

File No.: 04-1000-20-2019-038

February 12, 2019

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 21, 2019 for:

Any complaints made against 837 East Hastings from August 1, 2013 to January 21, 2019.

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 (#04-1000-20-2019-038); 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,

Cobi Falconer, FOI Case Manager, for

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.

:pm





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101011249562 2018-05-14, 09:26:00 AM Case number: Case created:

Incident Location

Address: 835 E HASTINGS ST, Vancouver, V6A 1R8

Contact Details

s.22(1) Name:

Address:

s.22(1)Phone:

Email:

VFRS - Is this a board-up request?

VFRS - Is this a report of "no business licence"?

Alt. Phone: Preferred contact method: Either

Request Details

1.	Type of concern (if multiple concerns, select primary and provide details in question 2):	Other							
2.	If Other selected or there are multiple issues, provide details:	Homeless person							
5.	If a Rental Unit concern selected, was the landlord advised of the issue?								
8.	Caller's daytime phone number:	s.22(1)							
9.	If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"								
10.	(Don't ask, just record - did caller indicate they want a call back?)	No							

Additional Details

12.

13.

This not in a vacant building but in front of 835 E Hastings a homeless person has set up camp on the private property out of boxes and chairs. Citizen is calling \$.22(1)

Map and Photo

- no picture -

ΕN

FYA to: **Darren Mitchell**

FYI to:

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AddionalDetails	CONTACTNA ME	PHONENUM num	ncall DA	TECREATED	closeddate	Preferred_Q	L EventNotes
				-											
							(Is this call: An emergency: High Volume Leak Property Damage or Water Main Break?)								
							(Is this call on the weekend between 7am - 6:30pm?)								
							Yes								Agent Created Case:
															Agent Updated Case Details: Reallocated to queue: Eng_Water Operations
							Where is the water coming from?								Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 841274 created / updated at Saturday July 18 2015
							cb_WaterLeak.Sidewalk								10:36:56 AM
							Provide details:								Agent Updated Case Details: Description updated to: .
							If applicable do you see:								Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 841274 created / updated at Saturday July 18 2015
							NotApplicable								10:48:01 AM Hansen Case Incident Location Changed: Case incident location changed to Address Record (178978) 835 E HASTINGS ST Vancouver BC.
							How fast is the water flowing? Medium (like water flowing from a garden hose)								Hansen Case incident Location Changed: Case incident location changed to Address Record (1789/8) 835 E HASTINGS ST Vancouver BC. Hansen Case Incident Location Changed: Case incident location changed to Address Record (178981) 837 E HASTINGS ST Vancouver BC.
							How long has the issue been occurring?								Hansen Service Request has been reviewed: Case reviewed on 18/07/2015 11:08:00 AM.
							3-4 days Describe the issue in detail:								Hansen Service Request Assigned: Case was assigned on 18/07/2015 11:05:00 AM. Agent Updated Case Details: Description updated to:
							Water coming up through the sidewalk in front of this business.								Agent opdated case betails. Description updated to
							If the leak is on the road (NOT blvd) OR passer-by (someone other than property owner/designate) is reporting a leak on								Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 841274 created / updated at Saturday July 18 2015 2:01:20
							private property don't explain charges but record callers name/phone number Is the caller:								PM Agent Updated Case Details: Description updated to:
							Other								Agent opusited case betails. Description appared to
							What is the billing name address phone number and contact name of the person authorizing the crew callout? n/a								Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 841274 created / updated at Saturday July 18 2015 2:19:31 PM
							Caller has been advised of the possibility of service charges.	No charges discussed as this was called in bys.22(1)							Hansen Work Order Created: Work order 627115 has been initiated on 20/07/2015 2:52:25 PM. Work Order type is WSEmtc.
							Advised caller: "Individual with signing authority needs to be onsite to authorize a crew callout to investigate the leak to make sure it is not property trouble".	(AVLM Jul 18 2015 10:45AM) reported to the water truck (SIR88 Jul 18 2015 1:59PM) Advised 837 E hastings that they need to contact a private							Service Provided: 10 - Service Provided Resolved on 18/07/2015 12:00:00 AM. Agent Finished: Case Closed.
							What is the name and phone number of the person meeting the crew onsite?	plumber (VET33 Jul 18 2015 2:17PM) Explained to citizen that our water							Closed date : 2015-07-20 14:55:58.293
							n/a	crew has already gone out and the problem is with their water system and no	e 22(1)	N .					Service Provided
							(Don't ask just record - Did caller indicate they want a call back?) No	the city's. Advised to get a private plumber. — (AVJEA Jul 18 2015 2:18PM) Jose advised he shut off the water and this is a private property issue. This	3.22(1)	,				Eng Water	10 - Service Provided Resolved on 18/07/2015 12:00:00 AM.
Water Leaks/Breaks	101006480	384	837	E HASTINGS ST	V6A 1R8			requires a private plumber to repair.		s.22(1)	1	7/18/2015 10:3	32 7/20/2015 14:5		
								PS#: 2083834Click images below to expand <a href="https://d17aqltn7cihbm.cloudfront.net/uploads/large 8d1269fbe87f4di</td><td>in</td><td></td><td></td><td></td><td></td><td></td><td>Agent Created Case:</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>91fdd5fc54c3e4d11" td="" ×img<=""><td></td><td></td><td></td><td></td><td></td><td></td><td>Public Stuff request id: PSID2083834</td>							Public Stuff request id: PSID2083834
								src= https://d17aqltn7cihbm.cloudfront.net/uploads/large_8d1269fbe87f4d0	19						Agent Updated Case Details: Description updated to: .
								1fdd5fc54c3e4d11' alt= imageurl' width='300' height='300'>Click images below to expand <a< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>Agent Finished: Case Closed.</td></a<>							Agent Finished: Case Closed.
								href='http://maps.googleapis.com/maps/api/staticmap?markers=49.2811181	1						Closed date : 2016-11-08 15:03:35.057
								%2C-							Service Provided
								123.0863914&size=600x300&key=AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPc azU'> <img< td=""><td>y .</td><td></td><td></td><td></td><td></td><td></td><td>Case Reopened: Reopened for Public Stuff Feedback</td></img<>	y .						Case Reopened: Reopened for Public Stuff Feedback
								src= http://maps.googleapis.com/maps/api/staticmap?markers=49.28111819	%						Agent Finished: Case Closed.
						app version:		2C-123.0863914&size=600x300' alt='mapurl' width='300'							Closed date : 2016-11-08 15:04:34.707 Open311 Feedback
						2.31 orginal address: 837		height='300'>a href='http://www.publicstuff.com/request/view/2083834'>http://www.public	c s 22/1	17					Send Complete Status and Resolution Comment to PS case
						East Hastings		stuff.com/request/view/2083834 (GEK96 Nov 1 2016 10:29AM)		')				CSG - PUI	
PUI Graffiti on Private Property Complaint Case	101008610	751	837	E HASTINGS ST	V6A 1R8	Street	Provide details: ☐ front of storefront B the graffiti on a mural? ☐ No ☐	Assigned to Darren Mitchell 6432 PS#: 2375660Click images below to expand <a< td=""><td></td><td>s.22(1)</td><td>1</td><td>10/28/2016 14:4</td><td>42 11/8/2016 15:0</td><td>4 Graffiti</td><td></td></a<>		s.22(1)	1	10/28/2016 14:4	42 11/8/2016 15:0	4 Graffiti	
								href='https://d17aqltn7cihbm.cloudfront.net/uploads/large_89215224a5fb2e	e						Agent Created Case:
								6de8482d1599e0023c'> <img< td=""><td>_</td><td></td><td></td><td></td><td></td><td></td><td>Public Stuff request id: PSID2375660</td></img<>	_						Public Stuff request id: PSID2375660
								src= https://d17aqltn7cihbm.cloudfront.net/uploads/large_89215224a5fb2e6 de8482d1599e0023c' alt='imageurl' width='300' height='300'>>Click							Agent Finished: Case Closed. Closed date: 2017-02-23 13:58:38.08
								images below to expand/>a							ZZZ Directed to PHS Mobile Needle Exchange
								href='http://maps.googleapis.com/maps/api/staticmap?markers=49.2812569 2C-	%						Auto case closed from Mapping App ication. PSID2375660
								123.086215&size=600x300&key=AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPcya	a						Case Reopened: Reopened for Public Stuff Feedback
								zU'>img							Agent Finished: Case Closed.
						app version:		src= http://maps.googleapis.com/maps/api/staticmap?markers=49.281256%; C-123.086215&size=600x300' alt='mapurl' width='300'	2						Closed date : 2017-02-23 13:59:36.983 Open311 Feedback
						2.31 orginal	Provide deta ls:	height='300'>>a	- 00/0	v					Send Complete Status and Resolution Comment to PS case
Discarded Needle Pickup Request	101009192	E00	837	E HASTINGS ST		address: 837 E Hastings St	Discarded needle nails large rock. Leaf pile. On sidewalk	href='http://www.publicstuff.com/request/view/2375660'>http://www.public stuff.com/request/view/2375660	s.22(1)) - 22(4)		2/22/2017 42:7	58 2/23/2017 13:5	CSG - Drug	
Discarded Needle Pickup Request	101009192	330	03/	E DASTINGS ST	VDA 1KS	E Hastings St		sturr.com/request/VIEW/23/3000		s.22(1)	1	2/23/201/ 13:5	00 2/23/201/13:5	> rollcy	



