

File No.: 04-1000-20-2019-069

March 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 February 3, 2019 for:

1. **Number of noise complaints made about the Ellsworth located at 209 East 7th Avenue;**
2. **All correspondence, including emails and any notes of telephone calls between Alvin Martin or other persons on behalf of the City and the owners, Strata Plan EPS4911 or other persons on behalf of the Ellsworth relating to noise or noise complaints; and**
3. **All correspondence, including emails between Alvin Martin and his supervisor(s) relating to the Ellsworth.**

Date Range: April 1, 2018 to February 3, 2019.

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 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 (#04-1000-20-2019-069); 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.

:ma

From: s.22(1)

To: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)

Date: 11/22/2018 11:42:45 AM

Subject: Ellsworth Update

Alvin,

I understand my s.22(1) has been in contact with you and you have been helpful and responsive to our noise complaints. Thank you. It is nice to know that our complaints are being taken seriously.

I am writing to inquire whether you have received any further response from the Ellsworth management. I have spoken with several residents this past week and they have independantly said that they are considering moving out of the building as they can not take it any longer. Other residents have replaced their blinds and put up curtains in an attempt to drown out the noise as they understandably do not want to sleep with ear plugs every night. I am hopeful that with your help we can solve this problem.

I look forward to your response.

s.22(1)

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From: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)

To: ["Joe, Cathy" <cathy.joe@vancouver.ca>](mailto:cathy.joe@vancouver.ca)

Date: 1/11/2019 11:07:44 AM

Subject: Night Inspection Required - 209 E 7th Ave

Hi, Cathy;

I have a Case File which has been ongoing for a while now.

Mechanical Noise – heat pump which is located at the east side of the building at the Lane just inside the underground parking entrance.

I took daytime measurements. Given that this is an Activity Zone to Activity Zone scenario (both sites on either side of the Lane are CD-1 sites), it only barely registers as a Daytime Noise infraction (Just above 70 dB). Since we give or take 2 dB as a rule, it actually would NOT be considered an infraction at 72 dB.

Our next option in terms of enforcement is a NIGHT TIME measurement. The maximum Activity Zone noise level is slightly lower at 65 dB.

Note; Since the heat pump tends to stay on all night, this will require a walkway measurement.

Alvin Martin
Property Use Inspections
City of Vancouver
(604) 873-7511
Alvin.martin@vancouver.ca

From: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)
To: s.22(1)
CC:
Date: 1/17/2019 9:44:34 AM
Subject: RE: Ellsworth Noise Complaints

I'm sorry, but I had hit a snag in terms of enforcement, which we have since sorted out.

First of all, both of the buildings in question, the source site 209 East 7th Avenue and the reception site 251 East 7th Avenue are in the CD-1 Zoning District. This is significant in terms of the allowable noise level.

The CD-1 District is ALWAYS considered an Activity Zone under the Noise Control By-Law. ...Regardless of the occupancy of the building.

The allowable noise levels are higher in Activity Zones than in Intermediate or Quiet Zones.

The sound of the heat pump is therefore NOT actually an infraction in the daytime.

My next step would be to refer the matter for Night Inspection, which I had done. The nighttime (after 10 pm) allowable noise level is lower than daytime.

However, after discussing the matter with the Supervisors, we've decided that since the sound level has been very consistent during daytime measurements - always the same range of readings - we can extrapolate that and base our enforcement letter on that. We will be telling them in the Letter that it's not a daytime violation, but the same sound level at night WILL be a nighttime violation.

Alvin Martin
Property Use Inspections
City of Vancouver
(604) 873-7511
Alvin.martin@vancouver.ca

-----Original Message-----

From: s.22(1)
Sent: Saturday, January 12, 2019 6:50 PM
To: Martin, Alvin
Cc: s.22(1)
Subject: Ellsworth Noise Complaints

Alvin,

I write again to inquire about the status of the noise complaints regarding the Ellsworth building.

The noise is as loud as ever and continues to disrupt the lives of those living nearby. As I stated in my previous e-mail, I understand you or your colleagues recorded an infraction months ago. The noise seemed to improve for a short period of time, but is again constant. My neighbours and I are disheartened by the lack of response.

Regards,

s.22(1)

From: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)
To: s.22(1)
Date: 10/23/2018 7:48:14 AM
Subject: RE: Noise complaints about the Ellsworth

s.22(1)

It's been a difficult enforcement process. The noise is apparently intermittent. In all of the countless times that I have been out, the mechanical equipment has not been operating save ONE TIME when it was what I would describe as 'moderately loud', and another time when it was very quiet. Not loud enough either time to register as a Noise Control By-Law infraction in the Daytime.

Still, another couple of times, it was the neighbouring building (East side of the lane) that I was hearing. (Again, not loud enough to be an infraction.)

...But the complaints kept coming in...

I've been in communication with the building management, noting that there have been several complaints, so obviously there is something that residential neighbours find very troublesome.

Until now, their response had been that they would be looking into it and would be seeking a resolution.

However, I just received a voice message from them. This latest response was that there is nothing that they can do. ...And that residential neighbours should just get used to it.

Normally I would wait until there was a recorded infraction before I would do so, but after receiving this latest feedback, I'm having an enforcement letter sent out.

Alvin Martin
Property Use Inspections
City of Vancouver
(604) 873-7511
Alvin.martin@vancouver.ca

From: s.22(1)
Sent: Saturday, October 20, 2018 8:22 PM
To: Martin, Alvin
Subject: Noise complaints about the Ellsworth

Alvin,

I understand you are the city bylaw investigator who has been assigned to address the numerous noise complaints that have been made over the past several months about the fan above the entrance to the parking garage of the Ellsworth (209 E 7th Ave) off the lane between 6th and 7th Avenues.

I live s.22(1) I believe you've spoken with a few of my neighbours. My s.22(1) has also emailed you but you have not yet responded.

To put it mildly, my neighbours and I are disheartened at how long it's taking for this problem to be solved. The Ellsworth has been in contravention of the noise bylaw almost 24 hours a day for something like 19 weeks. The noise is a constant presence in our home and those of our neighbours. We have not had a moment's peace in months.

I of course recognize that you have contacted the Ellsworth. Some of my neighbours have reported seeing a city investigator poking around the alley, which I presume was you. We've seen workmen checking out the fan. On a couple occasions after the workmen have been there it's gotten better for a couple hours but it always come back as loud as ever. At this moment is sounds like a jet engine.

What I infer has happened is that the Ellsworth strata have told you that the fan is not supposed to be this loud and they don't know why it is. I trust they're baffled. You've told them it's too loud and disturbing their neighbours and asked them to do something about it. They have made half-hearted efforts, all of which have failed. To this point, though, you've given them a pretty long leash.

Alvin, it's now time for some real action on your part. As you know, under s 20 of the *Noise Control Bylaw No. 6555*, offences are punishable by fines up to \$10,000 and the Ellsworth is committing an offence every day the noise from the fan continues. **I request that you begin imposing a fine of \$1,000 for each day the noise continues and, if it still persists in two weeks, that you then increase the daily fine to \$5,000.**

I recognize that your job is to balance the competing interests of Vancouver's citizens. I've no doubt you're doing your best as you see it, and I thank you for your efforts to date. But there comes a point when enough is enough. The residents of s.22(1) should not have to put up with what amounts to a jet engine in their living rooms every day and every night for months on end. It's just not fair. Imagine if you could not have a moment's peace in your home. Imagine that continued for months. You too would be frustrated. You too would expect action.

Every other residential building in this city (including ours) manages to have a parking garage without ruining the peace and quiet of its neighbours. There is no reason the Ellsworth can't do the same. They just don't want to spend the money to fix this problem. It's your job now to change the cost-benefit so it's cheaper for them to replace the fan or do whatever else is necessary to comply with the noise bylaw than it is to continue ignoring the problem and the costs they are imposing on their neighbours. After weeks and weeks of inaction, it's clear that only large fines will accomplish that purpose.

I would appreciate the courtesy of a response. Feel free to reply by email or call me at my work number below or on my cell s.22(1). If there is any way in which I can be of assistance, please let me know.

Thanks,

s.22(1)

s.22(1)

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From: ["Parcon, Ruby" <ruby.parcon@vancouver.ca>](mailto:ruby.parcon@vancouver.ca)

To: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)

Date: 1/10/2019 3:42:37 PM

Subject: 209 E 7th Ave - Mechanical Noise Complaint-101012345177

Attachments: Noise Complaint-101012345177.rtf

FYI...I have attached this new complaint under an existing CF-2018-004725.

Thanks,
Ruby



Noise Complaint

Case number: 101012345177

Case created: 2019-01-08, 11:50:00 PM

Incident Location

Address: s.22(1)

Address2:

Location name:

Original Address s.22(1)

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. Describe the noise and who is making it:* | ventilation fan s.22(1)
[Redacted]
[Redacted]
[Redacted]
[Redacted] At night , we are still disturbed by the big fan, it is so loud especially at night compare with silent night. We closed our windows and door from day and night, it is really non stop, we always suffer from that noise from day and night. Pls control that noise pls.. The back of Mount pleasant library which is nearby our building, their fan is very good, no more noise , how come city of Vancouver allow them to make big noise from day and night, pls stop them, pls check it in the morning and come to check it at night after 11pm, see what happen. |
| 3. When is it happening?* | almost 24 hrs non stop |
| 4. How often is it happening?* | every day, whole day and night |
| 6. Have you spoken with the person or company making the | No |

noise?*

10.	Please verify address of the property:*	209 7th ave east Vancouver
11.	Did caller indicate they want a call back?	Unknown

Additional Details

PS Description: undefined

PS#: 5427654

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

From: ["Martin, Alvin" <alvin.martin@vancouver.ca>](mailto:alvin.martin@vancouver.ca)

To: ["Peet, Bruce" <bruce.peet@vancouver.ca>](mailto:bruce.peet@vancouver.ca)

Date: 1/18/2019 10:52:24 AM

Subject: 209 E 7th

So I was able to get source off readings yesterday at around 2:30 pm. Very warm 10 degrees, so the Heat Pump was off.

60.8, 60.7 and 62.2 dB respectively.

I had planned to go back at the end of the day, but it had started raining by then.

Can we send a Letter based on the readings that I have to-date?

My source offs are consistently close to 60 dB and my source ons are consistently close to 70 dB.

If so, I'll fill up the form and send it through.

Alvin Martin
Property Use Inspections
City of Vancouver
(604) 873-7511
Alvin.martin@vancouver.ca



Noise Complaint

Case number: 101011178142

Case created: 2018-04-28, 05:06:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Constant mechanical noise coming from the building |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | All the time |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Ave |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4105913

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011227788

Case created: 2018-05-08, 07:56:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

1.	Type of noise:	Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.)
2.	Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number):	Loud Roaring noise coming from the parkade
3.	When is it happening?	2-3 hrs
4.	How often is it happening?	on and off for the last few weeks, (and it ran 24 hrs one day)
5.	If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?	in the parkade
6.	Did you speak to the person or company making the noise?	No
8.	Did you tell the police about your concern?	No
11.	(Don't ask, just record - did caller indicate they want a call back?)	No

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011236004

Case created: 2018-05-10, 12:32:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

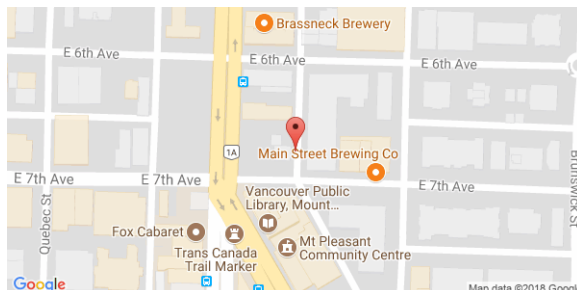
Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Large HVAC or Airconditioning Unit built on outer side of new Ellsworth Building on (East 7th and Main) in the alley above the entrance to the underground parking. , |
| 3. | When is it happening?* | 11pm |
| 4. | How often is it happening?* | It was on most of the evening; why is this not the same system as 251 East 7th Ave? This unit will be blasting into all of the open windows of 251 East 7th all summer? I do not see how this was permitted? |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave, Vancouver, BC V5T 0B4 |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4167516

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011249309

Case created: 2018-05-14, 09:04:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | There is a very large fan or generator atop the entrance to the parking garage of the Ellsworth (brand new building) off the lane that runs parallel to Main St between East 6th and 7th, and the noise is comparable to a large refrigerated truck idling. |
| 3. | When is it happening?* | 24 hours a day, approximately 20 minutes on followed by approximately 5 minutes off |
| 4. | How often is it happening?* | Every day for at least the last two weeks |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | The Ellsworth, 209 East 7th; the noise is coming from above the entrance to the parking garage off the lane between 6th and 7th |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4180921

Map and Photo



FYA to: Alvin Martin



Noise Complaint

Case number: 101011260976

Case created: 2018-05-15, 05:44:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Loud exhaust fan on the east side of 209 E 7th Ave |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | Randomly all day and night |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4192536

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011261026

Case created: 2018-05-15, 05:55:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Large fans above the entrance to a private garage at the new Ellsworth Condo building on Main St and 7th Ave E. |
| 3. | When is it happening?* | Regularly through-out the day in intervals. |
| 4. | How often is it happening?* | Many times through-out the day and night, every day. |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave, Vancouver BC |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4192572

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011261382

Case created: 2018-05-15, 07:26:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | New build The Ellsworth exhaust fan is on 24/7 - sounds like a truck idling outside his apartment. It is also pumping noxious paint fumes into his apartment and he wakes up choking (providing air quality line contact.) |
| 3. | When is it happening? | 24/7 |
| 4. | How often is it happening? | 24/7 |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Above driveway/gate. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

2018/05/16 14:05:03 ~~ Sat_(Sarah) Jassar s.22(1) is calling for the same, fan on top of building, 24/7 lots of noise, she thought this was a temporary thing but it is not.

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011381768

Case created: 2018-06-06, 08:12:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Caller is again reporting the exhaust fan from the parking garage is extremely loud. |
| 3. | When is it happening? | It has been quiet over the last few weeks but is has again begun to roar loudly. There is no particular pattern but it does cycle on and off. |
| 4. | How often is it happening? | There is no particular pattern but it does cycle on and off. |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Exhaust fan for the parking garage can be heard from the lane. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011393531

Case created: 2018-06-08, 05:32:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Apartment building exhaust fan is constantly running, loudly into alley that fronts on neighbouring apartment complex. |
| 3. | When is it happening?* | All day and night |
| 4. | How often is it happening?* | Constantly |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue, Vancouver |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4323134

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011393987

Case created: 2018-06-08, 08:16:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Caller is reporting an air vent above the underground parkade that makes an extreme noise - so much so that he can not sleep at night s.22(1) |
| 3. | When is it happening? | Started up again 2 nights ago. |
| 4. | How often is it happening? | It cycles on and off. |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Visible from the rear above the parkade entrance. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011395095

Case created: 2018-06-09, 12:35:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Exhaust fan from neighbouring building. From across the alley and up a couple floors, the noise regularly hangs out around 65-75 decibels. |
| 3. | When is it happening?* | Intermittently throughout the day and night, running ~20% of the time. |
| 4. | How often is it happening?* | 20% of the time. |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave, Vancouver, BC V5T 0B4 |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

2018/06/09 12:45:15 ~~ Public Stuff ~~ Public Stuff comment by s.22(1) : To be clear, this is in the alley between the 209 and 251 E 7th. There are slats above the entrance to the parking garage that seem to be the source of the sound.

PS#: 4324653

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011395334

Case created: 2018-06-09, 01:33:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | A fan that is located in the backlane on top of the entrance to their parking garage. |
| 3. | When is it happening? | Intermittently in all hours of the day |
| 4. | How often is it happening? | Everyday |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Fan that appears to be coming from on top of the entrance to the parking garage. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Unknown |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011396741

Case created: 2018-06-10, 09:32:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: No Name No Name (ps)

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | fan above parkade entrance |
| 3. | When is it happening?* | non stop for past few days, off and on for a few weeks prior |
| 4. | How often is it happening?* | started when people started moving into the building a few weeks ago |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4326575

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011446137

Case created: 2018-06-20, 07:32:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Industrial fan |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | All the time |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | Ellsworth building at main and 7th |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4380356

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011446192

Case created: 2018-06-20, 07:54:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Caller is again reporting the exhaust fan from the parking garage is extremely loud. |
| 3. | When is it happening? | It has been quiet over the last few weeks but is has again begun to roar loudly. |
| 4. | How often is it happening? | There is no particular pattern but it does cycle on and off |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

She called about this before and it has helped and the noise did stop but it started again. Linked to case 11381768.

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011468583

Case created: 2018-06-24, 07:17:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | motor noise coming from the location |
| 3. | When is it happening? | all day and night |
| 4. | How often is it happening? | a couple weeks |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | A/C unit above the parkade is making noise |
| 6. | Did you speak to the person or company making the noise? | Yes |
| 7. | If yes, what happened? | The citizen spoke to the security guard on site, who advised that the noise is coming from the A/C unit above the parkade. |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

2018/06/27 11:43:32 ~~ Sandra Wong ~~ Citizen also put thru noise complaint a few days ago, but VanConnect indicated issue had already been reported. s.22(1) follow up on what she believes to be an extractor fan to help circulate air in the parkade. s.22(1) much louder than A/C fan..sw

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011510190

Case created: 2018-07-03, 08:48:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | loud fan noise is becoming unbearable |
| 3. | When is it happening? | 24/7, it's on and off every few minutes since 1 1/2 month ago |
| 4. | How often is it happening? | 24/7, it's on and off every few minutes since 1 1/2 month ago |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | fan is located at the back of the building for the building's parkade. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011545213

Case created: 2018-07-09, 09:40:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Very large fan located in the back alley. He says the fan is covered in a grate and he thinks it might be for air conditioning. The building name is Ellsworth. Citizen says it is so loud it keeps him awake at night. His building is a bit down the alley but his unit directly faces the fan. |
| 3. | When is it happening? | All the time. Day and night. |
| 4. | How often is it happening? | Every day at random time, it runs for a few hours at a time. |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Directly above the entrance to the building underground parkade, off the back alley. |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Unknown |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011565449

Case created: 2018-07-12, 03:45:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Email

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Citizen says there is a loud constant exhaust fan that keeps running. He says it's so loud that people are not able to have normal conversations. |
| 3. | When is it happening? | All the time |
| 4. | How often is it happening? | All the time (since the high rise building was completed) |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | Located in the back lane behind the building. Located near the ground floor, near the building's parking entrance |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | Not Applicable |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

s.22(1) would like to be contacted regarding this noise complaint. Preferred method of contact would be email, if possible.

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011835072

Case created: 2018-09-09, 08:45:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Some kind of mechanical equipment in a strata building's parking garage is constantly running s.22(1) This has been an ongoing issue since the building was built and multiple complaints have been made but the City has failed to do anything to resolve the issue. |
| 3. | When is it happening?* | All hours of day and night |
| 4. | How often is it happening?* | Constantly |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4816055

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011868104

Case created: 2018-09-15, 05:53:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Large industrial fan, I think for the parking garage, off the lane parallel to Main St between 6th and 7th Avenues |
| 3. | When is it happening?* | 24 hours a day in cycles of about 40 minutes on / 10 minutes off |
| 4. | How often is it happening?* | Constantly for many months with no action from the city despite numerous complaints by many residents in my building s.22(1) |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 7th Avenue East |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4850352

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011869089

Case created: 2018-09-16, 12:01:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Extractor fan circulating air to underground parking lot comes on every few minutes and makes a loud, disruptive, stressful noise. This same issue was reported several months ago by multiple tenants on my building and it had stopped about 6 weeks ago. Now it's been happening again for at least five days. |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | Every five minutes or so |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 east 7th
Vancouver |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4851643

Map and Photo



EN

FYA to: **Alvin Martin**

FYI to:



Noise Complaint

Case number: 101011875810

Case created: 2018-09-17, 05:28:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | Mechanical noise (fan/exhaust) unknown, related to case # 11227788, it's been ongoing issue since May. The noise stopped for the Month of July & August and citizen s.22(1) to find out the noise is back again. |
| 3. | When is it happening? | all day & night |
| 4. | How often is it happening? | all night on & off |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | parkade |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

Citizen said that he has left numerous messages with previous Inspector assigned Alvin Martin and has not heard back. Please follow up with citizen.

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011879503

Case created: 2018-09-18, 01:32:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Large air-cooled AC unit above parkade entrance runs continuously |
| 3. | When is it happening?* | All day, the unit runs non-stop |
| 4. | How often is it happening?* | Everyday, all day |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4864826

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011922529

Case created: 2018-09-27, 09:39:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. Describe the noise and who is making it:* | There is a fan running in the parking garage of this condo building that is very noisy and this has been going on for months now. The building was built metres from the neighbouring condos and clearly with no regard for people living there. Multiple complaints have been made to the City and absolutely nothing has been done. I would like someone at the City to confirm to me that something is actually being done about this because to date it is quite clear that the City has been ignoring the issue. |
| 3. When is it happening?* | Every 5 minutes or so it starts running for about 10 minutes, shuts off for a few minutes and starts again. This has been going on for months. It is happening all day and all night and is unbearable. |
| 4. How often is it happening?* | All the time. |
| 6. Have you spoken with the person or company making the noise?* | No |

10.	Please verify address of the property:*	209 East 7th Avenue
11.	Did caller indicate they want a call back?	Unknown

Additional Details

PS#: 4913780

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011952968

Case created: 2018-10-05, 07:28:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | parakde exhaust fan |
| 3. | When is it happening? | Citizen filed noise complaint first in May 2018 and Alvin - inspector, visited however there was no noise at the time. Citizen spoke to Alvin over the phone and he heard the noise and confirmed. Noise went away since July however she noticed noise started again on Sept 13 |
| 4. | How often is it happening? | all day and night and ow its comes on for longer intervals than every 5 minutes. Last night it was on for a continous 4 hours then off for 3 minutes and then back on |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011960062

Case created: 2018-10-06, 11:04:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | An exhaust fan of some kind is running loudly in the buildings parking garage |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | All the time - many complaints have been made about this issue for months and nothing has been done to remedy it. This is absolutely ridiculous and the City's lack of response is appalling. |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 4957052

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101011990768

Case created: 2018-10-15, 02:53:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | fan from the parkade |
| 3. | When is it happening? | It goes on all day and night |
| 4. | How often is it happening? | They s.22(1) so not sure how often it happens but it hasn't stopped since s.22(1) |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | From the parkade in the back alley |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101011992212

Case created: 2018-10-16, 07:17:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2: 302

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise: | Other |
| 2. | Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): | A beeping noise from maybe an elevator, this elevator is used by employees every morning this loud beeping starts at 7am. Beeping sounds like a truck is backing up but it is not a vehicle, it is something like an elevator . |
| 3. | When is it happening? | 7am monday to friday |
| 4. | How often is it happening? | every morning |
| 6. | Did you speak to the person or company making the noise? | No |
| 8. | Did you tell the police about your concern? | No |
| 11. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012014738

Case created: 2018-10-20, 07:50:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Industrial fan above the entrance to the parking garage off the lane between 6th and 7th. |
| 3. | When is it happening?* | 24 hours a day, intermittently stopping for 1-2 minutes every 20 minutes or so |
| 4. | How often is it happening?* | Every day and night since late May. PLEASE do something about this! It is like a jet engine inside our living room, and has been every day for almost half a year. It's just not fair. So many residents of our building are being driven insane. We should not have to suffer this. PLEASE enforce the bylaw. PLEASE. Please just do something already. |
| 6. | Have you spoken with the person or company making the noise?* | Yes |
| 10. | Please verify address of the property:* | 209 E 7th Ave |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5089027

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012076002

Case created: 2018-11-05, 06:26:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2: 1001

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Extractor fan for parking garage |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | All the time |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Ave, Vancouver |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5156793

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012146056

Case created: 2018-11-20, 01:49:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Noise fan running in a parking garage ventilation system |
| 3. | When is it happening?* | Whole day from day to night and night to day |
| 4. | How often is it happening?* | almost non stop, only a short break then keep going on every day. |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 7th ave east vancouver b.c. |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5227304

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012220038

Case created: 2018-12-07, 09:59:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Noisey Ventilation syetem in parking area, an on going problem in the building on 209 7th ave east vancouver b.c. It built oppsite to our builing , to my unit. It is very loud and non stop running noisey fan. |
| 3. | When is it happening?* | 24hrs |
| 4. | How often is it happening?* | 24hrs. |
| 6. | Have you spoken with the person or company making the noise?* | Yes |
| 10. | Please verify address of the property:* | 209 7th ave east vancouver b.c. |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS Description: undefined

PS#: 5298772

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012283355

Case created: 2018-12-23, 07:39:00 AM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Extractor fan for parking garage |
| 3. | When is it happening?* | All the time |
| 4. | How often is it happening?* | All the time |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue, Vancouver, BC, Canada |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5361567

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012345178

Case created: 2019-01-08, 11:55:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Extractor fan above parking garage. Fourth time I've filed this complaint. No updates for months. |
| 3. | When is it happening?* | Extractor fan above parking garage still running loudly (90 dB) at all times of day. It's been seven months since this was first reported to the city by me and other tenants in the building. Impacting sleep and mental health of neighbours who hear it running 24 hours a day. What is happening? No updates from inspector for months. It's incredibly frustrating that nothing has changed and there is no communication from the City. |
| 4. | How often is it happening?* | All the time. Unbearable. Why has nothing been done? |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Avenue |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5427655

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012354592

Case created: 2019-01-10, 03:49:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of noise:* | Mechanical equipment (air conditioner, heat pump, fan, etc.) |
| 2. | Describe the noise and who is making it:* | Industrial fan above the parking garage off the lane parallel to Main between 6th and 7th. |
| 3. | When is it happening?* | 24 hours a day |
| 4. | How often is it happening?* | 24 hours a day. This has been a problem for months. Recently it got better for approximately 10 days. Now it is as bad as it's ever been. PLEASE TAKE SOME MEANINGFUL ACTION. |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | Ellsworth Building, 209 7th Ave East |
| 11. | Did caller indicate they want a call back? | Unknown |

Additional Details

PS#: 5438823

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012473521

Case created: 2019-02-03, 03:39:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|--|--|
| 1. | Type of noise: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Industrial fan above parking garage of
Ellsworth building, off lane between 6th and
7th parallel to Main |
| 3. | When is it happening?* | Currently 24 hours a day, on and off for the
past 8 or 9 months |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | Ellsworth, 209 East 7th Ave |

Additional Details

PS#: 5538683

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012473537

Case created: 2019-02-03, 03:43:00 PM

Incident Location

Address: 209 E 7TH AV, Vancouver, V5T 0B8

Address2:

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|--|
| 1. | Type of noise: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Fan noise |
| 3. | When is it happening?* | Almost constantly |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave, Vancouver, BC |

Additional Details

PS#: 5538691

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Last Update By	Last Update Date	Locked?	Note Type	Note Text
				2018 May 10: Info to complainant - I was by once and heard nothing. I've scheduled a recheck.
				I thought she was the initial complainant, but in fact this is a second complaint.
Alvin Martin, Property Use Inspector	2018-05-10 11:59:02	False	General Note	Info received - The issue is the exhaust fan at the parkade entrance. She described it as a roar. Very distinct when it is on.
Alvin Martin, Property Use Inspector	2018-05-17 09:54:42	False	General Note	2018 May 11: Complainant invited me to hear the sound from her apartment. I explained that it would have to be something that I heard from street level at the Property line, because that's the way the Noise Control By-Law is written. 2018 May 23: Complainant called again. She described a buzzing, droning sound, which she admitted isn't "super loud".
Alvin Martin, Property Use Inspector	2018-05-25 11:31:40	False	General Note	2018 May 24: If it's the same low-volume noise I heard during my recheck, it is NOT a Noise Control By-Law infraction.
Alvin Martin, Property Use Inspector	2018-07-05 12:20:18	False	General Note	2018 June 29: Voice message reply for Ruth if "First Service Residential" s.22(1) who responded to the Access Letter.
Alvin Martin, Property Use Inspector	2018-07-05 12:21:15	False	General Note	2018 June 29: Info to complainant - I've left a voice message reply for the R/O agent about the exhaust fan noise.
Alvin Martin, Property Use Inspector	2018-07-12 11:21:21	False	General Note	2018 July 12: Voice message in reply for s.22(1)
Alvin Martin, Property Use Inspector	2018-09-05 10:51:32	False	General Note	Note: New complaint received via voice message while s.22(1) in August.
Alvin Martin, Property Use Inspector	2018-10-09 09:30:02	False	General Note	2018 Oct 03: A second complainant confirms that the noise is happening more frequently now after a lull during the Summer.
Alvin Martin, Property Use Inspector	2018-10-10 12:21:04	False	General Note	2018 Oct 09: The complainant that I had been communicating with most often indicates that it has gotten worse.
Alvin Martin, Property Use Inspector	2018-11-01 09:30:16	False	General Note	Raining Nov 01, with rain forecast into next week, which is why I've set my recheck for further down the road. I've got an odd note on a 2018 Oct 30 Process.
Alvin Martin, Property Use Inspector	2018-11-01 09:34:35	False	General Note	I messed up on Posse, and entered a note from another case File into this one.
Alvin Martin, Property Use Inspector	2018-11-16 10:53:35	False	General Note	2018 Nov 15: I was very close today, but it is raining.
Alvin Martin, Property Use Inspector	2018-11-30 12:57:47	False	General Note	2018 Nov 30: Complainant confirms that the noise is pretty much non-stop. I need to arrange for a walkaway measurement.
Alvin Martin, Property Use Inspector	2018-12-11 09:27:35	False	General Note	Forgot to note the 2018 Dec 06 readings: My measurements ranged from 72.1 – 72.7 dB. 2019 Jan 11: Info to complainant - Not a daytime infraction, or at least not enough of one to warrant enforcement action.
Alvin Martin, Property Use Inspector	2019-01-11 11:23:03	False	General Note	I'm referring it for Night Inspection. 2019 Jan 11: Voice message replies for other complainants as well.
Alvin Martin, Property Use Inspector	2019-01-15 11:02:44	False	General Note	Noted requirement of Night Inspection. Clarification: Not sure how I mixed up my dates, but the latest Source Off readings were taken 2019 Jan 17, not 18.
Alvin Martin, Property Use Inspector	2019-01-21 11:01:03	False	General Note	I DID go back out on 2019 Jan 18, but the heat pump was still not operating (i.e. Still Source Off), so I didn't bother taking any more readings.
Alvin Martin, Property Use Inspector	2019-02-05 09:32:10	False	General Note	2019 Feb 04: Yet another response to another complainant. As with earlier complainants, I noted that it would be nice to only have ONE complainant contact.

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
							. Phone Number:								EventNotes Public Stuff request id: PSID3979597 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to Building Inspections for construction related noise on holidays.
PUI Noise Complaint Case	101011061106	209		E 7TH AV	V5T 0B8	app version: 2.31 original address: 228 E 7th Ave alias: 228 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	1. Type of noise: Other 2. Describe the noise and who is making it: Construction- Ellsworth development 3. When is it happening? Easter Monday - 2 April 4. How often is it happening? Easter Monday 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: 228 E 7th Ave 11. Did caller indicate they want a call back? Unknown	PS#: 3979597<p/>Click images below to expand<p/><p/><a	No Name No Name (ps)	s 22(1	4/2/2018 11:48	4/4/2018 15:39	311 Contact Centre	Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-04 15:38:28.527 Directed to Another City Department Construction Noise case 101011072439 has been created for this.
PUI Noise Complaint Case	101011068405	209		E 7TH AV	V5T 0B8	app version: 2.31 original address: 228 E 7th Ave alias: 228 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	1. Type of noise: Other 2. Describe the noise and who is making it: Construction noise before 7:30am - Ellsworth Development 3. When is it happening? Tuesday 3 April 4. How often is it happening? Tuesday 3 April 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: 228 E 7th Ave 11. Did caller indicate they want a call back? Unknown	PS#: 3988049<p/>Click images below to expand<p/><p/><a	No Name No Name (ps)	s 22(1	4/3/2018 17:49	4/4/2018 14:14	311 Contact Centre	Public Stuff request id: PSID3988049 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to Building Inspections to deal with construction related noise outside of allowable hours.
PUI Noise Complaint Case	101011178142	209		E 7TH AV	V5T 0B8	app version: 2.31 original address: 209 E 7th Ave alias: 209 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	1. Type of noise: Mechanical equipment (air conditioner, heat pump, fan, etc.) 2. Describe the noise and who is making it: Constant mechanical noise coming from the building 3. When is it happening? All the time 4. How often is it happening? All the time 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: 209 East 7th Ave 11. Did caller indicate they want a call back? Unknown	PS#: 4105913<p/>Click images below to expand<p/><p/><a	No Name No Name (ps)	s 22(1	1	4/28/2018 17:06	4/30/2018 15:09	D6L - Property Use Inspections	Agent Created Case: Public Stuff request id: PSID4105913 Agent Finished: Case Closed. Closed date : 2018-04-30 15:08:01.79 Assigned Alvin Martin 87511 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-04-30 15:09:49.41 Open311 Feedback Send Complete Status and Resolution Comment to PS case
PUI Noise Complaint Case	101011215316	209		E 7TH AV	V5T 0B8	app version: 2.31 original address: 2290 E 7th Ave alias: 2290 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	. Phone Number: 1. Type of noise: Other 2. Describe the noise and who is making it: Construction noise before 10am 3. When is it happening? Saturday 5 May, befor 10am 4. How often is it happening? Saturday 5 May 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: 2290 e 7th Ave 11. Did caller indicate they want a call back? Unknown	PS#: 4142778<p/>Click images below to expand<p/><p/><a	No Name No Name (ps)	s 22(1	5/6/2018 19:51	5/9/2018 17:09	VanConnect	Agent Updated Case Details: Reallocated to queue: VanConnect Description updated to: Construction Noise Complaint case needs to be created. Agent Finished: Case Closed. Closed date : 2018-05-09 17:08:13.547 Invalid Incident Location 209 E 7th Avenue is showing up in Lagan 2290 E 7th Avenue is showing up in Public Stuff. Cannot action without the correct address. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-05-09 17:09:37.703 Open311 Feedback Send Complete Status and Resolution Comment to PS case

- heat pump, fan, vent, etc.)
2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number):
 Loud roaring noise coming from the parkade
3. When is it happening?
 2-3 hrs
4. How often is it happening?
 on and off for the last few weeks, (and it ran 24 hrs one day)
5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?
 in the parkade
6. Did you speak to the person or company making the noise?
 No
7. If yes, what happened?
8. Did you tell the police about your concern?
 No
9. If yes, provide police file number (if known):
10. Please verify address of the property (for VanContact requests only):
11. (Don't ask, just record - did caller indicate they want a call back?)

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections

Agent Finished: Case Closed.
Closed date : 2018-05-10 11:20:47.333
Assigned
Alvin MartinD;
87511

PUI Noise Complaint Case	101011410673	209	E 7TH AV	VST DBL	209 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	Unknown	s.15(1)(l)	No Name No Name (ps)	s.22(1)	1	6/13/2018 4:17	6/13/2018 12:19 DBL - Property Use Inspections
						<p>1. Type of noise: Mechanical equipment (air conditioner, heat pump, fan, etc.)</p> <p>2. Describe the noise and who is making it: Industrial fan</p> <p>3. When is it happening? All the time</p> <p>4. How often is it happening? All the time</p> <p>5. Have you spoken with the person or company making the noise? No</p> <p>10. Please verify address of the property: app version: 2.31 original address: 209 E 7th Ave alias:</p> <p>11. Did caller indicate they want a call back?</p>	<p>PSR: 4388356-q/s-Click images below to expand q/s
href=http://maps.googleapis.com/maps/api/station?markers=49.2647912%2C-123.1006853&size=600x300&key=AIzaSy0lgh8387_h2d0u58wz7d5yVfQyatiU/s=clg src=http://maps.googleapis.com/maps/api/station?markers=49.2647912%2C-123.1006853&size=600x300&key=AIzaSy0lgh8387_h2d0u58wz7d5yVfQyatiU' alt="map" width="300" height="300"/>q/s-q/s-ca</p> <p>s.15(1)(l)</p>					
PUI Noise Complaint Case	101011456821	209	E 7TH AV	VST DBL	228 E 7TH AVE full: 209 E 7TH AVE, VANCOUVER, BC	Unknown	s.15(1)(l)		s.22(1)	1	6/29/2018 10:38	7/3/2018 10:04 DBL - Property Use Inspections

Agent Created Case:
Public Staff request id: 99104380356
Agent Finished: Case Closed.
Closed date : 2018-06-21 12:43:43.843
Assigned
Alvin Martin&id0;
875113&id0;
Alternate: Alvin Young&id0;
86009

Case Reopened: Response for Public Staff Feedback
Agent Finished: Case Closed.
Closed date : 2018-06-21 12:44:39.443
Open/211 Feedback
Send Complete Status and Resolution Comment to PS case

