damage that has compromised wooden structural elements around the bathrooms on each floor. On Friday evening, City staff disabled the water supply to all of the bathtubs to mitigate the risk that the weight of a full bathtub might result in a localized floor collapse.

As indicated in the Information Bulletin issued yesterday, we have taken the step of engaging a different structural engineering consultant as well as specialist building code consultants to provide an independent assessment of the building to the City. The initial feedback received from those reviews confirms that there are serious structural deficiencies that require action. We are continuing to review those reports and evaluate the implications for the building and its occupants. However, from all the information we have available at this time, it does not appear feasible to address the immediate risk and remedy the structural issues while the building is occupied.

Apart from the structural deficiencies, VFRS has identified a number of life safety risks associated with inadequate fire protection in the building. The owner has been ordered to establish and maintain a fire watch and VFRS is closely monitoring compliance with that order. Given the level of risk, we are also making contingency arrangements for a fire watch using contracted security personnel and will implement those arrangements if the owner does not maintain compliance.

Should it become necessary for the Chief Building Official to order the closure of the building on the basis of serious and imminent safety risks, the owner would be obligated by the Residential Tenancy Act to provide tenants with notice or alternate accommodation for 30 days beyond the end of the current month of tenancy. The owner would also be responsible to have the building vacated. Even though an order has not been issued at this point, staff have met with the owner and outlined the above requirements. While the owner has acknowledged their legal obligations, there is significant uncertainty regarding their practical capacity to fulfill those requirements.

With respect to communication with tenants, we provided a notice on Friday evening explaining the basis for the City's action in disabling the bathtubs in the building. We also issued a follow up communication on Tuesday evening confirming that the City had commissioned independent professional assessments of the building and any risks to tenants.

We are in contact with BC Housing and Vancouver Coastal Health and, if it becomes necessary, will be working closely with those partners to support any tenant relocation efforts.

This issue continues to evolve at a rapid pace as we obtain and respond to new information. We will keep you apprised of further developments as they occur.

Best

Sadhu

Sadhu Afochs Johnston | City Manager
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Twitter: sadhuajohnston

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>
To: "[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <Paul.Mochrie@vancouver.ca>
Date: 5/31/2017 10:15:08 PM
Subject: Re: Confidential Balmoral SRO Update

Thnx

Sadhu Aufochs Johnston | City Manager
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Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Mochrie, Paul
Sent: Thursday, June 1, 2017 1:12 AM
To: Johnston, Sadhu
Subject: Re: Confidential Balmoral SRO Update

s.13(1)

Paul

On May 31, 2017, at 9:58 PM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

s.13(1), s.14

Sadhu Aufochs Johnston | City Manager
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From: Quinlan, Kevin <Kevin.Quinlan@vancouver.ca>
Sent: Thursday, June 1, 2017 12:49 AM
To: Johnston, Sadhu; Mochrie, Paul; Robertson, G
Subject: Re: Confidential Balmoral SRO Update

s.13(1), s.14

Sent from my iPhone

On May 31, 2017, at 9:27 PM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

CONFIDENTIAL

Greetings Mayor and Council,

I am writing to provide an update on our ongoing assessment of the Balmoral Hotel in regards to structural integrity and other safety concerns. As we communicated on Friday, a consulting engineer engaged by the building owner identified significant water damage that has compromised wooden structural elements around the bathrooms on each floor. On Friday evening, City staff disabled the water supply to all of the bathtubs to mitigate the risk that the weight of a full bathtub might result in a localized floor collapse.

As indicated in the Information Bulletin issued yesterday, we have taken the step of engaging a different structural engineering consultant as well as specialist building code consultants to provide an independent assessment of the building to the City. The initial feedback received from those reviews confirms that there are serious structural deficiencies that require action. We are continuing to review those reports and evaluate the implications for the building and its occupants. However, from all the information we have available at this time, it does not appear feasible to address the immediate risk and remedy the structural issues while the building is occupied.

Apart from the structural deficiencies, VFRS has identified a number of life safety risks associated with inadequate fire protection in the building. The owner has been ordered to establish and maintain a fire watch and VFRS is closely monitoring compliance with that order. Given the level of risk, we are also making contingency arrangements for a fire watch using contracted security personnel and will implement those arrangements if the owner does not maintain compliance.

Should it become necessary for the Chief Building Official to order the closure of the building on the basis of serious and imminent safety risks, the owner would be obligated by the Residential Tenancy Act to provide tenants with notice or alternate accommodation for 30 days beyond the end of the current month of tenancy. The owner would also be responsible to have the building vacated. Even though an order has not been issued at this point, staff have met with the owner and outlined the above requirements. While the owner has acknowledged their legal obligations, there is significant uncertainty regarding their practical capacity to fulfill those requirements.

With respect to communication with tenants, we provided a notice on Friday evening explaining the basis for the City's action in disabling the bathtubs in the building. We also issued a follow up communication on Tuesday evening confirming that the City had commissioned independent professional assessments of the building and any risks to tenants.

We are in contact with BC Housing and Vancouver Coastal Health and, if it becomes necessary, will be working closely with those partners to support any tenant relocation efforts.

This issue continues to evolve at a rapid pace as we obtain and respond to new

information. We will keep you apprised of further developments as they occur.

Best

Sadhu

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston

From: "Hudson, Jerry" <Jerry.Hudson@vancouver.ca>

To: "Krishna, Kaye" <Kaye.Krishna@vancouver.ca>

Date: 5/26/2017 10:09:08 PM

Subject: Re: CS Operations Plan to Support Tenants Tenants @ Balmoral Hotel 159 E. Hastings Street- Firday May 26th

Thanks for the update everyone if you need anything further please let me know. Staff at the ESC is aware of the problem and is ready to assist in anyway.

Jerry

Sent from my iPhone

On May 26, 2017, at 7:42 PM, Krishna, Kaye <Kaye.Krishna@vancouver.ca> wrote:

Thanks Kathleen.

And many thanks to Saul and Pat for raising this and helping to deal with it expeditiously.

From: Llewellyn-Thomas, Kathleen

Sent: Friday, May 26, 2017 7:34 PM

To: Krishna, Kaye

Cc: Johnston, Sadhu; Mochrie, Paul; Sturge, Jodi; Hudson, Jerry; Jung, Andrea; Czyz, Monika; Bond, Abigail

Subject: CS Operations Plan to Support Tenants Tenants @ Balmoral Hotel 159 E. Hastings Street- Firday May 26th

Update @ 7:30pm Friday May 26th

Operational Plan for Tenants Support:

1. Support Tenants on Friday night by communicating that alternate personal hygiene facilities are available at Evelyne Saller, 320 Alexander until 10pm tonight and open again at 10am tomorrow morning;
2. Advise Advocate – Wendy Pedersen that
 - a. Structural Engineers have been reviewing the building with the Chief Building Official
 - b. The Engineers have determined that the structural shell of the building is sound
 - c. The Engineers will be coming in on Monday to further identify internal beams and floors appear to have suffered water damage and may need spot repairs
 - d. In the meantime, to ensure the heavy weight of a full bathtub doesn't cause problems to the floors, City Staff will be coming in on Friday night to cap off all water supply to the bathtubs to prevent their use by tenants
 - e. Request Wendy's support and cooperation to develop the best communication and support plan for the tenants, she concurs with this approach and asks that we update her again before Saturday night before her Tenant Advocates meeting
3. Contact First United and Women's Shelter for additional locations for shower facilities and evaluate whether use of Evelyne Saller Van is needed to get tenants to shower facilities is needed;
4. Outreach Staff to deliver letters to tenants this evening advising of the City's plans – Bob Moss contacting Saul Schwebs directly to coordinate letter delivery and tenant notification

Thanks to Monika Czyz and Andrea Jung for coordinating all this and to Bob Moss and the Outreach Team for stepping up on short notice.

Kathleen Llewellyn-Thomas, P. Eng.

General Manager

Community Services

604.871.6858 (o)

604.353.1857 (c)

Preferred pronouns: she, her, hers, herself

From: "[Robertson, G](mailto:G.Robertson@vancouver.ca)" <G.Robertson@vancouver.ca>
To: "[Quinlan, Kevin](mailto:Kevin.Quinlan@vancouver.ca)" <Kevin.Quinlan@vancouver.ca>
Date: 6/1/2017 10:57:03 AM
Subject: Re: draft balmoral statement

Slight tweak to first sentence.

Thanks, G

"The living conditions in the Balmoral Hotel, a single-room occupancy hotel owned by the Sahota family, are disgusting - no resident of Vancouver should have to live in housing like that. The repeated building and safety violations are putting some of our most vulnerable residents at risk and are a massive strain on City resources.

"Since November, the City has referred more than 150 issues at the Balmoral to prosecution. However, we've seen in the past that these prosecutions don't always get landlords to change their behaviour. Our staff are looking at every possible legal tool we have available to force the Sahota family to improve the Balmoral and hold them accountable for ignoring City by-laws. We are also looking at what tools a new provincial government could provide us to ensure low-income housing is protected and negligent landlords are held responsible for letting their buildings fall into disrepair."

Gregor Robertson
MayorofVancouver.ca
604.873.7621
[@mayorgregor](https://twitter.com/mayorgregor)

On Jun 1, 2017, at 10:20 AM, Mochrie, Paul <Paul.Mochrie@vancouver.ca> wrote:

Looks good to me also. No suggestions.

Paul

On Jun 1, 2017, at 10:12 AM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

Looks good.
S

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Quinlan, Kevin
Sent: Thursday, June 1, 2017 12:36 PM
To: Robertson, G
Cc: Johnston, Sadhu; Mochrie, Paul; Krishna, Kaye; Robb, Katie
Subject: Fwd: draft balmoral statement

Here is a draft of the statement we'd like to put out this morning -

s.13(1)

s.13(1)

Kq

Sent from my iPhone

Begin forwarded message:

From: Kevin Quinlan s.22(1)
Date: June 1, 2017 at 9:15:38 AM PDT
To: kevin.quinlan <kevin.quinlan@vancouver.ca>
Subject: draft balmoral statement

"The living conditions in the Balmoral Hotel, a single-room occupancy hotel owned by the Sahota family, are disgusting and no resident of Vancouver should have to live in housing like that. The repeated building and safety violations are putting some of our most vulnerable residents at risk and are a massive strain on City resources.

"Since November, the City has referred more than 150 issues at the Balmoral to prosecution. However, we've seen in the past that these prosecutions don't always get landlords to change their behaviour. Our staff are looking at every possible legal tool we have available to force the Sahota family to improve the Balmoral and hold them accountable for ignoring City by-laws. We are also looking at what tools a new provincial government could provide us to ensure low-income housing is protected and negligent landlords are held responsible for letting their buildings fall into disrepair."

From: "[Krishna, Kaye](mailto:Kaye.Krishna@vancouver.ca)" <Kaye.Krishna@vancouver.ca>
To: "[Ryan, Pat \ \(CBO\)](mailto:patrick.ryan@vancouver.ca)" <patrick.ryan@vancouver.ca>
"[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <Gail.Pickard@vancouver.ca>
Date: 5/26/2017 7:51:41 PM
Subject: RE: DRAFT Messaging, Balmoral

Thanks Pat. I agree with that.

Gail - thanks so much for pulling this together. In addition's to Pat's comment, I suggest the following:

s.13(1)

Thanks,
Kaye

From: Ryan, Pat (CBO)
Sent: Friday, May 26, 2017 7:37 PM
To: Pickard, Gail; Krishna, Kaye
Cc: Johnston, Sadhu; Mochrie, Paul; Kendall-Craden, Rena
Subject: Re: DRAFT Messaging, Balmoral

s.13(1)

Pat

Patrick Ryan, M.Sc. , P.Eng
Chief Building Official
City of Vancouver
Sent via BlackBerry.

Our Purpose is to regulate, administer and enforce quality buildings that ensure the public's health, safety, accessibility and environmental needs are consistently met

From: Pickard, Gail
Sent: Friday, May 26, 2017 7:29 PM
To: Krishna, Kaye; Ryan, Pat (CBO)
Cc: Johnston, Sadhu; Mochrie, Paul; Kendall-Craden, Rena
Subject: DRAFT Messaging, Balmoral

Hi, Kaye and Pat.

As discussed with Sadhu and Kaye earlier, we would like to have some messaging ready in the event there is public attention/media inquiries/social media chatter on this issue. No intent at this point in time to do anything proactive with media unless something changes. I'm on call for the weekend, so please keep me posted if there are any developments.

Let me know what you think of the following:

s.13(1)



s.13(1)

Gail Pickard, ABC | Associate Director
Corporate Communications | City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4
t. 604.873.7397
m. 604.306.8360
gail.pickard@vancouver.ca

From: ["Ball, Elizabeth" <Elizabeth.Ball@vancouver.ca>](mailto:Elizabeth.Ball@vancouver.ca)

To: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

Date: 6/2/2017 12:15:46 PM

Subject: Re: Memo on Balmoral Hotel

Hello Sadhu, How very sad. I'm sure staff are taking all steps possible to deal with the situation.

Thank you for the update.

All best,
Elizabeth

Sent from my iPhone

> On Jun 2, 2017, at 12:05 PM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

>

> Dear Mayor and Council,

>

> The attached memo provides an update on the City's action to address serious building deficiencies and associated life safety risks to tenants of the Balmoral Hotel.

>

> In summary, based on assessments by City staff and independent professionals, the Chief Building Official (CBO) has declared the building unsafe for occupancy. An order will be issued to the owner today requiring the evacuation of the building by June 12, 2017 and requiring immediate action to install shoring within the building and stabilize the structure to allow for further detailed assessment.

>

> The memo provides additional background regarding the building, the authority for the CBO order and the steps that the City is taking, in partnership with BC Housing and VCH, to support tenants.

>

> We are also exploring every possible avenue, including legal tools and possible direct investment by the City and other partners, to ensure the building is restored to an acceptable condition and can be re-occupied.

>

>

> Best,

> Sadhu

>

>

> Sadhu Aufochs Johnston | City Manager

> City of Vancouver | 453 W 12th Avenue

> Vancouver | BC V5Y 1V4

> 604.873.7627 | Sadhu.johnston@vancouver.ca<mailto:Sadhu.johnston@vancouver.ca>

> Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

>

> [City-of-Vancouver-Logo1]

>

> CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

>

>

> <BALMORAL - LMDG Report (00749968xD3527).pdf>

> <BALMORAL - Glotman and Simpson Report (00749964xD3527).pdf>

> <20170602080757261.pdf>

> <Memo re Balmoral Hotel with signature - 2017.06.02.pdf>

> <image001.jpg>



From: "[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <Paul.Mochrie@vancouver.ca>

To: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>

Date: 6/2/2017 8:41:52 AM

Subject: RE: Memo to Council - Balmoral Hotel

Many thanks. Will incorporate those points now.

From: Johnston, Sadhu

Sent: Friday, June 02, 2017 8:41 AM

To: Mochrie, Paul

Subject: Re: Memo to Council - Balmoral Hotel

Hi

Overall, looks good. Couple thoughts:

s.13(1)



Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston

From: Mochrie, Paul

Sent: Friday, June 2, 2017 11:07 AM

To: Johnston, Sadhu

Subject: Memo to Council - Balmoral Hotel

Sadhu,

If you have a chance to review the attached, your guidance would be appreciated.

Thanks,
Paul

From: ["Sandhu, Jag" <Jag.Sandhu@vancouver.ca>](mailto:Jag.Sandhu@vancouver.ca)

To: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

["Kendall-Craden, Rena" <Rena.Kendall-Craden@vancouver.ca>](mailto:Rena.Kendall-Craden@vancouver.ca)

["Krishna, Kaye" <Kaye.Krishna@vancouver.ca>](mailto:Kaye.Krishna@vancouver.ca)

["Llewellyn-Thomas, Kathleen" <Kathleen.Llewellyn-Thomas@vancouver.ca>](mailto:Kathleen.Llewellyn-Thomas@vancouver.ca)

Date: 6/2/2017 10:04:44 AM

Subject: RE: please stand by - DRAFT IB on Balmoral coming thru in the next 15 minutes.

Thanks, Sadhu. Here's a clean version of the IB with Sadhu's revision in blue.

**City of Vancouver
Information Bulletin
June 2, 2016**

City of Vancouver moves to evacuate and relocate Balmoral Hotel residents from imminent danger

The City of Vancouver's Chief Building Official has determined that the structural and fire concerns at the Balmoral constitute an unsafe condition and has issued an order pursuant to the Vancouver Building Bylaw directing that occupancy of the Balmoral cease as of June 12 and that the repairs be undertaken to ensure that the building does not collapse. The City expects the owners to immediately commence the repair work once the tenants are safely out of the building and is prepared to undertake the work and charge the costs to the owners if they do not comply.

The goal of the City of Vancouver is to ensure the building is rehabilitated and can be safely reoccupied as soon as possible. City is reviewing what additional legal tools or resources may be available from a new provincial government.

Evacuating and relocating tenants from the Balmoral was a last resort decision but it is clear from the professional assessment of the building that the imminent risk is too great for the residents to remain.

While it is the owners' legal obligation to support tenants with relocation under the *Residential Tenancy Act*, the City, BC Housing, Vancouver Coastal Health, tenant advocates, and other community partners will provide supplemental support to help tenants find alternate housing and get access to other supports. The supports will be available immediately upon today's Order issuance and over the course of the coming days and weeks as tenants move out of the building.

The Balmoral, at 159 Hastings Street, is a 176 room Single Room Accommodation ("SRA") hotel that serves low income tenants on the Downtown East Side. The building is owned by the Sahota family and has been a significant problem for both the VPD and the City for decades. Over recent years, the conditions of the building have deteriorated and have become unacceptable for tenants.

Once the building is stabilized, engineers will continue to assess the full scale of damage and required work. Once the scope of work is better understood, City staff will pursue all available

means to ensure the building is remediated.

The City is committed to ensuring that important SRA and social housing stock is available for Vancouver residents like the people who live at the Balmoral Hotel. Vancouver City Council has allocated \$2 million in the 2015-2018 Capital Plan for upgrades to private SRO's. We are also working with our partner BC Housing who has demonstrated their commitment to affordability through their investment of \$147 million for the renovation of 13 SRO's comprising almost 900 rooms in the City of Vancouver

As a prerequisite for any funding contribution [that would need to be approved by Council](#), the City would require an agreement between the owner and a non-profit operator to manage the building, which will improve supports and quality of life for all tenants. Although the current state of the building is deplorable and unfit for occupation, the Balmoral represents a critical source of housing for low-income residents. The City is seeking to preserve this stock for residents over the long term, in safe and acceptable conditions.

-30-

Background

The Balmoral, at 159 Hastings Street, is a 171-room Single-Room Accommodation ("SRA") hotel that serves low income tenants on the Downtown East Side. The building is owned by the Sahota family and has been a significant problem for both the Vancouver Police Department (VPD) and the City of Vancouver for decades. Over recent years, the conditions of the building have deteriorated and have become unacceptable for tenants.

In early 2016, the City escalated enforcement efforts in the Balmoral.

In June 2016, inspection identified deterioration of a beam in the basement and the City ordered an emergency engineering review. The review concluded that the basement, main floor and mezzanine were unsafe to occupy, and all were ordered to be vacated by the CBO. This structural issue was resolved but the basement of the Balmoral has not been re-occupied.

In the fall of 2016, the City launched proactive enforcement in the most at-risk buildings in the City, and the Balmoral topped the list. The City increased the frequency of inspections of the building with a cross-functional team from VPD, Vancouver Fire and Rescue Services, and staff from the City's Buildings, and Property Use team. This team proactively reviewed the building for fire, safety, structural, and standards of maintenance issues and wrote orders for noncompliance.

From November 2016 through May 2017, the City generated eight inspection reports and wrote seven orders, to address 183 outstanding deficiencies. The City sought to work with the owners to correct the orders.

The total number of outstanding orders is currently six, representing 150 outstanding deficiencies. 64 of those deficiencies have already been referred for prosecution. Two of these orders from the Chief Building Official in March and April 2017 were to direct the owners to address the remediation work recommended in a structural engineering report and building envelope condition report conducted in November 2016.

On May 26 the professional engineering firm retained by the owners delivered a concerning report to the City which suggested that the building's overall structure may be compromised due to water damage and rot. In response to this report the City engaged an independent third party structural engineer and a building code engineer's consultant. These independent experts provided reports which concluded that there is a considerable life safety risk in continuing to occupy the Balmoral, particularly near the bathrooms which appear to have the greatest rot. The reports indicate that the building cannot remain occupied while remediation and further investigation occur and recommend that the Balmoral be emptied until repairs can be undertaken to address these life safety issues. The reports from the professional consultants retained by the City are available on the city's website: **NEED LINK FROM IT**

From: Johnston, Sadhu

Sent: Friday, June 02, 2017 9:55 AM

To: Mochrie, Paul; Sandhu, Jag; Kendall-Craden, Rena; Krishna, Kaye; Llewellyn-Thomas, Kathleen

Cc: Couper, Sara

Subject: Re: please stand by - DRAFT IB on Balmoral coming thru in the next 15 minutes.

Looks good. s.13(1)

Thnx

S

Sadhu Afochs Johnston | City Manager

City of Vancouver | 453 W 12th Avenue

Vancouver | BC V5Y 1V4

604.873.7627 | Sadhu.johnston@vancouver.ca

Twitter: [sadhuaajohnston](#)

From: Mochrie, Paul

Sent: Friday, June 2, 2017 12:10 PM

To: Sandhu, Jag; Kendall-Craden, Rena; Krishna, Kaye; Llewellyn-Thomas, Kathleen

Cc: Couper, Sara; Johnston, Sadhu

Subject: RE: please stand by - DRAFT IB on Balmoral coming thru in the next 15 minutes.

I have incorporated some edits, as attached.

Thanks,

Paul

From: Sandhu, Jag

Sent: Friday, June 02, 2017 8:57 AM

To: Kendall-Craden, Rena; Krishna, Kaye; Llewellyn-Thomas, Kathleen; Mochrie, Paul

Cc: Couper, Sara

Subject: RE: please stand by - DRAFT IB on Balmoral coming thru in the next 15 minutes.

Please review this final IB. Any changes, make directly into the body of it.

City of Vancouver

Information Bulletin

June 2, 2016

City of Vancouver moves to evacuate and relocate Balmoral Hotel residents from imminent danger

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The goal of the City of Vancouver is to [ensure the building is rehabilitated and can be safely reoccupied](#) as soon as possible. City is reviewing what additional legal tools or resources may be available from a new provincial government.

Evacuating and relocating tenants from the Balmoral was a last resort decision but it is clear from the professional assessment of the building that the imminent risk is too great for the residents to remain.

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s.13(1)

Once the building is [stabilized](#), engineers will continue to assess the full scale of damage and required work. Once the scope of work is better understood, City staff will [pursue all available means to ensure the building is remediated](#).

The City is committed to ensuring that important SRA and social housing stock is available for Vancouver residents like the people who live at the Balmoral Hotel. Vancouver City Council has allocated \$2Million in the 2015-2018 Capital Plan for upgrades to private SRO's. We are also working with our partner BC Housing who has demonstrated their commitment to affordability through their investment of \$147 million for the renovation of 13 SRO's comprising almost 900 rooms in the City of Vancouver

[As](#) a prerequisite for any funding contribution, the City would require an agreement between

the owner and a non-profit operator to manage the building, which will improve supports and quality of life for all tenants. Although the current state of the building is deplorable and unfit for occupation, the Balmoral represents a critical source of housing for low-income residents. The City is seeking to preserve this stock for residents over the long term, in safe and acceptable conditions.

-30-

Background

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retained by the City are available on the city's website: NEED LINK FROM IT

Thanks,

Jag Sandhu

Corporate Communications | City of Vancouver

453 West 12th Avenue

Vancouver BC V5Y 1V4

Office 604.871.6899

Cell 604-396-1012

jag.sandhu@vancouver.ca

From: Kendall-Craden, Rena

Sent: Friday, June 02, 2017 8:30 AM

To: Krishna, Kaye; Llewellyn-Thomas, Kathleen; Mochrie, Paul

Cc: Couper, Sara; Sandhu, Jag

Subject: please stand by - DRAFT IB on Balmoral coming thru in the next 15 minutes.

For Approval. RKC

All the best,

Rena Kendall-Craden

Director, Corporate Communications

City of Vancouver

T: 604 673 8121

C: 604 218 6319

Have your say: <http://www.talkvancouver.com>

From: "[Llewellyn-Thomas, Kathleen](mailto:Kathleen.Llewellyn-Thomas@vancouver.ca)" <Kathleen.Llewellyn-Thomas@vancouver.ca>

To: "[Reimer, Andrea](mailto:Andrea.Reimer@vancouver.ca)" <Andrea.Reimer@vancouver.ca>

Date: 5/26/2017 7:35:32 PM

Subject: Re: Structural Concerns at the Balmoral

We've reached Wendy Pedersen, she understands the plan and supports what we are doing. She's holding an Advocates meeting tomorrow night and would like an update before then. We've committed to call her again.

Kathleen

Kathleen Llewellyn-Thomas, P. Eng.

General Manager

Community Services

[604.871.6858](tel:604.871.6858) (o)

[604.353.1857](tel:604.353.1857) (c)

(Sent by iPhone)

On May 26, 2017, at 7:09 PM, Reimer, Andrea <Andrea.Reimer@vancouver.ca> wrote:

Fantastic – thank you Kaye

From: Krishna, Kaye
Sent: Friday, May 26, 2017 7:08 PM
To: Reimer, Andrea; Johnston, Sadhu
Cc: Llewellyn-Thomas, Kathleen
Subject: RE: Structural Concerns at the Balmoral

We're making contact with Wendy and Kathleen's team is coordinating tenant and advocate communications.

From: Reimer, Andrea
Sent: Friday, May 26, 2017 6:48 PM
To: Johnston, Sadhu
Cc: Krishna, Kaye
Subject: RE: Structural Concerns at the Balmoral

Thanks Sadhu and thanks to the staff for action on this.

Has the SRO Collaborative been made aware? Given their significant work in the area, it seems good to bring them in at the front end

a

From: Johnston, Sadhu
Sent: Friday, May 26, 2017 6:26 PM
To: Direct to Mayor and Council - DL
Cc: Krishna, Kaye; Mochrie, Paul; Pickard, Gail; Llewellyn-Thomas, Kathleen
Subject: Structural Concerns at the Balmoral

Greetings Mayor and Council-

I wanted to alert you to a situation that we are dealing with this evening. As you are well aware, we have been dealing with the 140 unit Balmoral SRO for quite some time. This is a Sahota building. They are currently doing about \$2M worth of work on the building, largely exterior structural work. During our recent inspections, our inspectors became aware of interior structural issues. This afternoon we did a more thorough inspection and have determined that there is concern about damage in the floors below the bathrooms in the building. On Monday, we'll be doing more a thorough technical assessment to determine the extent of the concern. In the meantime, our inspectors have requested that the bathtubs not be used, as a way to reduce the weight on the floors. This evening, we will be going into the building to shut-off the bathtubs. We are in the process of identifying alternative bathing options for the tenants of the building. We are also working on a communications plan for the tenants of the building.

Given that this is a life safety concern, we are taking this very seriously and acting out of an abundance of caution. This will likely generate concerns from the tenants. If the damage is extensive, we may need to relocate some tenants next week. We are engaging with BC Housing and are identifying alternative housing options in the event that some tenants need to be relocated.

I will keep you posted over the weekend as this situation evolves.

Best

Sadhu

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston

<image001.jpg>



From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Krishna, Kaye" <Kaye.Krishna@vancouver.ca>](mailto:Kaye.Krishna@vancouver.ca)
["Cowdell, Stewart" <stewart.cowdell@vancouver.ca>](mailto:stewart.cowdell@vancouver.ca)
["Ahlstrom, Craig" <Craig.Ahlstrom@vancouver.ca>](mailto:Craig.Ahlstrom@vancouver.ca)

Date: 5/26/2017 11:20:27 PM

Subject: Re: Thank you

Craig and Stew

Nice to meet you and see what you were doing. Thanks for taking time away from family on Friday night to do this. And for showing me around.

Sadhu

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Krishna, Kaye

Sent: Friday, May 26, 2017 11:07 PM

To: Cowdell, Stewart; Ahlstrom, Craig

Cc: Ryan, Pat (CBO); Schwebs, Saul; Hsu, Paul; Mochrie, Paul; Johnston, Sadhu; Pugliese, Domenic

Subject: Thank you

Stew and Craig,

Thanks so much for going to the Balmoral this evening to shut off all of the bathtubs. Doing this late on a Friday is far from ideal so everyone really appreciates you going above and beyond to help protect the safety of the tenants.

Enjoy the weekend and thanks again,
Kaye

PS- Paul and Domenic - I wasn't able to find Tom Konopacki's email in our system. Could you either send it to me or please pass on our collective gratitude?

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "Renning, Rob" <rob.renning@vancouver.ca>

To: "Llewellyn-Thomas, Kathleen" <Kathleen.Llewellyn-Thomas@vancouver.ca>
"Sandhu, Jag" <Jag.Sandhu@vancouver.ca>
"McKearney, John" <john.mckearney@vancouver.ca>
"Mochrie, Paul" <Paul.Mochrie@vancouver.ca>

Date: 5/30/2017 2:12:21 PM

Subject: RE: URGENT - IB on Balmoral

Thank you Jag for your call on this.

As I stated to you on the phone moments ago we sent our inspectors in again this morning to do a thorough inspection of the Balmoral. We are in the building frequently, to ensure the safety of the occupants are maintained. Today's inspection revealed the following information, (Our inspectors have just returned and are putting a formal report together).

At this point it appears that the major life safety systems are functioning. The sprinkler system is functional but requires some additional work which we are trying to verify with the servicing technician, new emergency lights that were recently installed about a week ago have been ripped from the walls, some door closers are missing, and the Fire watch that was ordered last Friday afternoon on a Fire Chief's order is not being followed as required.

There also seems to be some confusion in regards to the orders written.

On May 12th we ordered a fire watch after there was a fire on the 6th floor until the system could be placed back into proper order (inspector notice of violation Order)

On May 18th we returned to re-inspect and ordered another Fire watch (2nd inspector Notice of Violation Order) when it was discovered that the standpipe was not functioning properly and no water could be turned on to the house hose lines

On May 26th, I issued another fire watch in terms of a Fire Chief's Order, which is a stepped up enforcement order and different from the inspectors notice of violation orders. This order was due to the number of holes that are currently in the Fire separations.

s.13(1)



Renning

Deputy Chief Community Safety

Vancouver Fire and Rescue Services

#306 – 456 West Broadway

Tel 604 665 6066

Fax 604 873 7872

From: Llewellyn-Thomas, Kathleen

Sent: May 30, 2017 1:37 PM

City of Vancouver FOI File # 2017-218

Page 91 of 108

To: Sandhu, Jag; McKearney, John; Renning, Rob; Mochrie, Paul

Cc: Krishna, Kaye; Holm, Kathryn; Bond, Abigail; Mauboules, Celine; Dixon, Iain; Schwebs, Saul; Bartlett, Marie

Subject: Re: URGENT - IB on Balmoral

Hi Jag,

I called John McKearney directly and he has agreed to add the parts of the IB that will accurately reflect Fire's vigilance on this issue.

Thanks for helping out John!

Kathleen Llewellyn-Thomas, P. Eng.

General Manager

Community Services

[604.871.6858](tel:604.871.6858) (o)

[604.353.1857](tel:604.353.1857) (c)

(Sent by iPhone)

On May 30, 2017, at 1:26 PM, Sandhu, Jag <Jag.Sandhu@vancouver.ca> wrote:

Here's a final going to Sadhu/Paul.

I will send this to them at 1:40pm so if you have any changes, send ASAP. If I don't hear back, I'll assume no changes.

**City of Vancouver
Information Bulletin
May 30, 2017**

City acts to address issues at Balmoral Hotel

The City of Vancouver continues to identify and investigate structural maintenance and building code issues at the Balmoral Hotel, located at 159 East Hastings Street. Currently, there are approximately 143 tenants in the 171-room privately-run SRO that was built in 1908.

The City has proactively been visiting the building and conducting regular Standards of Maintenance inspections of common areas and tenant rooms in the Balmoral including communicating regularly with the Sahotas. Orders have been issued to carry out a variety of repairs, including damaged drywall, plumbing and electrical fixtures and room doors and locks. The City has been there every week following up on the status of the orders. Those orders have expired and been referred for prosecution.

During the course of these inspections, it became apparent that underlying issues such as water leaks were not being addressed. As a result, orders were issued under the Vancouver Building Bylaw to carry out exploratory work and structural reviews.

Based on the ongoing observations of worsening conditions, the City proactively required the owners of the Balmoral to hire an external professional engineering firm to conduct a full review of the building envelope.

Structural issues were identified in the bar portion in June 2016 and major structural repair has been underway since that time. Work is underway by the engineering firm and contractor, an approximately \$2M project, mostly focused on external building improvements. The most recent review has revealed internal structural issues related to

water damage.

Due to the City's and consultants concerns about the safety of the building's tenants, on Friday May 26 the City restricted access to bathtubs and notified tenants accordingly. Tenants continued to have access to sinks, showers and toilets and were provided alternate bathing options in nearby community facilities.

On Monday May 29, City staff and the contracted professional engineering firm, project manager and contractors visited the building and reviewed the evidence collected. Further detailed assessment is required to identify all damage and to advance repairs.

Vancouver Fire & Rescue Services issued a Fire Watch Order on May 12, requiring the building owners to patrol the building every 15 minutes as a fire redundancy system, given the reduction in egress routes as structural issues are addressed. This order has not been implemented by the building owners. The City will be following up with the building owners on this order.

City staff will meet with the building owners, the Sahotas; today to discuss next steps in meeting their responsibilities under the *Residential tenancy Act* and to provide alternate accommodation should it become necessary. City staff will continue to update tenants as information becomes available, and also to support tenants as necessary and ensure the Sahotas are held accountable.

To satisfy the City's concerns given the outcomes of the structural review, City staff are in the process of hiring external professionals to provide an independent review of the building's structural status and code compliance. All expenses related to engaging these additional resources will be the responsibility of the building owners.

More detailed information will be provided by the City later this week.

-30-

Thanks,

Jag Sandhu

Corporate Communications | City of Vancouver

453 West 12th Avenue

Vancouver BC V5Y 1V4

Office 604.871.6899

Cell 604-396-1012

jag.sandhu@vancouver.ca

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>

To: "[Quinlan, Kevin](mailto:Kevin.Quinlan@vancouver.ca)" <Kevin.Quinlan@vancouver.ca>

Date: 5/30/2017 2:44:37 PM

Subject: RE: URGENT - IB on Balmoral

I've already sent them comments along these lines. Awaiting a revised draft.
s.

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
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604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)



From: Quinlan, Kevin
Sent: Tuesday, May 30, 2017 2:38 PM
To: Johnston, Sadhu
Subject: RE: URGENT - IB on Balmoral

s.13(1)

From: Johnston, Sadhu
Sent: Tuesday, May 30, 2017 1:57 PM
To: Quinlan, Kevin
Subject: FW: URGENT - IB on Balmoral

Thoughts?
s.

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)



From: Sandhu, Jag
Sent: Tuesday, May 30, 2017 1:53 PM
To: Mochrie, Paul; Johnston, Sadhu
Cc: McKearney, John; Jong, Teresa; Kendall-Craden, Rena
Subject: FW: URGENT - IB on Balmoral

Hi Sadhu/Paul,

In an effort to get this out in a timely manner, I am sending you the final IB with everyone's signoff. The only remaining

piece is from Fire which I should be getting shortly from Rob Renning. Please review and if no concerns we will issue this afternoon.

**City of Vancouver
Information Bulletin
May 30, 2017**

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City staff will meet with the building owners, the Sahotas, today to discuss next steps in meeting their responsibilities under the *Residential tenancy Act* and to provide alternate accommodation should it become necessary. City staff will continue to update tenants as information becomes available, and also to support tenants as necessary and ensure the Sahotas are held accountable.

To satisfy the City's concerns given the outcomes of the structural review, City staff are in the process of hiring external professionals to provide an independent review of the building's structural status and code compliance. All expenses related to engaging these additional resources will be the responsibility of the building owners.

More detailed information will be provided by the City later this week.

-30-

Thanks,

Jag Sandhu

Corporate Communications | City of Vancouver

453 West 12th Avenue

Vancouver BC V5Y 1V4

Office 604.871.6899

Cell 604-396-1012

jag.sandhu@vancouver.ca

From: "[Sandhu, Jag](mailto:Jag.Sandhu@vancouver.ca)" <Jag.Sandhu@vancouver.ca>

To: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>
"[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <Paul.Mochrie@vancouver.ca>

Date: 5/30/2017 2:54:56 PM

Subject: RE: URGENT - IB on Balmoral

Kathryn Holm's team is on it. Will send back a revised version ASAP.

From: Johnston, Sadhu

Sent: Tuesday, May 30, 2017 2:44 PM

To: Sandhu, Jag; Mochrie, Paul

Cc: McKearney, John; Jong, Teresa; Kendall-Craden, Rena; Renning, Rob

Subject: RE: URGENT - IB on Balmoral

Comments in red below. I am struggling with the lack of specificity. Please add dates and numbers of orders/prosecutions...

Thanks

Thnx

s.

Sadhu Afochs Johnston | City Manager

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604.873.7627 | Sadhu.johnston@vancouver.ca

Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)



From: Sandhu, Jag

Sent: Tuesday, May 30, 2017 2:25 PM

To: Mochrie, Paul; Johnston, Sadhu

Cc: McKearney, John; Jong, Teresa; Kendall-Craden, Rena; Renning, Rob

Subject: RE: URGENT - IB on Balmoral

Sadhu/Paul: I've inserted the information from VFRS.

Thank you.

Jag

From: Sandhu, Jag

Sent: Tuesday, May 30, 2017 1:53 PM

To: Mochrie, Paul; Johnston, Sadhu

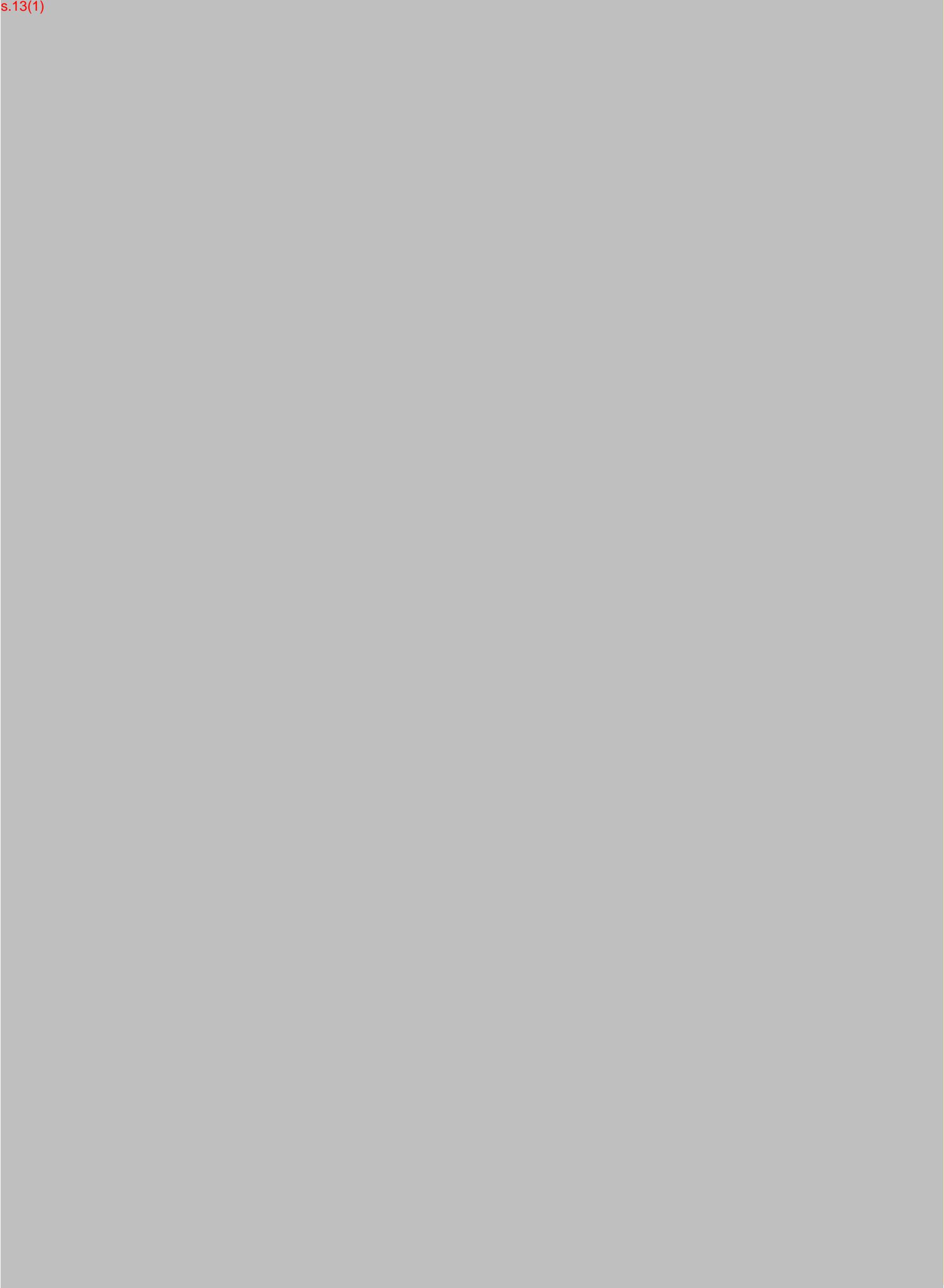
Cc: McKearney, John; Jong, Teresa; Kendall-Craden, Rena

Subject: FW: URGENT - IB on Balmoral

Hi Sadhu/Paul,

In an effort to get this out in a timely manner, I am sending you the final IB with everyone's signoff. The only remaining piece is from Fire which I should be getting shortly from Rob Renning. Please review and if no concerns we will issue this afternoon.

s.13(1)



Thanks,

Jag Sandhu

Corporate Communications | City of Vancouver

453 West 12th Avenue

Vancouver BC V5Y 1V4

Office 604.871.6899

Cell 604-396-1012

jag.sandhu@vancouver.ca

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Robertson, G" <G.Robertson@vancouver.ca>](mailto:G.Robertson@vancouver.ca)

Date: 6/2/2017 8:47:11 AM

Subject: Fw: Memo to Council - Balmoral Hotel

Attachments: Memo to Council - Balmoral Hotel.docx

Hi

Here's the summary of where we're at. We are refining this for sending to council shortly...

S.

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

Memo

To: Mayor and Council

I am writing to provide an update on the City's action to address safety issues and unacceptable living conditions for tenants in the Balmoral Hotel. In summary, recent assessments of the building by City staff and independent professionals have identified serious and immediate risks to occupants, including structural deficiencies and inadequate fire protection. Based on those assessments and the recommendations of the independent structural engineering consultant retained by the City, the Chief Building Official (CBO) has declared the building unsafe for occupancy. An order will be issued to the owner today requiring the evacuation of the building by June 12, 2017 and requiring immediate action to install shoring within the building and stabilize the structure to allow for further detailed assessment. A copy of the CBO's order is attached for your information.

Additional detail regarding the history of this building, the authority under which the CBO has ordered the cessation of occupancy and the steps that the City is taking to support tenants is provided below.

Background

The Balmoral Hotel at 159 Hastings Street is a Single Room Accommodation hotel ("SRA") owned by Balmoral Hotel Ltd. (the "Balmoral"). Balmoral Hotel Ltd. is controlled by members of the Sahota family. The Balmoral serves a hard to house clientele and the building has been a significant problem for both the VPD and the City for a considerable period of time.

On October 19, 2016 a lawsuit was filed by Jason Gratl on behalf of Harold Jay Slaunwhite in which he is seeking to have a class action certified on behalf of the tenants of the Balmoral. The lawsuit seeks damages against the owners of the Balmoral and an order compelling the City to enforce the *Standards of Maintenance Bylaw*. The lawsuit is similar to one commenced by Mr. Gratl relating to the Regent Hotel but the Balmoral lawsuit has not progressed since the initial filing.

The City's enforcement of the *Standards of Maintenance Bylaw* is done by the City's Property Use Inspectors (PUIs) who conduct comprehensive annual inspections of SRAs, to determine ongoing compliance with the *Standards of Maintenance By-law*. Annual inspections of SRAs have been conducted since 2013. Prior to that, inspections of larger SRAs were conducted at the discretion of the PUI, though mostly on a semi-annual inspection cycle.

In addition, PUIs will address complaints from tenants as received, related to room issues such as pest control, non-functioning door locks, etc. If these complaints are addressed, they do not result in the issuance of letters or orders.

Inspections of the Balmoral Hotel over the last 30 years have consistently revealed *Standards of Maintenance Bylaw* issues. Many of the specific violations noted by the PUI have been resolved once they have been brought to the attention of the owners of the Balmoral. Certain violations that have not been resolved in a timely manner have been referred to prosecution and the City prosecutor is currently reviewing a number of proposed charges related to the Balmoral.

Since 2014, inspectors have identified and ordered remediation of over 740 violations of the Standards of Maintenance By-law. The City has also issued multiple orders relating to the building structure, as set out below.

As part of renewed enforcement efforts by City staff the owners of the Balmoral agreed to engage an engineering firm to oversee renovation work at the Balmoral. Spratt Emanuel were retained to carry out this work and they have been providing periodic reports to the building owners who have in turn shared those reports with City staff.

In June 2016 a structural issue was discovered in the basement, main floor and mezzanine of the Balmoral by Spratt Emanuel. The basement was declared unsafe to occupy and an order to vacate the basement was issued by the Chief Building Official. This structural issue was resolved but the basement of the Balmoral has not been re-occupied.

On May 26, 2017, the City received a concerning report from Spratt Emanuel which suggested that the building's overall structure may be compromised due to rot. In response to this report the City engaged an independent third party engineer and a code consultant. These independent experts provided reports which are attached to this memo.

In summary the reports state that there is a considerable life safety risk in continuing to occupy the Balmoral. The reports indicate that the Balmoral should be emptied until repairs can be undertaken to address these life safety issues.

CBO Authority

The Chief Building Official has the authority to order that the occupancy of a building in the City of Vancouver cease if he believes there to be an "unsafe condition":

Section 1.5.4.2 of the *Vancouver Building Bylaw*

Scope of Orders

- 1) The Chief Building Official may order:
 - g) the cessation of any occupancy if an unsafe condition exists

Unsafe Condition is defined as:

any condition that could cause undue hazard or risk to life, limb or health of any person authorized, expected, or anticipated to be on or about premises or a building or construction.

The Chief Building Official has determined that the structural and fire concerns at the Balmoral constitute an unsafe condition and he has issued an order pursuant to the *Vancouver Building Bylaw* directing that occupancy of the Balmoral cease as of June 12 and that the repairs be undertaken to ensure that the building does not collapse. Should individual tenants refuse to vacate the building, City would be forced to apply to court to enforce the evacuation order.

Implications for Tenants of the Balmoral

City staff understand that the Balmoral tenants are a vulnerable population with significant housing challenges; the evacuation of the building represents a measure of last resort that is being undertaken only on the basis of the imminent risk to those tenants' safety. The owners of the Balmoral have a responsibility to the tenants to provide them with accommodation pursuant to their tenancy agreements. Under the circumstances of the present emergency order to evacuate the building, that responsibility extends through to the end of July 2017. The failure of the Balmoral owners to provide accommodation to the tenants would be a violation of the *Residential Tenancy Act* and would likely entitle the tenants to compensation.

Tenants will be encouraged to contact the owners of the Balmoral Hotel directly to discuss how this order will affect their tenancy and alternative accommodation. However, notwithstanding the owners' statutory obligations, City staff expect that the building owners and the tenants will have difficulty coping with this abrupt cessation of occupancy and the need to find alternative accommodation. Staff recognize the stress this situation will create for tenants currently living at the Balmoral Hotel and, working in partnership with BC Housing and Vancouver Coastal Health, we have developed an evacuation and relocation plan to support them.

The plan includes the following elements:

- Staff have identified more than 150 housing vacancies (within the non-market and private housing stock) and emergency shelter beds as options for immediate relocation.
- Staff teams will be present on-site at the Balmoral Hotel and at a newly established triage centre, beginning at 9am on Friday, June 2nd. Staff teams, including Carnegie Outreach, Building Inspectors, BC Housing, Vancouver Coastal Health, will provide tenants with information and direct them to housing and shelter options.

Staff will also assist with transportation of belongings and will provide health and social services as needed.

The staff teams will be supported by the Vancouver Police Department and the Vancouver Fire and Rescue Services, as required.

Management of this situation and the impact on vulnerable tenants will require a significant effort on the part of City staff and VPD members over the coming weeks. We will keep Council apprised of developments as they occur. As indicated above, the order to cease occupancy of the Balmoral is a measure that the CBO is taking only in the face of immediate and dire safety risks. We are reviewing all available avenues to ensure that this much-needed low-income housing stock is restored to a condition that is acceptable for occupancy.

If you have any questions at this time, please do not hesitate to contact me, Kaye Krishna or Kathleen Llewellyn-Thomas.

Paul Mochrie
Deputy City Manager

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>
To: "[Robertson, G](mailto:G.Robertson@vancouver.ca)" <G.Robertson@vancouver.ca>
Date: 6/2/2017 5:56:56 AM
Subject: Fw: protest - City Hall -this afternoon synopsis

Fyi

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

From: Mochrie, Paul <Paul.Mochrie@vancouver.ca>
Sent: Friday, June 2, 2017 12:47 AM
To: Johnston, Sadhu
Subject: Fwd: protest - City Hall -this afternoon synopsis

FYI.
Paul

Begin forwarded message:

From: "Conlan, Greg" <Greg.Conlan@vancouver.ca>
Date: June 1, 2017 at 9:39:24 PM PDT
To: "Krishna, Kaye" <Kaye.Krishna@vancouver.ca>, "Aujla, Bill" <bill.aujla@vancouver.ca>, "Prescott, Lisa" <Lisa.Prescott@vancouver.ca>, "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>, "Kendall-Craden, Rena" <Rena.Kendall-Craden@vancouver.ca>, "Hagiwara, Rosemary" <rosemary.hagiwara@vancouver.ca>, "Postma, Tobin" <Tobin.Postma@vancouver.ca>, "Naklicki, Andrew" <andrew.naklicki@vancouver.ca>, "Llewellyn-Thomas, Kathleen" <Kathleen.Llewellyn-Thomas@vancouver.ca>
Cc: "Van Fraassen, Barbara" <Barbara.VanFraassen@vancouver.ca>, "Quinlan, Kevin" <Kevin.Quinlan@vancouver.ca>
Subject: protest - City Hall -this afternoon synopsis

Good evening

Please be advised that A group of 35 people descended CH at 1500 today and was intercepted by security . We did have reliable intel this am that this was likely to occur today

The group, reportedly Balmoral Hotel SRO Tenants support by special interest groups attended City Hall demanding and audience with the Mayor. Their grievance identified in relation the the Balmoral Hotel housing / condition situation that is currently under review and sited specific claims against the City

The group was initially hostile, assaultive (pushing and shoving) and boisterous but soon quieted as we began negotiations and limit setting with them. The group was 'permitted' to stay and read their statements. Corp Security reps remained impartial and 'supportive'. We secured the 3rd floor offices and briefed adjacent staff. Councillor Meggs offered to speak with the group while we monitored the situation.

I understand that there is a meeting tomorrow with the reps of the group and City officials which aided in ending this protest today

Several media outlets attended- Globe and Mail etc

We did have VPD on scene but did not have them engage the crowd and kept them at bay pending any escalation that would be necessary out of interest for public safety (absolute last resort)

At 1700 the group eventually agreed to vacate and by 1720 hrs all had left the facility without major incident.

Tobin P was on site during and we had advised the DCM office as well as corp comms of the situation

I thought it prudent for you all to have the backgrounder. We have documented his incident and details.

Any questions please let me know anytime . Incidentally We will be stepping up our security precautions for the campus and West Annex over the next while as this DTES situation unfolds .

G

6042302750

Greg Conlan

Corporate Security

City Of Vancouver

Sent from iPhone

From: "[Krishna, Kaye](mailto:Kaye.Krishna@vancouver.ca)" <Kaye.Krishna@vancouver.ca>
To: "[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <Paul.Mochrie@vancouver.ca>
"[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>
Date: 6/1/2017 10:29:46 AM
Subject: RE: draft balmoral statement

Minor edit suggested:

"The living conditions in the Balmoral Hotel, a single-room occupancy hotel owned by the Sahota family, are disgusting and no resident of Vancouver should have to live in housing like that. The repeated building and safety violations are putting some of our most vulnerable residents at risk and are a massive strain on City resources.

"Since November, the City has referred more than 150 issues at the Balmoral to prosecution. However, we've seen in the past that these prosecutions don't always get landlords to change their behaviour. **We have also required them to make over a \$1M in structural repairs to the first floor bar and building envelope and to hire professional engineers to conduct a full assessment of the building.** Our staff are looking at every possible **regulatory and** legal tool we have available to force the Sahota family to improve the Balmoral and hold them accountable for ignoring City by-laws. We are also looking at what tools a new provincial government could provide us to ensure low-income housing is protected and negligent landlords are held responsible for letting their buildings fall into disrepair."



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From: Mochrie, Paul
Sent: Thursday, June 1, 2017 10:20 AM
To: Johnston, Sadhu
Cc: Quinlan, Kevin; Robertson, G; Krishna, Kaye; Robb, Katie
Subject: Re: draft balmoral statement

Looks good to me also. No suggestions.

Paul

On Jun 1, 2017, at 10:12 AM, Johnston, Sadhu <Sadhu.Johnston@vancouver.ca> wrote:

Looks good.
S

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston

From: Quinlan, Kevin
Sent: Thursday, June 1, 2017 12:36 PM
To: Robertson, G
Cc: Johnston, Sadhu; Mochrie, Paul; Krishna, Kaye; Robb, Katie
Subject: Fwd: draft balmoral statement

Here is a draft of the statement we'd like to put out this morning - **s.13(1)**

Kq

Sent from my iPhone

Begin forwarded message:

From: Kevin Quinlan **s.22(1)**
Date: June 1, 2017 at 9:15:38 AM PDT
To: kevin.quinlan <kevin.quinlan@vancouver.ca>
Subject: draft balmoral statement

"The living conditions in the Balmoral Hotel, a single-room occupancy hotel owned by the Sahota family, are disgusting and no resident of Vancouver should have to live in housing like that. The repeated building and safety violations are putting some of our most vulnerable residents at risk and are a massive strain on City resources.

"Since November, the City has referred more than 150 issues at the Balmoral to prosecution. However, we've seen in the past that these prosecutions don't always get landlords to change their behaviour. Our staff are looking at every possible legal tool we have available to force the Sahota family to improve the Balmoral and hold them accountable for ignoring City by-laws. We are also looking at what tools a new provincial government could provide us to ensure low-income housing is protected and negligent landlords are held responsible for letting their buildings fall into disrepair."

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

To: "Quinlan, Kevin" <Kevin.Quinlan@vancouver.ca>

Date: 5/29/2017 11:02:27 AM

Subject: RE: my list

Here's the agenda for our meeting today.

G, you want to pop out for any of these items? If you can't, we can cover them today and add to next week's agenda if need be.

s.13(1)

Balmoral

s.13(1)

Sadhu Afochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: sadhuajohnston



From: Quinlan, Kevin
Sent: Monday, May 29, 2017 9:59 AM
To: Johnston, Sadhu
Subject: RE: my list

Thanks. I have

s.13(1)

From: Johnston, Sadhu
Sent: Monday, May 29, 2017 9:51 AM
To: Quinlan, Kevin
Subject: my list

s.13(1)

Balmoral

s.13(1)

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