

File No.: 04-1000-20-2018-580

December 4, 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 November 2, 2018 for:


Any records regarding complaints, investigations and enforcement actions at 1050 Burrard Street, from March 1, 2017 to November 1, 2018.

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, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request 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 (#04-1000-20-2018-580); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,



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

*Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4*

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ag

Short-Term Rental Complaint

Case number: 101010231104

Case created: 2017-09-29, 01:22:00 PM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Contact Details

Name: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

1. Provide unit number of property in question, if applicable: s.22(1)
2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen said that unit is being rented out as an airbnb and citizen unknowingly rented out the unit for 3 night Sept 20th to Sept 23rd. s.22(1)
3. Please verify address of the property (for web form and VanConnect submissions only):
4. (Don't ask, just record - did caller indicate they want a call back?): Yes
5. Original client (populated by webform):
6. Original email (populated by webform):
7. Original phone (populated by webform):

Additional Details

Please follow up with citizen, s.22(1) wants to know what department will do.

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010340266

Case created: 2017-10-27, 09:14:00 AM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|--|---|
| 1. | Provide unit number of property in question, if applicable: | s.22(1) |
| 2. | Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | Citizen will email the link to the website for the short term rental. |
| 3. | Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. | (Don't ask, just record - did caller indicate they want a call back?): | Yes |
| 5. | Original client (populated by webform): | |
| 6. | Original email (populated by webform): | |
| 7. | Original phone (populated by webform): | |

Additional Details

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010340291

Case created: 2017-10-27, 09:17:00 AM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|--|---|
| 1. | Provide unit number of property in question, if applicable: | s.22(1) |
| 2. | Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | Citizen will email the website address. |
| 3. | Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. | (Don't ask, just record - did caller indicate they want a call back?): | Yes |
| 5. | Original client (populated by webform): | |
| 6. | Original email (populated by webform): | |
| 7. | Original phone (populated by webform): | |

Additional Details

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010340304

Case created: 2017-10-27, 09:18:00 AM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

- | | | |
|----|--|---|
| 1. | Provide unit number of property in question, if applicable: | s.22(1) |
| 2. | Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | Citizen will email the website address. |
| 3. | Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. | (Don't ask, just record - did caller indicate they want a call back?): | Yes |
| 5. | Original client (populated by webform): | |
| 6. | Original email (populated by webform): | |
| 7. | Original phone (populated by webform): | |

Additional Details

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010340315

Case created: 2017-10-27, 09:19:00 AM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|--|------------------------------------|
| 1. | Provide unit number of property in question, if applicable: | s.22(1) |
| 2. | Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | Citizen will email the website in. |
| 3. | Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. | (Don't ask, just record - did caller indicate they want a call back?): | Yes |
| 5. | Original client (populated by webform): | |
| 6. | Original email (populated by webform): | |
| 7. | Original phone (populated by webform): | |

Additional Details

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010358161 Case created: 2017-10-31, 03:39:00 PM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3
 Address2: s.22(1)
 Location name:

Contact Details

Name: s.22(1)
 Address: [Redacted]
 Address2: [Redacted]
 Phone: s.22(1) Email:
 Alt. Phone: Preferred contact method: Phone

Request Details

- | | |
|---|--|
| 1. Provide unit number of property in question, if applicable: | 1 |
| 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | Citizen will be sending an email to PU Supervisor with the website link and information. |
| | The unit at s.22(1) 1050 Burrard is being used as Air B&B. |
| 3. Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. (Don't ask, just record - did caller indicate they want a call back?): | Yes |
| 5. Original client (populated by webform): | |
| 6. Original email (populated by webform): | |
| 7. Original phone (populated by webform): | |

Additional Details

Map and Photo

- no picture -

FYA to: Charlene Cranton

Short-Term Rental Complaint

Case number: 101010424937

Case created: 2017-11-15, 12:22:00 PM

Incident Location

Address: 1050 BURRARD ST, Vancouver, V6Z 2S3

Address2: s.22(1)

Location name:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|--|---|
| 1. | Provide unit number of property in question, if applicable: | s.22(1) |
| 2. | Provide exact web address of the property's rental listing (e.g. on Airbnb's website): | https://www.airbnb.ca/rooms/9351082 |
| 3. | Please verify address of the property (for web form and VanConnect submissions only): | |
| 4. | (Don't ask, just record - did caller indicate they want a call back?): | Unknown |
| 5. | Original client (populated by webform): | |
| 6. | Original email (populated by webform): | |
| 7. | Original phone (populated by webform): | |

Additional Details

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

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 Abandoned Non-Recyclables Pickup Case															
101007768811	1050		BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1088 Burrard St	Provide details: Pillow and sheets in bus stop # 61759 in front of the wall centre Type of garbage: cb_AbandonedNonRecyclables.Garbage		Downtown Ambassadors	6046894357	1	5/22/2016 12:57:03 PM	5/26/2016 1:10:31 PM	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Staff request id: PSID1611205 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 962254 created / updated at Sunday, May 22, 2016 12:57:12 PM Hansen an action has been scheduled: On 24/05/2016 6:59:49 AM an action has been scheduled for 24/05/2016 6:59:00 AM. Hansen Service Request has been reviewed: Case reviewed on 24/05/2016 8:27:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 24/05/2016 8:54:54 AM. Service Provided: 10 - Service Provided. done as per foreman M. Maquirang. Resolved on 24/05/2016 1:05:00 PM. Agent Finished: Case Closed. Closed date : 2016-05-26 13:07:46.237 Service Provided 10 - Service Provided. done as per foreman M. Maquirang. Resolved on 24/05/2016 1:05:00 PM. Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2016-05-26 13:09:47.793 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 : 962254 created / updated at Thursday, May 26, 2016 1:10:30 PM Agent Finished: Case Closed. Closed date : 2016-05-26 13:10:31.25 Back to previous status Closing case after 'Add Event'
Eform Request Type Building Plans Request Case															
101008483694	1050		BURRARD ST		V6Z 2S3		Request details: As built plans, also specific plans for f available		s.22(1)		1	9/30/2016 1:17:00 PM	10/3/2016 8:43:00 AM	DS - Concierge Desk	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DS - Concierge Desk Agent Finished: Case Closed. Closed date : 2016-10-03 08:42:59.543 Service Provided Called customer and left voice mail. Yes we have the plans.
Eform Request Type VPD FARP Inquiry to RS SR															
101008811485	1050		BURRARD ST		V6Z 2S3		1. Permit Number: s.22(1) 2. Account Number (all numeric): s.22(1) 3. Inquiry or Request Topic: Moved 4. Inquiry and Request Details: New owner of unit calling, just received renewal notice under last owners name. Advised there is no power to alarm, new ownership occurred 2 years ago. Please cancel permit. 5. (Do not ask, just record - did caller indicate they want a call back?): No 6. Neighbourhood: Downtown		s.22(1)		1	12/12/2016 10:07:00 AM	12/13/2016 2:01:28 PM	Fin Revenue - FARP	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fin Revenue - FARP Agent Finished: Case Closed. Closed date : 2016-12-13 14:01:28.183 Service Provided moved
Eform Request Type Dog Licence Changes Case															
101009496469	1050		BURRARD ST		V6Z 2S3		1. Dog Name: s.22(1) 2. Account or tag number: 3. Owner name (if caller is not the owner): 4. Change details (for contact information changes, provide the old and new information): Old Address: s.22(1) New Address: s.22(1) 5. If address change at renewal, does caller need a replacement dog tag? No 6. (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		1	5/4/2017 2:43:00 PM	5/4/2017 3:51:52 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2017-05-04 15:51:51.933 Acknowledged Folder updated
101010875542	1050		BURRARD ST		V6Z 2S3		1. Dog Name: s.22(1) 2. Account or tag number: s.22(1) 3. Owner name (if caller is not the owner): 4. Change details (for contact information changes, provide the old and new information): s.22(1) Pls update file and close. The citizen called this in last year when he received a renewal notice and thought that his file had been updated. However, he received another renewal notice and would like that his file be updated and closed. 5. If address change at renewal, does caller need a replacement dog tag? 6. (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		1	2/15/2018 12:44:00 PM	2/15/2018 1:00:15 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2018-02-15 13:00:15.3 Service Provided Updated file to reflect dogs passing - KC
Eform Request Type Holding Stray Case															

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101009789944	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Animal Type: Dog 2. If Other, provide details: 3a. Breed: Pitbull 3b. Tag Number: 3c. Tattoo Number: 4. Animal Colour: grey 5. Provide animal's exact location details: s.22(1) 6. Provide details if there are any time constraints for animal pick-up e.g. animal must be picked up after 5 pm): asap 7. Is request urgent? No 8. If Yes, provide details: 9. (Don't ask, just record - did caller indicate they want a call back?): Yes	Citizen found a stray dog it's a blue eyed pitbull puppy. Please call citizen with ETA. ... (AVAR, Jul 4 2017 4:33PM) Omid called to check if owner found or if dog might be up for adoption. Will create new case for department to follow up.	s.22(1)	1	7/1/2017 10:24:00 AM	7/4/2017 4:34:58 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2017-07-01 10:34:49.043 Assigned Assigned to ACO 32 - DG 17-252079 Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2017-07-04 16:34:57.963 Back to previous status Closing case after 'Add Event'
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Eform Request Type Animal Control General Inquiry Case

101009805201	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Type of Inquiry: Other 2. If Other selected, provide details: Omid asking for update on dog he found and picked up by ACO on July 1st. It was a pitbull puppy, grey or brindle colour with blue eyes. Asking if owner was found, and if not is the dog going to be up for adoption. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s.22(1)	1	7/4/2017 4:35:00 PM	7/4/2017 4:41:36 PM	CSG - Animal Control	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2017-07-04 16:41:36.18 Service Provided Called citizen with update on dog
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Eform Request Type Dead Animal Pickup Case

101009887924	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1046-1048 Burrard St alias: 1046-1048 BURRARD ST full: UNIT 2703 -- 1050 BURRARD ST, VANCOUVER, BC	PS Description: There is a dead skunk on the sidewalk next to a tree just north of the Comox street traffic lights in front of the Sheraton Wall Centre Hotel at 1088 Burrard st.->/>PS#: 2916685</>Click images below to expand</><a	No Name No Name (ps)	1	7/20/2017 10:09:34 AM	7/26/2017 4:27:54 PM	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Staff request id: PSID2916685 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1160174 created / updated at Thursday, July 20, 2017 10:09:39 AM Hansen an action has been scheduled: On 20/07/2017 12:55:31 PM an action has been scheduled for 20/07/2017 12:55:00 PM. Hansen Service Request has been reviewed: Case reviewed on 20/07/2017 1:32:10 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 20/07/2017 1:46:18 PM. Service Provided: 10 - Service Provided. Done as per foreman.. Resolved on 21/07/2017 3:19:00 PM. Agent Finished: Case Closed. Closed date : 2017-07-26 16:19:37.44 Service Provided 10 - Service Provided. Done as per foreman.. Resolved on 21/07/2017 3:19:00 PM. Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2017-07-26 16:25:10.797 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 : 1160174 created / updated at Wednesday, July 26, 2017 4:27:54 PM Agent Finished: Case Closed. Closed date : 2017-07-26 16:27:54.02 Back to previous status Closing case after 'Add Event'
101009897103	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1046-1048 Burrard St alias: 1046-1048 BURRARD ST full: UNIT 2703 -- 1050 BURRARD ST, VANCOUVER, BC	PS Description: There is a dead skunk on the sidewalk next to a tree just north of the Comox street traffic lights in front of the Sheraton Wall Centre Hotel at 1088 Burrard st.->/>PS#:	No Name No Name (ps)	1	7/21/2017 3:30:38 PM	9/15/2017 3:06:19 PM	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Staff request id: PSID2916685 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1160898 created / updated at Friday, July 21, 2017 3:34:43 PM Hansen Change in Comments: Comments: SR fwd to foreman . Added on 24/07/2017 9:20:29 AM. Hansen Service Request has been reviewed: Case reviewed on 24/07/2017 9:15:47 AM. Hansen an action has been scheduled: On 24/07/2017 7:08:43 AM an action has been scheduled for 24/07/2017 7:08:00 AM. Service Provided: 10 - Service Provided. done as per foreman . Resolved on 04/08/2017 2:58:00 PM. Agent Finished: Case Closed. Closed date : 2017-09-15 15:02:21.957 Service Provided 10 - Service Provided. done as per foreman . Resolved on 04/08/2017 2:58:00 PM. Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2017-09-15 15:06:19.42 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Eform Request Type Water General Work Request

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101009957255	1050	BURRARD ST	V6Z 2S3	1. Type of issue: Other 2. Provide details: Water works did some testing on Friday July 28th on the main water line and now they are having issues with the fire panel that monitors that particular room. Experiencing a ground fault that they can't reset. 3. If Valve Lid/Cover issue, describe what the item looks like (e.g size or shape of the cover, logo, etc.): 4. Is the Valve Lid/Cover in the middle of: undefined 5. If Valve Lid/Cover issue, is there an immediate danger to the public? undefined 6. (Don't ask, just record - did caller indicate they want a call back?): Yes	Annual test of main water system on July 28 and now they are experiencing problems and want to talk to someone that came out and did the testing.	s.22(1)	1	8/2/2017 2:10:00 PM	4/13/2018 2:32:38 PM	Eng_Water Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1166325 created / updated at Wednesday, August 02, 2017 2:13:45 PM Incorrect Queue Allocation: 32 - Incorrect Queue Allocation. . Resolved on 02/08/2017 2:58:00 PM. Agent Finished: Case Closed. Closed date : 2017-08-02 15:00:57.327 Incorrect Queue Allocation 32 - Incorrect Queue Allocation. . Resolved on 02/08/2017 2:58:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Request has been reviewed: Case reviewed on 13/04/2018 2:32:11 PM. Agent Finished: Case Closed. Closed date : 2018-04-13 14:32:38.163 Back to previous status Closing case after 'Add Event'
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Eform Request Type Commercial Waste Container Request

101009993296	1050	BURRARD ST	V6Z 2S3	app version: 2.31 original address: 905-975 Helmcken St St alias: 905-975 HELMCKEN ST full: 1050 BURRARD ST, VANCOUVER, BC	3. Container type: Unknown 4. Name on dumpster: Other 5. Provide container number (if available): 6. (Don't ask just record - Did caller indicate they want a call back?) No	2017/08/10 14:53:42 --- Public Stuff --- Public Stuff comment by 311 Admin: Hello there, We will be closing the case. Please provide the above information upon resubmitting the case.	No Name No Name (ps)	1	8/10/2017 10:46:44 AM	8/10/2017 4:02:39 PM	Eng_Solid Waste Management	Agent Created Case: Public Stuff request id: PSID3010277 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1169655 created / updated at Thursday, August 10, 2017 10:46:53 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1169655 created / updated at Thursday, August 10, 2017 12:28:18 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1169655 created / updated at Thursday, August 10, 2017 2:54:17 PM Agent Finished: Case Closed. Closed date : 2017-08-10 14:54:13.477 Insufficient or Invalid Info Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1169655 created / updated at Thursday, August 10, 2017 2:54:27 PM Agent Finished: Case Closed. Closed date : 2017-08-10 14:54:27.117 Back to previous status Closing case after 'Add Event' Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-08-10 14:54:34.797 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 : 1169655 created / updated at Thursday, August 10, 2017 2:54:42 PM Agent Finished: Case Closed. Closed date : 2017-08-10 14:54:42.417 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: conflicting addresses. Added on 10/08/2017 3:55:42 PM. Agent Finished: Case Closed. Closed date : 2017-08-10 15:57:38.84 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Insufficient or Invalid Information Provided: 34 - Insufficient or Invalid Info . Resolved on 10/08/2017 3:55:00 PM
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Eform Request Type Sidewalk - Repair

101010198978	1050	BURRARD ST	V6Z 2S3	app version: 2.31 original address: 1083 Hornby St St alias: 1083 HORNBY ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Type of sidewalk problem: Other 2. If Other, provide brief description: 3. Is there a black patch on it? No 4. Is it safe? No 5. Describe issue in detail (in front of, beside, side of street, etc.): Not Applicable 6. Is this request due to Motor Vehicle Accident? Unknown 8. (Don't ask just record - Did caller indicate they want a call back?): No	s.22(1)	1	9/21/2017 7:22:41 PM	9/25/2017 10:19:44 AM	Eng_Streets Operations	Agent Created Case: Public Stuff request id: PSID3220057 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189299 created / updated at Thursday, September 21, 2017 7:22:52 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to TL (Electrical - Street Lighting) on 22/09/2017 7:58:25 AM. Hansen Change in Comments: Comments: Sept 22/17 - Referred to Electrical. Added on 22/09/2017 8:00:22 AM. Hansen Service request Case Type has changed: Case type changed to TStrtLightDam on 22/09/2017 8:03:18 AM Hansen Service Request has been reviewed: Case reviewed on 22/09/2017 8:06:05 AM. Hansen Change in Comments: Comments: Dispatched to Street Lighting trade supervisor & dispatched to crew. Crew will make repairs based on priority and complexity of the problem. Emailed Electrical Office. . Added on 22/09/2017 8:11:01 AM. Hansen Work Order Created: Work order 905847 has been initiated on 22/09/2017 8:49:00 AM. Work Order type is TLgReact. Hansen has changed the Queue within the Hansen Sys: Case queue changed to TA () on 22/09/2017 8:54:46 AM. Hansen Change in Comments: Comments: WO sent to HN213. . Added on 22/09/2017 8:54:42 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 22/09/2017 8:54:54 AM. Service Provided: 10 - Service Provided. . Resolved on 22/09/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-09-25 10:14:35.6 Service Provided 10 - Service Provided. . Resolved on 22/09/2017 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-09-25 10:19:37.1 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 : 1189299 created / updated at Monday, September 25, 2017 10:19:42 AM Agent Finished: Case Closed. Closed date : 2017-09-25 10:19:43.52 Back to previous status Closing case after 'Add Event'
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Eform Request Type PUI Short Term Rental Complaint Case

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101010231104	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 703 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen said that unit is being rented out as an airbnb and citizen unknowingly rented out the unit for 3 night Sept 20th to Sept 23rd. Citizen said the name of the person that rented it out to s.22(1) (not sure of last name) s.22(1) 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):	Please follow up with citizen, she wants to know what department will do.	s.22(1)	1	9/29/2017 1:22:00 PM	10/2/2017 8:50:12 AM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-10-02 08:50:11.96 Assigned Charlene Cranton 86922
101010340266	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 1107 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen will email the link to the website for the short term rental. 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):		s.22(1)	1	10/27/2017 9:14:00 AM	10/30/2017 3:26:12 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-10-30 15:26:12.433 Assigned Charlene Cranton 86922
101010340291	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 2403 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen will email the website address. 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):		s.22(1)	1	10/27/2017 9:17:00 AM	10/30/2017 3:30:15 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-10-30 15:30:14.893 Assigned Charlene Cranton 86922
101010340304	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 2501 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen will email the website address. 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):		s.22(1)	1	10/27/2017 9:18:00 AM	10/30/2017 3:33:48 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-10-30 15:33:47.923 Assigned Charlene Cranton 86922
101010340315	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 2505 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen will email the website in. 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):		s.22(1)	1	10/27/2017 9:19:00 AM	10/30/2017 3:38:28 PM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-10-30 15:38:27.58 Assigned Charlene Cranton 86922 86922
101010358161	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 1 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Citizen will be sending an email to PU Supervisor with the website link and information. The unit at 1609 1050 Burrard is being used as Air B&B. 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):		s.22(1)	1	10/31/2017 3:39:00 PM	11/2/2017 11:38:50 AM	CSG - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-11-02 11:38:49.77 Assigned Charlene Cranton 86922

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101010424937	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide unit number of property in question, if applicable: 2404 2. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): https://www.airbnb.ca/rooms/9351082 3. Please verify address of the property (for web form and VanConnect submissions only): 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Original client (populated by webform): 6. Original email (populated by webform): 7. Original phone (populated by webform):	s.22(1)	1	11/15/2017 12:22:00 PM	11/20/2017 8:21:39 AM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals Agent Finished: Case Closed. Closed date : 2017-11-20 08:21:39.147 Assigned Charlene Cranton 86922
101011203444	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Complaint type: Not allowed by landlord or strata 2. Provide unit number of property in question, if applicable: 2501 3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): vrbo.com/1100800 4. Provide details of complaint: Found on web site VRBO.com Building doesnt allow for short terms rental .Rentals allowed for more than 30 days. Bus licence number is 18-549238 5. Please verify address of the property (for web form and VanConnect submissions only): 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Original client (populated by webform): 8. Original email (populated by webform): 9. Original phone (populated by webform):	s.22(1)	1	5/3/2018 2:47:00 PM		DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals
101011260064	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Complaint type: Not allowed by landlord or strata 2. Provide unit number of property in question, if applicable: 1002 3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): 4. Provide details of complaint: Strata does not allow short term rentals. No business licence found. 5. Please verify address of the property (for web form and VanConnect submissions only): 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Original client (populated by webform): 8. Original email (populated by webform): 9. Original phone (populated by webform):	s.22(1)	1	5/15/2018 3:37:00 PM	9/28/2018 9:18:18 AM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals Agent Finished: Case Closed. Closed date : 2018-09-28 09:18:18.21 Acknowledged No link provided with complaint.
101011260087	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Complaint type: Not allowed by landlord or strata 2. Provide unit number of property in question, if applicable: 1006 3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): 4. Provide details of complaint: Strata does not allow short term rentals. No business licence found. 5. Please verify address of the property (for web form and VanConnect submissions only): 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Original client (populated by webform): 8. Original email (populated by webform): 9. Original phone (populated by webform):	s.22(1)	1	5/15/2018 3:40:00 PM		DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals
101011260226	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Complaint type: Not used as a principal residence 2. Provide unit number of property in question, if applicable: 2403 3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): 4. Provide details of complaint: Caller says that this unit is listed on Airbnb and AMANDA does not show a business licence for short term rentals. 5. Please verify address of the property (for web form and VanConnect submissions only): 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Original client (populated by webform): 8. Original email (populated by webform): 9. Original phone (populated by webform):	s.22(1)	1	5/15/2018 3:52:00 PM		DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101011260646	1050	BURRARD ST	s.22(1)	V6Z 2S3	<p>1. Complaint type: Not used as a principal residence</p> <p>2. Provide unit number of property in question, if applicable: 2404</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Caller did not have a rental listing.</p> <p>4. Provide details of complaint: Caller states that this unit has been rented as an AirBnB long before the city accepted applications for short term rentals. He also states that it is not the owners principal residence and does not comply with the cities bylaw for short term rentals.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	s.22(1)	1	5/15/2018 4:43:00 PM		DBL - PUI Short-Term Rentals	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</p>
101011379806	1050	BURRARD ST	s.22(1)	V6Z 2S3	<p>1. Complaint type: Not allowed by landlord or strata</p> <p>2. Provide unit number of property in question, if applicable: 706</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): air b&b, citizen will be sending the link by email</p> <p>4. Provide details of complaint: The property at Unit 706 1050 Burrard St is being used as air b&b, which it is not permitted for by the Strata.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	s.22(1)	1	6/6/2018 2:56:00 PM	9/26/2018 2:14:15 PM	DBL - PUI Short-Term Rentals	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</p> <p>Agent Finished: Case Closed. Closed date : 2018-09-26 14:14:15.247 Insufficient or Invalid Info No URL provided; unable to process</p>
101011379866	1050	BURRARD ST	s.22(1)	V6Z 2S3	<p>1. Complaint type: Not allowed by landlord or strata</p> <p>2. Provide unit number of property in question, if applicable: 801</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Air B&B Citizen will be emailing the link</p> <p>4. Provide details of complaint: The property at Unit 801 1050 Burrard St is being used as air b&b, which it is not permitted for by the Strata.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	s.22(1)	1	6/6/2018 3:02:00 PM		DBL - PUI Short-Term Rentals	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</p>
101011407029	1050	BURRARD ST	s.22(1)	V6Z 2S3	<p>1. Complaint type: Not used as a principal residence</p> <p>2. Provide unit number of property in question, if applicable: 1107</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): caller will submit in via email after.</p> <p>4. Provide details of complaint: short term rental being listed on several web sites.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	s.22(1)	1	6/12/2018 11:40:00 AM	11/13/2018 3:59:07 PM	DBL - PUI Short-Term Rentals	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</p> <p>Agent Finished: Case Closed. Closed date : 2018-09-26 15:39:22.427 Acknowledged No URL provided; unable to process</p> <p>Case Reopened: Found link to STR listing via email Agent Finished: Case Closed. Closed date : 2018-11-13 15:59:06.887 Acknowledged</p>
101011407097	1050	BURRARD ST	s.22(1)	V6Z 2S3	<p>1. Complaint type: Not used as a principal residence</p> <p>2. Provide unit number of property in question, if applicable: 2404</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): caller will submit in via email later.</p> <p>4. Provide details of complaint: unit is listed as short term rental on several online sites</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	s.22(1)	1	6/12/2018 11:45:00 AM		DBL - PUI Short-Term Rentals	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</p>

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101011407114	1050	BURRARD ST	S.22(1)	V6Z 2S3	<p>1. Complaint type: Not used as a principal residence</p> <p>2. Provide unit number of property in question, if applicable: 2704</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): caller will submit it in via email later.</p> <p>4. Provide details of complaint: unit is listed as short term rental on several online web sites.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	S.22(1)	1	6/12/2018 11:46:00 AM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals	
101011851579	1050	BURRARD ST	S.22(1)	V6Z 2S3	<p>1. Complaint type: Not allowed by landlord or strata</p> <p>2. Provide unit number of property in question, if applicable: 2501</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): He uses the website: Home Away (which is used for luxury listings in Vancouver Downtown). Citizen says the home ID on Home Away is: 1100800.</p> <p>4. Provide details of complaint: § 22(1) is on Strata and says their building does not allow short-term rentals. He says he has a short-term business licence. § 22(1)</p> <p>Viewed in Amanda and it looks like the property has an Issued Short-Term Rental licence.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	2018/09/25 11:18:55 -- Penelope Duncan -- The service level statement indicated an action within two business days and the caller is inquiring as to why she has not received a call back. An explanation has been given regarding enforcement just starting on September 1st.
Citizen will be email link to short.term.rentals@vancouver.ca Also the owner has the property rented out until January (all short-term rentals).	S.22(1)	1	9/12/2018 11:47:00 AM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals
101011851678	1050	BURRARD ST	S.22(1)	V6Z 2S3	<p>1. Complaint type: Not allowed by landlord or strata</p> <p>2. Provide unit number of property in question, if applicable: 801</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): He advertises on Airbnb website as the Sheraton Wall Centre Suites. Airbnb home ID is: 6433218.</p> <p>4. Provide details of complaint: § 22(1) says the person who rents this unit also owns another unit in the building (another case was created). § 22(1)</p> <p>Bylaw states no short-term rentals. Confirmed via AMANDA citizen does have a business licence for this unit at #801.</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p>	2018/09/25 11:18:01 -- Penelope Duncan -- The service level statement indicated an action within two business days and the caller is inquiring as to why she has not received a call back. An explanation has been given regarding enforcement just starting on September 1st.
Citizen will be emailing link to short.term.rentals@vancouver.ca	S.22(1)	1	9/12/2018 11:56:00 AM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals
101011851728	1050	BURRARD ST	S.22(1)	V6Z 2S3	<p>1. Complaint type: Not allowed by landlord or strata</p> <p>2. Provide unit number of property in question, if applicable: 2404</p> <p>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Advertised on Airbnb.</p> <p>4. Provide details of complaint: § 22(1)</p> <p>5. Please verify address of the property (for web form and VanConnect submissions only):</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Original client (populated by webform):</p> <p>8. Original email (populated by webform):</p> <p>9. Original phone (populated by webform):</p>	2018/09/25 11:18:36 -- Penelope Duncan -- The service level statement indicated an action within two business days and the caller is inquiring as to why she has not received a call back. An explanation has been given regarding enforcement just starting on September 1st.
Citizen will be emailing the link to short.term.rentals@vancouver.ca	S.22(1)	1	9/12/2018 12:01:00 PM	DBL - PUI Short-Term Rentals	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals

Eform Request Type Newspaper Box Repair and Maintenance Request

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101010285701	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1000 Burrard St alias: 1000 BURRARD ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Type of request: Graffiti on Newspaper Box 2. Publisher name: WestEnde	PS Description: Graffiti and stickers on west ender box at 1000 burrard	Downtown Ambassadors	6046894357	1	10/13/2017 2:00:06 PM	1/9/2018 10:02:01 AM	Eng_Streets Furniture	Agent Created Case: Public Stuff request id: PSID3311901 Agent Finished: Case Closed Bulk-Closed in Lagan The cases have all gone directly to the publishers for their action. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-01-09 10:02:01.16 Open311 Feedback Send Complete Status and Resolution Comment to PS case
101010528948	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1000 Burrard St alias: 1000 BURRARD ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Type of request: Graffiti on Newspaper Box 2. Publisher name: WestEnde	PS Description: Graffiti on west ender box at 1000 burrard.	Downtown Ambassadors	6046894357	1	12/5/2017 2:04:26 PM		Eng_Streets Furniture	Agent Created Case: Public Stuff request id: PSID3515561
101012009147	1050	BURRARD ST	s.22(1)	V6Z 2S3	app version: 2.31 original address: 1095 Hornby St alias: 1095 HORNBY ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Type of request: Graffiti on Newspaper Box 2. Publisher name: Metro	PS Description: Graffiti on metro box at 1095 Hornby.	Downtown Ambassadors	6046894357	1	10/19/2018 12:51:00 PM	10/31/2018 10:39:53 AM	Eng_Streets Activities	Agent Created Case: Public Stuff request id: PSID5085478 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-10-31 10:38:26.19 Assigned Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-10-31 10:39:52.78 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Eform Request Type VanConnect - Other Case

101010289937	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 1000 Burrard St alias: 1000 BURRARD ST full: 1050 BURRARD ST, VANCOUVER, BC	Provide details: Fallen fluorescent light inside tourism display south east of burrard and Nelson.		Downtown Ambassadors	6046894357	1	10/14/2017 6:40:00 PM	10/14/2017 7:09:37 PM	VanConnect	Agent Created Case: Public Stuff request id: PSID3313888 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-10-14 19:06:56.327 Directed to Another City Department 101010290001 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-10-14 19:09:37.03 Open311 Feedback Send Complete Status and Resolution Comment to PS case
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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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101011102174	1050	BURRARD ST	s.22(1)	V6Z 2S3	app version: 2.31 original address: 905-975 Helmcken St alias: 905-975 HELMCKEN ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Provide details: Bicycle meter damaged		s.22(1)	1	4/11/2018 12:57:00 PM	4/12/2018 11:56:19 AM	Eng_Traffic and Data Management	<p>Agent Created Case: Public Stuff request id: PSID4024382 Agent Finished: Reallocated to queue: Eng_Traffic and Data Management Incorrect queue Received VIA VanConnect</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1272749 created / updated at Wednesday, April 11, 2018 1:16:38 PM Service Provided: 10 - Service Provided. . Resolved on 12/04/2018 11:48:00 AM. Agent Finished: Case Closed. Closed date : 2018-04-12 11:50:30.217 Service Provided 10 - Service Provided. . Resolved on 12/04/2018 11:48:00 AM.</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-04-12 11:54:46.66 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1272749 created / updated at Thursday, April 12, 2018 11:56:18 AM Agent Finished: Case Closed. Closed date : 2018-04-12 11:56:19.427 Back to previous status Closing case after 'Add Event'</p>
101012005985	1050	BURRARD ST	s.22(1)	V6Z 2S3	app version: 2.31 original address: 1091 Hornby St alias: 1091 HORNBY ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Provide details: meter 63-10-32 is jammed.	No Name No Name (ps)		1	10/18/2018 4:17:00 PM	10/18/2018 5:44:57 PM	VanConnect	<p>Agent Created Case: Public Stuff request id: PSID5080826 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-10-18 17:42:37.713 Alternate Service Provided reported meter via ticket manager.</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-10-18 17:44:56.567 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>

Eform Request Type **Lost Tag Case**

101010391246	1050	BURRARD ST	s.22(1)	V6Z 2S3		<p>1. Dog name: s.22(1)</p> <p>2. Dog breed:</p> <p>3. Dog tag number (if known):</p> <p>4. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	Caller requires a replacement tag for s.22(1) a s.22(1) registered assistant dog. Advised caller there is the possibility of a \$5 charge.		1	11/7/2017 6:27:00 PM	11/8/2017 12:20:08 PM	CSG - Animal Control	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed. Closed date : 2017-11-08 12:20:08.203 Service Provided</p>
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Eform Request Type **Graffiti Removal - City Property**

101010629304	1050	BURRARD ST		V6Z 2S3	app version: 2.31 original address: 905-975 Helmcken St alias: 905-975 HELMCKEN ST full: 1050 BURRARD ST, VANCOUVER, BC	<p>1. Location: CityProperty</p> <p>2. Property Type: UtilityEquipmentBox</p> <p>5. Provide details: Decorated utility box outside The Burrard, south side of Helmcken</p>	Downtown Ambassadors	6046894357	1	12/30/2017 2:13:00 PM	1/2/2018 12:24:42 PM	VanConnect	<p>Agent Created Case: Public Stuff request id: PSID3596299 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: This is a non City asset. Please redirect. thank you :)</p> <p>Agent Finished: Reallocated to queue: VanConnect Incorrect queue</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-01-02 12:22:39.88 No Service Provided External Graffiti Removal - 10636833</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-01-02 12:24:42.153 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
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Eform Request Type **ZZ OLD - Feedback/General Inquiry Case**

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101010835889	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Request type: Feedback 2. If Feedback, indicate type: Complaint 3. Provide details: Citizen is very upset that he has to pay the Empty Homes Tax. His Vancouver property is a second property but used by family on and off, and the parking space is used every day. They have family albums and meetings there. He is upset because other people come from other countries and use the properties to make money but he is not doing this. He has owned for about 15 years and this EHT was not in place back when he purchased it so he does not believe it is fair to Canadian citizens. Citizen would like someone to listen to his call recording for his reasons why vacancy tax should not apply as well. 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. If exemption, select type: 7. If legal, select type: 8. If principal residence, select type: 9. If rental, select type: 10. Contact name: 11. Contact number: 12. Contact address: 13. Email address:		s.22(1)		1	2/6/2018 12:09:00 PM	2/6/2018 12:36:24 PM	ZZ OLD - 311 Vacancy Tax Support	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Vacancy Tax Support Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-02-06 12:36:23.973 Service Provided NRR
101011063613	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Request type: Inquiry 2. If Feedback, indicate type: 3. Provide details: s.22(1) 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Select category: 6. If exemption, select type: 7. If legal, select type: 8. If principal residence, select type: 9. If rental, select type: 10. Contact name: 11. Contact number: 12. Contact address: 13. Email address:	2018/04/06 09:02:39 --- Michelle Hansen --- s.22(1)		1	4/3/2018 9:00:00 AM	4/6/2018 9:02:43 AM	Fin Revenue - Vacancy Tax	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fin Revenue - Vacancy Tax Agent Finished: Case Closed. Closed date : 2018-04-06 09:02:42.857 No Response Required Citizen called on 4/6, s.22(1)	
101010845501	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide details: s.22(1) 2. Folio number (if known): s.22(1) 3. (Don't ask, just record - did caller indicate they want a call back?): No 4. Address of property: 5. Submitter's name: 6. Select category: City staff		ANON, ANON		1	2/8/2018 11:01:00 AM	2/8/2018 1:54:00 PM	ZZ OLD - 311 Vacancy Tax Support	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Vacancy Tax Support Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-02-08 13:54:00.123 Service Provided
101010845570	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide details: s.22(1) 2. Folio number (if known): s.22(1) 3. (Don't ask, just record - did caller indicate they want a call back?): No 4. Address of property: 5. Submitter's name: 6. Select category: Neighbour		ANON, ANON		1	2/8/2018 11:08:00 AM	2/8/2018 1:50:34 PM	ZZ OLD - 311 Vacancy Tax Support	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Vacancy Tax Support Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-02-08 13:50:33.81 Service Provided

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: Wednesday, November 14, 2018 2:08:39 PM

Case Creation Date: From 3/1/2016 To 11/1/2018

Case Status: Open

101011121820	1050	BURRARD ST	s.22(1)	V6Z 2S3	1. Provide details: s.22(1) 2. Folio number (if known): s.22(1) 3. (Don't ask, just record - did caller indicate they want a call back?): No 4. Address of property: 5. Submitter's name: 6. Select category:		s.22(1)		1	4/16/2018 1:33:00 PM	4/16/2018 1:34:29 PM	Fin Revenue - Vacancy Tax Enforcement	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fin Revenue - Vacancy Tax Enforcement Agent Finished: Case Closed. Closed date : 2018-04-16 13:34:29.03	
Eform Request Type Discarded Needle Pickup Request														
101011042908	1050	BURRARD ST	s.22(1)	V6Z 2S3	app version: 2.31 original address: 905-975 Helmcken St St alias: 905-975 HELMCKEN ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Provide details about the needle(s): In alcove near alley entrance by rainbow pride wall 2. Provide number of needles: 1 3. Your name: s.22(1) 4. Phone number: s.22(1)		Downtown Ambassadors	6046894357	1	3/27/2018 5:46:50 PM	3/27/2018 5:49:43 PM	CSG - Drug Policy	Agent Created Case: Public Stuff request id: PSID3958209 Agent Finished: Case Closed. Closed date : 2018-03-27 17:46:50.633 ZZZ Directed to PHS Mobile Needle Exchange Auto case closed from Mapping Application. PSID3958209 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-03-27 17:49:42.713 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Eform Request Type Street Litter Can Cleanup Case														
101011086739	1050	BURRARD ST	s.22(1)	V6Z 2S3	app version: 2.31 original address: 1095 Hornby St alias: 1095 HORNBY ST full: 1050 BURRARD ST, VANCOUVER, BC	1. Type of Litter Cleanup issue: Overflowing 2. Describe issue in detail: Public Stuff 3. (Don't ask, just record - did caller indicate they want a call back?): No		No Name No Name (ps)		1	4/7/2018 6:11:59 PM	4/10/2018 2:25:56 PM	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Stuff request id: PSID4006484 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1271214 created / updated at Saturday, April 07, 2018 6:12:13 PM Hansen an action has been scheduled: On 09/04/2018 7:03:35 AM an action has been scheduled for 09/04/2018 7:03:00 AM. Hansen Change in Comments: Comments: SR fwd to foreman . Added on 09/04/2018 8:45:13 AM. Hansen Service Request has been reviewed: Case reviewed on 09/04/2018 8:45:00 AM. Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 09/04/2018 2:17:00 PM. Agent Finished: Case Closed. Closed date : 2018-04-10 14:20:32.11 Service Provided 10 - Service Provided. completed as per foreman . Resolved on 09/04/2018 2:17:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-04-10 14:24:52.77 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 : 1271214 created / updated at Tuesday, April 10, 2018 2:25:56 PM Agent Finished: Case Closed. Closed date : 2018-04-10 14:25:56.033 Back to previous status Closing case after 'Add Event'