

File No.: 04-1000-20-2017-521

January 12, 2018

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 December 15, 2017 for:

Any complaints sent to 311 against the building at 660 Jackson Avenue, Vancouver from January 1, 2011 to December 15, 2017.

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

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 (#04-1000-20-2017-521); 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,



Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
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Phone: 604.873.7999
Fax: 604.873.7419

Encl.

:pm

CA13COV10 - eForm Detail Report by Address

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

Date Run: Friday, December 15, 2017 3:45:56 PM

Case Creation Date: From 1/1/2011 To 12/15/2017

Case Status: Open

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
Eform Request Type: Water Quality Issue															
101000217047	660		JACKSON AV		V6A 3B7		<p>Nature of Concern: cboNatureofConcern.looksrusty If O her, provide details: Please describe the issue in detail: Caller is reporting s.22(1)</p> <p>Have you had plumbing work done on your house recently? No Is there construction occurring in your area right now? No How long has the issue persisted? since 1pm this afternoon Is the problem on the s.22(1) ? Both (Don't ask just record - Did the caller indicate they want a call back?) Yes</p>	Please call the citizen back.	s.22(1)	s.22(1)	1	9/8/2011 3:25:23 PM	9/8/2011 6:05:45 PM	Eng_Water Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 393577 created / updated at Thursday, September 08, 2011 3:29:42 PM Service Provided: 10 - Service Provided. . Resolved on 08/09/2011 5:01 00 PM. Hansen Change in Comments: Comments: Advised citizen to run s.22(1) . Added on 08/09/2011 5:01:28 PM. Agent Finished: Case Closed Service Provided 10 - Service Provided. . Resolved on 08/09/2011 5:01 00 PM.</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Request has been reviewed: Case reviewed on 08/09/2011 6:01:00 PM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event'</p>
Eform Request Type: Building Inspection Complaint Case															
101000217051	660		JACKSON AV		V6A 3B7		<p>Type of Complaint cboInspec ion_BuildingComplaint.WWOPermit If O her selected, provide details: If Work Without a Permit selected is there visible and active work being done? Yes Describe complaint in detail (building type i e. single family or multi-family dwelling, high-rise, commercial building; location of work, type of work) : The association/strata is erecing a structure on the roof. The caller is concerned because the roof is used as a deck for BBQ's and parties and if the structure is not inspected and approved by the city it could be unsafe s.22(1) if he structure is meant to be a clubhouse or something else. Please investigate.</p>	Work wi hout a permit.	s.22(1)	s.22(1)	1	9/8/2011 3:29:17 PM	9/9/2011 8:21:31 AM	CSG - Inspec ions Reception General	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General</p> <p>Agent Finished: Case Closed Assigned Ian Mackies s.22(1)</p>

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Case Status: Open

101010080712	660	JACKSON AV	V6A 3B7	<p>1. Type of Complaint: Work Without Permit</p> <p>2. If Other, provide details:</p> <p>3. If Work Without Permit selected, is there visible and active work being done? Yes</p> <p>4. Describe complaint in detail (building type e.g. single family or multi-family dwelling, high-rise, commercial building; location and type of work): 660 Jackson Ave., is an apartment building. Caller reports there is active construction work happening on the roof deck (which is open to the owner only). Caller s.22(1) and says this is the 2nd go around with this building on the top of the roof deck. CSR checked Posse and shows only 1 permit for a small sidewalk Patio (SA-2017-00298) which is issued..</p> <p>5. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	Case number and SLA provided. Caller notes that since the roof deck work has been happening, s.22(1) s.22(1)	s.22(1)	s.22(1)	1	8/28/2017 11:35:00 AM	8/28/2017 1:54:52 PM	CSG - Inspections Reception General	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-28 13:54:52.103 Assigned Adrian Cashato s.22(1)</p>
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Eform Request Type: PUI Property Use Complaint Case

101000240048	660	JACKSON AV	V6A 3B7	<p>What is the nature of the concern? cboCSGCBEPropUseComplaints.Other</p> <p>If Other selected or there are Multiple Issues, provide s.22(1)</p> <p>If Business Licence selected, provide Business Name: If Home-based Business selected, provide details (i.e. business type, hours of operation, are customers coming on site): If Pesticides selected, who applied it: If Problem Premise selected, provide details (i.e. illegal activity details, was VPD contacted): If a Rental Unit issue selected, has the landlord been advised of the issue? Yes If Yes selected, what was the outcome? they just ignore If Signs selected, provide sign wording or identifying details: Caller's Daytime Phone Number: (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	s.22(1)	1	11/22/2011 4:57:10 PM	11/28/2011 9:12:42 AM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed Assigned Angelo Marrocco s.22(1)</p>
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Case Status: Open

101009860877	660	JACKSON AV	V6A 3B7	<p>1. Type of concern (if multiple concerns, select primary and provide details in question 2): Airbnb or Other Short-term Rental</p> <p>2. If Other selected or there are multiple issues, provide details: There are 2 units running an air bnb, s.22(1)</p> <p>3. If Airbnb or Other Short-term Rental selected, provide details (e.g. noise, parking, short-term rental advertisement): Multiple people coming in and out and staying for less than 30 days. There is constantly someone different residing there</p> <p>4. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:</p> <p>5. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):</p> <p>6. If a Rental Unit concern selected, was the landlord advised of the issue? undefined</p> <p>7. If Yes selected, what happened?</p> <p>8. If Sign selected, provide sign size, wording or identifying details:</p> <p>9. Caller's daytime phone number:</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) No</p>	Citizen would like to remain anonymous	s.22(1)	s.22(1)	1	7/14/2017 1:16:00 PM	7/17/2017 11:09:37 AM	CSG - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-07-17 11:09:36.977 Assigned Darren Mitchell&#x0D; s.22(1)</p>
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Eform Request Type: ZZ OLD - Citizen Complaint

101000279578	660	JACKSON AV	V6A 3B7	<p>Complaint Regarding: City Department Department CityDepartments.CommunitySvcs Provide Division or Branch Name (if known): Property Use If City Employee, Provide Name and Details: Angelo Marrocco Describe Complaint Details: Angelo Marrocco had told s.22(1)</p> <p>Provide Incident Day, Time and Place Details (if known): (Don't ask just record - Did caller indicate they want a call back?) Yes</p>	Please see case number 240048.	s.22(1)	s.22(1)	1	3/22/2012 6:45:15 PM	3/23/2012 10:41:54 AM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed Directed to Another City Department Sent to Debbie Heeps who will be out of office until March 26th. LM</p>
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Case Creation Date: From 1/1/2011 To 12/15/2017

Case Status: Open

101000286906	660	JACKSON AV	V6A 3B7	s.22(1)	Complaint Regarding: City Department Department CityDepartments.CommunitySvcs Provide Division or Branch Name (if known): Property Use Inspections Branch If City Employee, Provide Name and Details: s.22(1)	Case #240048	s.22(1)	s.22(1)	1	4/16/2012 12:37:38 PM	4/16/2012 2:46:38 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed Directed to Another City Department Emailed Debbie Heeps at Property Use Inspections.
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Eform Request Type: ZZ OLD - Missed Apartment Recycling Pickup

101000312622	660	JACKSON AV	V6A 3B7		Cart(s) missed: Paper What day were the recycling carts supposed to be emptied? cb_DaysOfTheWeek.Thursday Is there more than one pickup location? Where is the pickup location of the cart: In the garbage room. Is a key or remote required? Yes Name of the contact person at the site: Mike Contact's phone number: 604.908.1785 (Don't ask, just record - did caller indicate they want a call back?) Yes	The cardboard cart was not emptied. If the department feels that this Apt building may require an additional cardboard cart pls speak with Mike. Missed, pls p/u - thank you!	The JacksonMike	6049081785	1	7/6/2012 9:06:51 AM	7/9/2012 11:50:51 AM	Eng_Sanitation - Garbage Services	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Garbage Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 481087 created / updated at Friday, July 06, 2012 9:12 57 AM Hansen an action has been scheduled: On 06/07/2012 9:17:19 AM an action has been scheduled for 06/07/2012 9:17 00 AM. Hansen Service Request has been reviewed: Case reviewed on 06/07/2012 9:23:00 AM. Hansen Change in Comments: Comments: SR fwd to foreman. Added on 06/07/2012 9:26:03 AM. Service Provided: 10 - Service Provided. done - casey b.. Resolved on 06/07/2012 11:45:00 AM. Agent Finished: Case Closed Service Provided 10 - Service Provided. done - casey b.. Resolved on 06/07/2012 11:45:00 AM.
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Case Creation Date: From 1/1/2011 To 12/15/2017

Case Status: Open

101010080938	660	JACKSON AV	V6A 3B7	<p>1. Type of issue: Placement</p> <p>2. If Other, provide details:</p> <p>3. Container type: Organics</p> <p>4. Name of the Hauling Company: Northwest Waste Systems Inc.</p> <p>5. Provide container number (if available): 54791 (with a 2) underneath it</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	<p>Caller says this dumpster belongs to 501 E. Georgia Street (Finches is the name of the Company). Caller says the dumpster is for both organic and cardboard disposal, and is placed right</p> <p>s.22(1)</p> <p>s.22(1)</p>	1	8/28/2017 11:55:00 AM	10/18/2017 10:41:52 AM	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 : 1177996 created / updated at Monday, August 28, 2017 12:02:25 PM Hansen Service Request has been reviewed: Case reviewed on 30/08/2017 12:18 09 PM. Hansen Change in Comments: Comments: . Added on 18/10/2017 10:41:48 AM. Service Provided: 10 - Service Provided. . Resolved on 18/10/2017 10:41:00 AM. Agent Finished: Case Closed. Closed date : 2017-10-18 10:41:51.96 Service Provided 10 - Service Provided. . Resolved on 18/10/2017 10:41:00 AM.</p>
101010238131	660	JACKSON AV	V6A 3B7	<p>1. Type of issue: Placement</p> <p>2. If Other, provide details:</p> <p>3. Container type: Organics</p> <p>4. Name of the Hauling Company: Northwest Waste Systems Inc.</p> <p>5. Provide container number (if available): 54791</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<p>Citizen called in on 08/28/17 originally</p> <p>s.22(1)</p> <p>The bin belongs to 501 E Georgia St (Finches is the name of the Company). It was moved for a few weeks, but now it has been placed back</p> <p>s.22(1)</p>	1	10/2/2017 10:00:00 AM		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 : 1193570 created / updated at Monday, October 02, 2017 10:05:23 AM Hansen Service Request has been reviewed: Case reviewed on 02/10/2017 10:45:19 AM.</p>

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

Date Run: Friday, December 15, 2017 3:45:56 PM

Case Creation Date: From 1/1/2011 To 12/15/2017

Case Status: Open

101010484411	660	JACKSON AV	V6A 3B7	<p>1. Type of issue: Placement</p> <p>2. If Other, provide details:</p> <p>3. Container type: Unknown</p> <p>4. Name of the Hauling Company: Waste Management of Canada</p> <p>5. Provide container number (if available):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<p>See case Case ID: 101010238131, is related</p> <p>Citizen says there is a dumpster at the back of this address which doesn't belong there, the back end of it is jutting out into the alley. The front of it is against the wall. The people that live at 660 Jackson have to go around the bin to get to their garbage shed. s.22(1) the bin belongs to 517 Jackson and the manager of 660 is related to the people that live 517 Jackson.</p>	s.22(1)	s.22(1)	1	11/26/2017 5:07:00 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 : 1218712 created / updated at Sunday, November 26, 2017 5:14 52 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1218712 created / updated at Sunday, November 26, 2017 5:15:11 PM Hansen Service Request has been reviewed: Case reviewed on 27/11/2017 2:00:40 PM.</p>
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Eform Request Type: PUI Short Term Rental Complaint Case

101010238147	660	JACKSON AV	V6A 3B7	<p>1. Provide unit number of property in question, if applicable: s.22(1)</p> <p>2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): s.22(1)</p> <p>3. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>4. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>5. Original client (populated by webform):</p> <p>6. Original email (populated by webform):</p> <p>7. Original phone (populated by webform):</p>		s.22(1)	s.22(1)	1	10/2/2017 10:02:00 AM	10/2/2017 1:10:24 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 : 2017-10-02 13:10:24.023 Assigned Darren Mitchell&#x0D; s.22(1)</p>
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