

File No.: 04-1000-20-2018-538

October 16, 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 October 9, 2018 for:

**Any and all complaints related to Fraser Academy School located at 2294 West 10<sup>th</sup> Avenue, from November 30, 2016 to October 9, 2018.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

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

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2018-538); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

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

Yours truly,



**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.

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requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Abandoned Vehicle Request	101009843055	2294	W 10TH AV	V6K 2H8	app version 2.31 original address 2294 W 10th Ave	2. What is the vehicle licence plate number? 3. What is the plate jurisdiction (B.C., Alberta, etc.)? Alberta 4. What is the vehicle make? Unlisted 5. What is the vehicle color? Beige 6. What is the expiry date on the plate? 8. (Don't ask, just record, did caller indicate they want a callback?) No	PS Description Jaguar. Vehicle has bot moved in months parking permit expired in April. <p>PS# 2718859</p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262915%2C-123.157384&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U'><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262915%2C-123.157384&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U' alt 'mapurl' width '300' height '300'></a><p><a href 'http //www.publicstuff.com/request/view/2718859'>http //www.publi cstuff.com/request/view/2718859</a><p> --- (PublicStuff, Jul 11 2017 1:50PM) Public Stuff comment by Michael Dibblee Not necessary. Vehicle was moved	s.22(1)		1	7/11/2017 13 47	7/20/2017 7 04	Eng_Parking Ops and Enforcement - Abandoned Vehicles	Agent Created Case Public Stuff request id PSID2718859 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1155768 created / updated at Tuesday, July 11, 2017 1 47 22 PM Agent Updated Case Details Description updated to Jaguar. Vehicle has bot moved in months parking permit expired in April..  Hansen Service Case Created / Updated Hansen ServiceRequest Number 1155768 created / updated at Tuesday, July 11, 2017 1 52 33 PM Service Provided 10 - Service Provided. ATTENDED VEHICLE WAS GOA. Resolved on 20/07/2017 7 00 00 AM. Agent Finished Case Closed. Closed date 2017-07-20 07 01 15.44 Service Provided 10 - Service Provided. ATTENDED VEHICLE WAS GOA. Resolved on 20/07/2017 7 00 00 AM.  Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2017-07-20 07 04 35.48 Open311 Feedback Send Complete Status and Resolution Comment to PS case  Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1155768 created / updated at Thursday, July 20, 2017 7 04 42 AM Agent Finished Case Closed. Closed date 2017-07-20 07 04 43.177 Back to previous status Closing case after 'Add Event'
Water Conservation Violation	101009967262	2294	W 10TH AV	V6K 2H8	app version 2.31 original address 2294 W 10th Ave alias 2294 W 10TH AVE full 2294 W 10TH AVE, VANCOUVER, BC	1. Violation type Lawn watering outside of allowable days/times 4. Did you witness the violation? Yes 5. If Yes, what time did this occur? 11 13am 6. Please verify address of the property 2294 w 10th ave	PS# 2985505<p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262771%2C-123.157268&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U'><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262771%2C-123.157268&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U' alt 'mapurl' width '300' height '300'></a><p><a href 'http //www.publicstuff.com/request/view/2985505'>http //www.publi cstuff.com/request/view/2985505</a><p>	s.22(1)	s.22(1)	1	8/4/2017 11 15	8/9/2017 9 04	Eng_Water Design	Agent Created Case Public Stuff request id PSID2985505 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1167273 created / updated at Friday, August 04, 2017 11 15 30 AM Hansen Change in Comments Comments Letter sent Aug 9 to property owners/occupants regarding alleged water violation. Address also added to enforcement patrol list. Added on 09/08/2017 8 52 12 AM. Service Provided 10 - Service Provided. Resolved on 09/08/2017 8 51 00 AM. Agent Finished Case Closed. Closed date 2017-08-09 08 59 38.04 Service Provided 10 - Service Provided. Resolved on 09/08/2017 8 51 00 AM.  Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2017-08-09 09 04 32.773 Open311 Feedback Send Complete Status and Resolution Comment to PS case  Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1167273 created / updated at Wednesday, August 09, 2017 9 04 43 AM Agent Finished Case Closed. Closed date 2017-08-09 09 04 42.063 Back to previous status Closing case after 'Add Event'
Water Conservation Violation	101010086575	2294	W 10TH AV	V6K 2H8	app version 2.31 original address 2294 W 10th Ave alias 2294 W 10TH AVE full 2294 W 10TH AVE, VANCOUVER, BC	1. Violation type Lawn watering outside of allowable days/times 4. Did you witness the violation? Yes 5. If Yes, what time did this occur? 11 33am 6. Please verify address of the property 2294 w 10th ave	PS Description Watering at 11 33am<p><p>PS# 3092544</p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262661%2C-123.157276&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U'><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.262661%2C-123.157276&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U' alt 'mapurl' width '300' height '300'></a><p><a href 'http //www.publicstuff.com/request/view/3092544'>http //www.publi cstuff.com/request/view/3092544</a><p>	s.22(1)	s.22(1)	1	8/29/2017 11 35	8/31/2017 12 00	Eng_Water Design	Agent Created Case Public Stuff request id PSID3092544 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1178505 created / updated at Tuesday, August 29, 2017 11 37 25 AM Duplicate Request 30 - Duplicate Request. Resolved on 31/08/2017 11 54 00 AM. Agent Finished Case Closed. Closed date 2017-08-31 11 58 44.85 Duplicate Request 30 - Duplicate Request. Resolved on 31/08/2017 11 54 00 AM.  Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2017-08-31 11 59 45.973 Open311 Feedback Send Complete Status and Resolution Comment to PS case  Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1178505 created / updated at Thursday, August 31, 2017 12 00 15 PM Agent Finished Case Closed. Closed date 2017-08-31 12 00 16.303 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101010287278	2294	W 10TH AV	V6K 2H8	app version 2.31 original address 2294 W 10th Ave alias 2294 W 10TH AVE full 2294 W 10TH AVE, VANCOUVER, BC	. Phone Number 1. Type of noise Mechanical equipment (air conditioner, heat pump, fan, etc.) 2. Describe the noise and who is making it Jack hammering 3. When is it happening? Since I got home from work at 5 00 4. How often is it happening? Constant 5. Have you spoken with the person or company making the noise? No 10. Please verify address of the property 2294 W 10th Ave, Vancouver, BC V6K 2H8 11. Did caller indicate they want a call back? Unknown	PS# 3312601<p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2626607%2C-123.157276&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U'><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2626607%2C-123.157276&size 600x300&key AlzaSyDfghN3B7_h2dKlxBuS8vZzVd5yVPcyaz U' alt 'mapurl' width '300' height '300'></a><p><a href 'http //www.publicstuff.com/request/view/3312601'>http //www.publi cstuff.com/request/view/3312601</a><p>	No Name No Name (ps)	s.22(1)	1	10/13/2017 18 23	10/16/2017 15 34	CSG - Property Use Inspections	Agent Created Case Public Stuff request id PSID3312601 Agent Finished Case Closed. Closed date 2017-10-16 15 33 43.047 Assigned Nicholas Liu&#x0D; 869238&#x0D;  Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2017-10-16 15 34 36.703 Open311 Feedback Send Complete Status and Resolution Comment to PS case

PUI Noise Complaint Case	101010288208	2294 W 10TH AV	V6K 2H8	<p>app version 2.31 original address 2294 W 10th Ave alias 2294 W 10TH AVE full 2294 W 10TH AVE, VANCOUVER, BC</p>	<p>. Phone Number 1. Type of noise Mechanical equipment (air conditioner, heat pump, fan, etc.) 2. Describe the noise and who is making it Jack hammering 3. When is it happening? Jack hammering 4. How often is it happening? constant noise happening since early morning 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property 2294 West 10th Avenue, Vancouver, BC, Canada 11. Did caller indicate they want a call back? Unknown</p>	<p>PS# 3313328&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'http://maps.googleapis.com/maps/api/staticmap?markers 49.2626607%2C-123.157276&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU'&gt;&lt;img src 'http://maps.googleapis.com/maps/api/staticmap?markers 49.2626607%2C-123.157276&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href 'http://www.publicstuff.com/request/view/3313328'&gt;http://www.publicstuff.com/request/view/3313328&lt;/a&gt;&lt;p/&gt;</p>	No Name No Name (ps)	s.22(1)	1	10/14/2017 10 46	10/16/2017 16 09	CSG - Property Use Inspections	<p>Agent Created Case Public Staff request id PSID3313328 Agent Finished Case Closed. Closed date 2017-10-16 16 08 43.837 Assigned Nicholas Liu&amp;#x0D; 86923 Case Reopened Reopened for Public Staff Feedback Agent Finished Case Closed. Closed date 2017-10-16 09 39.493 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
PUI Noise Complaint Case	101011145827	2294 W 10TH AV	V6K 2H8	<p>app version 2.31 original address 2294 W 10th Ave alias 2294 W 10TH AVE full 2294 W 10TH AVE, VANCOUVER, BC</p>	<p>. Phone Number 1. Type of noise Other 2. Describe the noise and who is making it Phone intercom does not stop ringing 3. When is it happening? All day, PD day at school 4. How often is it happening? Evenings after school hours when no on is there 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property 2294 west 10th ave 11. Did caller indicate they want a call back? Unknown</p>	<p>PS# 4071767&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'http://maps.googleapis.com/maps/api/staticmap?markers 49.2627593%2C-123.1571496&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU'&gt;&lt;img src 'http://maps.googleapis.com/maps/api/staticmap?markers 49.2627593%2C-123.1571496&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href 'http://www.publicstuff.com/request/view/4071767'&gt;http://www.publicstuff.com/request/view/4071767&lt;/a&gt;&lt;p/&gt;</p>	s.22(1)	s.22(1)	1	4/20/2018 18 45	4/27/2018 14 34	VanConnect	<p>Agent Created Case Public Staff request id PSID4071767 Agent Updated Case Details Reallocated to queue 311 Contact Centre Reason for reallocation City owned property, please reallocate. Agent Updated Case Details Reallocated to queue VanConnect Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2018-04-27 14 34 04.983 Alternate Service Provided Sent as REF# Case Reopened Reopened for Public Staff Feedback Agent Finished Case Closed. Closed date 2018-04-27 14 34 42.493 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Street Cleaning & Debris Pickup Case	101010306951	2294 W 10TH AV	V6K 2H8		<p>1. Is this causing a safety or traffic hazard? Yes 2. Location type City Street 3. Type of debris Other 4. If Other, provide details leaves 5. If Cement Spill, provide Cement Company name and truck number (if known) 6. Is this a result of a Motor Vehicle Accident? No 7. If Yes, did you witness the accident? undefined 8. If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VPD incident # (if known) 9. If City Crew calling, provide Department details (City Department name and Crew detail) 10. Provide SAP#/Hansen# for City Crew request 11. (Don't ask, just record - did caller indicate they want a call back?) No</p>	<p>2017/10/19 07 35 14 ~ Sumit Sharma ~ reported to steve at 732 am and realyed the info.&amp;#xD;&amp;#xA;This was reported via vanconnect noting the leaves on the road caused bike accidents. The attached image is https://d17aqltn7chbm.cloudfront.net/uploads/large_e01de7edd2f60ef67f9d04ae48b8b9c</p>	s.22(1)	s.22(1)	1	10/19/2017 7 28	10/24/2017 8 36	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated Hansen ServiceRequest Number 1201021 created / updated at Thursday, October 19, 2017 7 31 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1201021 created / updated at Thursday, October 19, 2017 7 35 25 AM Hansen an action has been scheduled On 19/10/2017 10 57 15 AM an action has been scheduled for 19/10/2017 10 57 00 AM. Hansen Service Request has been reviewed Case reviewed on 19/10/2017 11 05 54 AM. Hansen Change in Comments Comments SR fwd to Foreman. Added on 19/10/2017 11 08 52 AM. Service Provided 10 - Service Provided. completed by foreman - road is okay, no sweep needed at this time . Resolved on 20/10/2017 8 34 00 AM. Agent Finished Case Closed. Closed date 2017-10-24 08 36 20.07 Service Provided 10 - Service Provided. completed by foreman - road is okay, no sweep needed at this time . Resolved on 20/10/2017 8 34 00 AM.</p>
Animal Concern - Non-Emergency Case	101010564682	2294 W 10TH AV	V6K 2H8	<p>app version 2.31 original address Connaught Park alias CONNAUGHT PARK full 2294 W 10TH AVE, VANCOUVER, BC</p>	<p>. Phone Number 1. Complaint type Dog off leash 2. If Other, provide brief description 3. Animal type Dog 5. Animal colour Brown and White 6. Dog breed (if known)</p>	<p>PS# 3541463&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'http://maps.googleapis.com/maps/api/staticmap?markers 49.262321%2C-123.158307&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU'&gt;&lt;img src 'http://maps.googleapis.com/maps/api/staticmap?markers 49.262321%2C-123.158307&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href 'http://www.publicstuff.com/request/view/3541463'&gt;http://www.publicstuff.com/request/view/3541463&lt;/a&gt;&lt;p/&gt;</p>	s.22(1)	s.22(1)	1	12/13/2017 7 16	12/13/2017 11 14	CSG - Animal Control	<p>Agent Created Case Public Staff request id PSID3541463 Agent Finished Case Closed. Closed date 2017-12-13 11 10 29.017 Service Provided DG 17-318623 Supervisor forward to Stats Case Reopened Reopened for Public Staff Feedback Agent Finished Case Closed. Closed date 2017-12-13 11 14 43.93 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Animal Concern - Non-Emergency Case	101011116049	2294 W 10TH AV	V6K 2H8	<p>app version 2.31 original address Connaught Park alias CONNAUGHT PARK full 2294 W 10TH AVE, VANCOUVER, BC</p>	<p>. Phone Number 1. Complaint type Dogoffleash 3. Animal type Dog 5. Animal colour Grey 6. Dog breed (if known) Not sure. Large dog. Weimaraner possibly. 12. (Don't ask, just record - did caller indicate they want a call back?) Unknown</p>	<p>PS# 4038061&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'https://d17aqltn7chbm.cloudfront.net/uploads/large_7f9dd82249f0de15eefaf770963d38f'&gt;&lt;img src 'https://d17aqltn7chbm.cloudfront.net/uploads/large_7f9dd82249f0de15eefaf770963d38f' alt 'imageurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'http://maps.googleapis.com/maps/api/staticmap?markers 49.26235%2C-123.158003&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU'&gt;&lt;img src 'http://maps.googleapis.com/maps/api/staticmap?markers 49.26235%2C-123.158003&amp;size 600x300&amp;key AlzaSyDfghN3B7_h2dKlxBu58vZzVd5yVPcyazU' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href 'http://www.publicstuff.com/request/view/4038061'&gt;http://www.publicstuff.com/request/view/4038061&lt;/a&gt;&lt;p/&gt;</p>	s.22(1)	s.22(1)	1	4/14/2018 13 21	4/14/2018 13 59	CSG - Animal Control	<p>Agent Created Case Public Staff request id PSID4038061 Agent Finished Case Closed. Closed date 2018-04-14 13 58 01.18 Service Provided Submitted for statistics, DG 18-547555 Case Reopened Reopened for Public Staff Feedback Agent Finished Case Closed. Closed date 2018-04-14 13 59 45.947 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Animal Concern - Non-Emergency Case	101011532773	2294 W 10TH AV	V6K 2H8	<p>app version 2.31 original address Connaught Park alias CONNAUGHT PARK full 2294 W 10TH AVE, VANCOUVER, BC</p>	<p>. Phone Number 1. Complaint type Dogoffleash 2. If Other, provide brief description 3. Animal type Dog 5. Animal colour Grey 6. Dog breed (if known)</p>	<p>PS Description 3 dogs running off leash &lt;p/&gt;PS# 4466711&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href 'http://maps.googleapis.com/maps/api/staticmap?markers 49.262356%2C-123.158077&amp;size 600x300&amp;key ' &gt;&lt;img src 'http://maps.googleapis.com/maps/api/staticmap?markers 49.262356%2C-123.158077&amp;size 600x300&amp;key ' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href 'http://www.publicstuff.com/request/view/4466711'&gt;http://www.publicstuff.com/request/view/4466711&lt;/a&gt;&lt;p/&gt;</p>	s.22(1)	s.22(1)	1	7/5/2018 18 03	7/6/2018 9 49	CSG - Animal Control	<p>Agent Created Case Public Staff request id PSID4466711 Agent Finished Case Closed. Closed date 2018-07-06 09 49 26.747 Service Provided Submitted for statistics, DG 18-588978 Case Reopened Reopened for Public Staff Feedback Agent Finished Case Closed. Closed date 2018-07-06 09 49 49.6 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>



					<p>1. Is this sewer backup/blockage/flooding threatening property damage? No</p> <p>2. Where is the water backup/flooding from? Basement - Toilet</p> <p>3. If Other, provide details</p> <p>4. Are you able to flush the toilet that is on the lowest level of your residence without issue? No</p> <p>5. What type of property is this? House</p> <p>6. If Other, provide details</p> <p>7. What is your relationship with the property? PropertyOwner</p> <p>8. If Other, provide details</p> <p>9. Did a private plumber attend the site? Yes</p> <p>10. If Yes, what did the plumber find and did it resolve the issue? Plumber has was there for the past two days and snaked the line up to the sidewalk and it's still blocked and thinks could be tree roots</p> <p>11. What kind of access to the plumbing system is available? SewerCleanOut</p> <p>12. Where is the access located? Inside</p> <p>13. Who will be home to sign the service agreement? s.22(1)</p> <p>14. Please provide a phone number for the dispatcher to contact you to arrange an appointment? asap</p> <p>15. Is there anything else we need to be advised about in regards to the crew visit (A dog in the yard, use of back entrance, etc.)? na</p> <p>16. Caller has been advised of the possibility of charges. Yes</p> <p>17. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	Please call s.22(1) o advise when crew will be coming out.	s.22(1)	s.22(1)	1	8/19/2018 11 05	8/27/2018 14 38	Eng_Sewer Operations	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Sewer Operations</p> <p>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1333160 created / updated at Sunday, August 19, 2018 11 09 17 AM</p> <p>Hansen Service Request Assigned Case was assigned on 19/08/2018 11 40 00 AM.</p> <p>Hansen Service Request has been reviewed Case reviewed on 19/08/2018 11 42 16 AM.</p> <p>Hansen Change in Comments Comments DISPATCHED TO SEWERS. P LACEY. Added on 19/08/2018 11 44 25 AM.</p> <p>Hansen Work Order Created Work order 1006431 has been initiated on 20/08/2018 7 09 00 AM. Work Order type is SMaintain.</p> <p>Service Provided 10 - Service Provided. . Resolved on 27/08/2018 2 37 00 PM.</p> <p>Hansen Change in Comments Comments Completed. Added on 27/08/2018 2 37 10 PM.</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2018-08-27 14 38 24.7</p> <p>Service Provided 10 - Service Provided. . Resolved on 27/08/2018 2 37 00 PM.</p>
Sewer Backup/Flooding	101011742010	2294	W 10TH AV	V6K 2H8								<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Sewer Operations</p> <p>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1335144 created / updated at Thursday, August 23, 2018 7 16 23 AM</p> <p>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1335144 created / updated at Thursday, August 23, 2018 7 17 13 AM</p> <p>Hansen Service Request has been reviewed Case reviewed on 23/08/2018 7 19 26 AM.</p> <p>Hansen Change in Comments Comments Referred to Rachel. Added on 23/08/2018 7 19 24 AM.</p> <p>Service Provided 10 - Service Provided. . Resolved on 24/08/2018 11 12 00 AM.</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2018-08-24 11 14 24.68</p> <p>Service Provided 10 - Service Provided. . Resolved on 24/08/2018 11 12 00 AM.</p>	
Sewer Pipe Inquiries	101011761095	2294	W 10TH AV	V6K 2H8		Requested by s.22(1) Maintenance Manager	Fraser Academy	s.22(1)	1	8/23/2018 7 15	8/24/2018 11 14	Eng_Sewer Operations	