

File No.: 04-1000-20-2018-061

February 21, 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 January 29, 2018 for:

Any information on complaints, fines, and filings from patrons and neighbours regarding restaurant/bar operations located at 53 West Broadway from January 1, 2016 to December 31, 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

Some information in the records has been severed as "Not Responsive to Request" as it does not pertain to your specified request as outlined above.

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 (#04-1000-20-2018-061); 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
453 W. 12th Avenue Vancouver BC V5Y 1V4
Phone: 604.873.7999
Fax: 604.873.7419

Encl.

:AA



Building Inspection Complaint

Case number: 101007475929

Case created: 2016-03-22, 04:00:00 PM

Incident Location

Address: 53 W BROADWAY, Vancouver, V5Y 1P1

Address2:

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Type of Complaint *	Unsafe Conditions
2. If Other selected, provide details:	
3. If Work Without a Permit selected is there visible and active work being done?	
4. Describe complaint in detail (building type i.e. single family or multi-family dwelling, high-rise, commercial building; location of work, type of work) *:	Commercial Building: Received via email: someone took off the grate between 49 and 53 West Broadway, outside 7 Lounge. Each opening is 18x18 inches and the holes drop 3.5-4 feet, then at the bottom, there are additional insecure square holes leading to crawl space under the building. It's very dirty. I worry heavily for wayward children or unleashed dogs.

Additional Details

Sent to Property Use initially but was asked for this request to be forwarded to Engineering. The photos show the grate was part of the building and is on private property.

Map and Photo

- no picture -

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, February 02, 2018 2:07:40 AM

Case Creation Date: From 1/1/2016 To 12/31/2017

Case Status: Both

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 PUI Property Use Complaint Case Type:															
101007464197	53		W BROADWAY		V5Y 1P1		1. Type of concern: Exterior Building Maintenance - Occupied Building 2. If Other selected or there are multiple issues, provide details: 3. If Auto Repairs selected, provide name and phone number of operator, if known: 4. If Business Licence selected, provide business name: 5. If Home-based Business selected, provide details e.g. business type, hours of operation, customers are coming on site: 6. If Pesticide selected, who applied it? undefined 7. What pesticide was used and when was it applied? 8. If a Rental Unit issue selected, was the landlord advised of the issue? undefined 9. If Yes selected, what happened? 10. If Sign selected, provide sign size, wording or identifying details: 11. Caller's daytime phone number: na 12. (Don't ask, just record - did caller indicate they want a call back?) No	Received via email: To Whom It May Concern, I had been instructed by 3-1-1 to email pictures of what appears to be is that someone took off the grate between 49 and 53 West Broadway, outside 7 Lounge. Each opening is 18x18 inches and the holes drop 3.5-4 feet, then at the bottom, there are additional insecure square holes leading to crawl space under the building. It's very dirty. I worry heavily for wayward children or unleashed dogs. NOTE: 5 photos were sent by citizen. Will be forwarded by email to Property Use. -- (AVJB, Mar 20 2016 1:21PM) 5x photos -- (AVJB, Mar 21 2016 10:40AM) The 5 photos (taken by the citizen) were sent to Debbie Heeps (as Wendy and Sy are away this week). Please let us know if you would like the photos resent to someone else. thanks fyi... the issue in question is definitely on private property.	s.22(1)		1	3/20/2016 1:08:00 PM	3/22/2016 4:05:16 PM	311 Contact Centre	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Updated Case Details: Description updated to: . Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Sounds like it would be Engineering. Thanks Agent Updated Case Details: Description updated to: .. Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-03-22 16:05:16.09 Directed to Another City Department Directed to Building Inspections

Eform Request Building Inspection Complaint Case Type:

101007475929	53		W BROADWAY		V5Y 1P1		Type of Complaint cboInspection_BuildingComplaint.UnsafeCond If Other selected, provide details: If Work Without a Permit selected is there visible and active work being done? Describe complaint in detail (building type i.e. single family or multi-family dwelling, high-rise, commercial building; location of work, type of work) : Commercial Building: Received via email: someone took off the grate between 49 and 53 West Broadway, outside 7 Lounge. Each opening is	Sent to Property Use initially but was asked for this request to be forwarded to Engineering. The photos show the grate was part of the building and is on private property. -- (TVJRC, Mar 22 2016 4:04PM) Attached photos received via email	s.22(1)		1	3/22/2016 4:00:00 PM	3/22/2016 4:06:19 PM	CSG - Inspections Reception General	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-03-22
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					<p>the size of a single size mattress).</p> <p>3. (What collection zone is the abandoned garbage located?) Not Applicable</p> <p>4. Provide details:</p> <p>5. (Don't ask, just record - did caller indicate they want a call back?): No</p>														<p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1045607 created / updated at Tuesday, November 22, 2016 2:21:19 PM</p> <p>Hansen an action has been scheduled: On 23/11/2016 6:56:43 AM an action has been scheduled for 23/11/2016 6:56:00 AM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 23/11/2016 7:18:30 AM.</p> <p>Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 23/11/2016 7:23:57 AM.</p> <p>Item not found: 771 - Sanitation: Item not found. No mirror - as per foreman . Resolved on 24/11/2016 11:29:00 AM.</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-25 11:32:59.353</p> <p>Item not found 771 - Sanitation: Item not found. No mirror - as per foreman . Resolved on 24/11/2016 11:29:00 AM.</p>
101009033363	53	W BROADWAY	V5Y 1P1	<p>1. Type of garbage: Other</p> <p>2. If Other, provide details: Furniture and pallette</p> <p>3. (What collection zone is the abandoned garbage located?) Not Applicable</p> <p>4. Provide details: In the alleyway behind the location is a plastic chair, wooden pallette and a mirror (still intact).</p> <p>5. (Don't ask, just record - did caller indicate they want a call back?): No</p>		s.22(1)	s.22(1)	1	1/21/2017 4:11:00 PM	1/31/2017 9:22:16 AM	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1080272 created / updated at Saturday, January 21, 2017 4:14:12 PM</p> <p>Hansen an action has been scheduled: On 23/01/2017 7:01:50 AM an action has been scheduled for 23/01/2017 7:01:00 AM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 23/01/2017 8:41:43 AM.</p> <p>Hansen Change in Comments: Comments: SR fwd to foreman. Added on 23/01/2017 8:55:51 AM.</p> <p>Service Provided: 10 - Service Provided. Done as per foreman. Resolved on 24/01/2017 9:21:00 AM.</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-31 09:22:16.587</p> <p>Service Provided 10 - Service Provided. Done as per foreman. Resolved on</p>							

															24/01/2017 9:21:00 AM.
101009878685	53		W BROADWAY		V5Y 1P1	<p>1. Type of garbage: Other</p> <p>2. If Other, provide details: A dark grey bin dumped in the back alley. Citizen says, the bin looks like an old COV bin with Vancouver.ca written on it and the bin contains garbage. Garbage includes: wood sticks, demolition material including metal and a broken vacuum.</p> <p>3. (What collection zone is the abandoned garbage located?) Not Applicable</p> <p>4. Provide details: Items are left against a power line post to the side of the alley.</p> <p>5. (Don't ask, just record - did caller indicate they want a call back?): No</p>	*Also, created an Abandoned Recyclables case for the COV cart.	s.22(1)	s.22(1)	1	7/18/2017 2:22:00 PM	7/27/2017 9:09:37 PM	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1159258 created / updated at Tuesday, July 18, 2017 2:28:26 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1159258 created / updated at Tuesday, July 18, 2017 2:31:51 PM Hansen an action has been scheduled: On 19/07/2017 7:02:37 AM an action has been scheduled for 19/07/2017 7:02:00 AM. Hansen Service Request has been reviewed: Case reviewed on 19/07/2017 7:33:19 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 19/07/2017 7:48:04 AM. Service Provided: 10 - Service Provided. done as per foreman . Resolved on 26/07/2017 2:32:00 PM. Agent Finished: Case Closed. Closed date : 2017-07-27 21:09:37.197 Service Provided 10 - Service Provided. done as per foreman . Resolved on 26/07/2017 2:32:00 PM.</p>	

Eform Request Special Water Meter Reading Case Type:

101010312646	53		W BROADWAY		V5Y 1P1	<p>1. Utility account number: s.22(1)</p> <p>2. Folio number: s.22(1)</p> <p>3. Property owner name: s.22(1)</p> <p>4. Property address: 53 BROADWAY W</p> <p>5. s.22(1) rposes:</p> <p>6. Type of request: Schedule</p> <p>7. Schedule reading date: 11/24/2017</p> <p>8. Re-schedule reading date:</p> <p>9. Select caller type: Vendor</p>		s.22(1)		1	10/20/2017 10:54:00 AM	11/27/2017 8:31:50 AM	Eng_Meter Shop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Meter Shop</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1201717 created / updated at Friday, October 20, 2017 10:57:47 AM Hansen Service Request has been reviewed: Case reviewed on 20/10/2017 11:05:20 AM. Hansen Service Request Assigned: Case was assigned on 20/10/2017 11:04:00 AM.</p>
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