

File No.: 04-1000-20-2019-191

April 18, 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 March 19, 2019 for:

Records related to noise complaints about the Ellsworth at 209 East 7th Avenue, including the following, from February 15, 2019 to March 19, 2019:

- 1. Letter from Bruce Peet dated on or about February 19, 2019 to an unknown person or persons relating to noise complaints about the Ellsworth;**
- 2. Any response or responses received by the City regarding the said letter;**
- 3. Any subsequent correspondence, including emails, internal to the City, relating to the letter or to noise complaints about the Ellsworth; and**
- 4. Any subsequent correspondence, including emails, between the City and persons on behalf of the Ellsworth, relating to the letter or to noise complaints about the Ellsworth.**

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

Please note that the letter of February 19, 2019 that you requested was authored by Alvin Martin, and is included in the responsive records.

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

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2019-191); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,



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

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

*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.

:kt

February 19, 2019
CF-2018-004725

2290 MAIN NOMINEE LTD
ATTN: DAVID CHARD
500-509 RICHARDS ST
VANCOUVER BC V6B 2Z6

OWNERS OF STRATA PLAN EPS4911
C/O FIRST SERVICE RESIDENTIAL
700 – 200 GRANVILLE STREET
VANCOUVER BC V6C 1S4

RE: 209 E 7TH AVENUE
AND 201 – 225 E 7TH AVENUE AND 2250 – 2280 MAIN STREET

We have received several complaints regarding excessive noise emanating from a heat exchanger (mechanical noise) located above the underground parking entrance on the east side of your above-cited building.

The recorded decibel measurements were approximately 3 dBA's over permitted and is in violation of Section 6 of Noise Control By-law No. 6555 (the By-law), which reads:

6. *No person shall in an activity zone or an event zone make, cause or permit to be made or caused, continuous sound the sound level of which:*
 - (a) *during the daytime exceeds a rating of 70 on an approved sound meter when received at a point of reception within an activity zone or an intermediate zone, or 60 on an approved sound meter when received at a point of reception within a quiet zone; or*
 - (b) *during the nighttime exceeds a rating of 65 on an approved sound meter when received at a point of reception within an activity zone or an intermediate zone, or 55 on an approved sound meter when received at a point of reception within a quiet zone.*

Note: These daytime readings were very consistent. The same measurement results taken at nighttime would be well over the nighttime maximum.

Therefore, in accordance with the By-law and to avoid further action, you are to immediately take steps to ensure noise emanating from the heat exchanger (mechanical noise) complies with Section 6 of Noise Control By-law No. 6555.

Failure to comply with our request by the date given may result in the City pursuing whatever legal options are available to gain compliance with its regulatory By-laws.

If you have any questions or concerns, please feel free to contact me via phone or email.

We thank you in advance for your voluntary compliance.

Yours truly,

A handwritten signature in black ink, appearing to read 'Alvin Martin', with a stylized flourish at the end.

Alvin Martin, Property Use Inspector
alvin.martin@vancouver.ca
(604) 873-7511



Noise Complaint

Case number: 101012539965

Case created: 2019-02-18, 09:35:00 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:* | Large fans exhaust from condo building into
lane |
| 3. | When is it happening?* | Now - Evening through to morning |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | s.22(1) |

Additional Details

PS#: 5606216

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012564668

Case created: 2019-02-25, 07:17:00 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

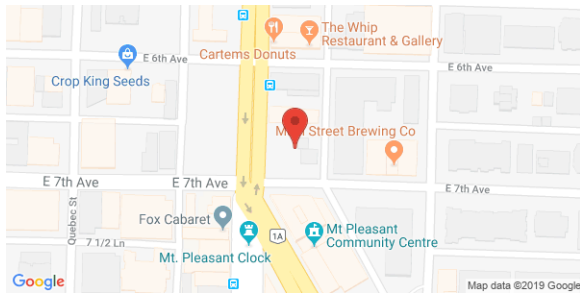
Request Details

- | | | |
|-----|--|--|
| 1. | Type of noise: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Extractor fan |
| 3. | When is it happening?* | Fan has been running non-stop for at least
the last 72 hours. |
| 6. | Have you spoken with the person or company making the
noise?* | Yes |
| 10. | Please verify address of the property:* | 209 E 7th Ave. Vancouver |

Additional Details

PS#: 5632550

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101012569082

Case created: 2019-02-25, 03:43:00 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: s.22(1)

Alt. Phone:

Preferred contact method: None

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): | sporadically all day, worst at night after midnight. your app won't allow any video upload so please refer to attached link s.22(1)
s.22(1)

(I know that sounds sketchy but you have my phone number and Alvin has a dozen emails from me). this is our buildings nightmare, please escalate to whoever you need to do that we can get this resolved quickly |
| 3. | When is it happening? | Sporadically all day - worst at night after midnight |
| 4. | How often is it happening? | Sporadically all day - worst at night after midnight |
| 5. | If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? | the venting building parking, HVAC and restaurant fan |
| 6. | Did you speak to the person or company making the noise? | Not Applicable |
| 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?) No

Additional Details

org submitted online PS 5631759 case 101012564644 (eform blank)

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012570242

Case created: 2019-02-26, 05:10:00 AM

Incident Location

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

Address2: s.22(1)

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 above parking garage |
| 3. | When 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 |

Additional Details

PS#: 5638863

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012570372

Case created: 2019-02-26, 08:12:00 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: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Loud humming noise through evening and
early morning of February 26 |
| 3. | When is it happening?* | Excessive noise |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | s.22(1) |

Additional Details

PS#: 5640138

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012610613

Case created: 2019-03-08, 06:53:00 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: | Mechanicaequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Heat recovery pump and garage extractor
fan (two distinct engines) |
| 3. | When is it happening?* | There are two fans that have been making
noise on a constant basis for almost a year.
One of the two just started up again at 6:30
am today. Both run throughout day and
nifht and have been for nearly a year. |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | 209 East 7th Ave. |

Additional Details

PS#: 5691246

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101012610614

Case created: 2019-03-08, 06:53:00 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: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | heat recovery pump and garage extractor
fan |
| 3. | When is it happening?* | It runs for weeks on end, sometimes louder
than others. It just started up again. It's
been going on for nearly a year. |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave |

Additional Details

PS#: 5691249

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012614584

Case created: 2019-03-08, 08:28:00 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:* | Extractor fan facing into alley behind the
building |
| 3. | When is it happening?* | Extractor fan has started running again and
is extremely loud. Disrupts sleep and general
well-being of the people living in the
building next door. Neighbours can no
longer open their windows or use
balcony/patio spaces. |
| 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 |

Additional Details

PS#: 5695537

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012617867

Case created: 2019-03-10, 05:26:00 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 the parking garage of
the Ellsworth off the lane parallel to Main
between 6th and 7th |
| 3. | When is it happening?* | 24 hours a day. It got better for a week or so
and is now as bad as it's ever been. |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | 209 7th Avenue East (Ellsworth) |

Additional Details

PS#: 5698902

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101012618237

Case created: 2019-03-11, 04:21:00 AM

Incident Location

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

Address2: s.22(1)

Location name:

Original Address: 209 E 7th Ave

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, s.22(1)

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 exhaust heat pump fan vent etc
2. Describe the noise and who is making it:

the ventilation system from the building across the alley (affectionately known as the s.22(1) because it rages on all night) has been destroying our sleep since we moved in and the noise is so loud we can use our patio at all when it's on. the sounds read over 45 decibel from our bed ... I do readings from here because I'm so often awoken by the s.22(1) that I have spare time to kill (are you up at 4am regularly and can't get back to sleep because of noise? maybe we could start a support group). it's so bad I started taking the noise

s.22(1) began in November Earplugs can't deaden the sound the frequency it runs at penetrates the earplugs with little variance While away in s.22(1) or so for 3 nights, check mom's texts

Feb 25 started full just after 8pm. Ran until just before 4am then got to sleep but it started back up at 4:45 running so day
 Feb 26, was on full all day and night
 Mar 1 was off at ~420am turned from bathroom 425 it was on medium strength
 Mar 4 turned on around 940pm medium strength but more of a gurgling train noise pulsating
 March 5, on the same as last night with that same gurgling train noise
 Mar 7 started around 8pm on full strength and continued through the night noise reading inside bedroom reads average 54.5
 Mar 8 and 9 out of town
 Mar 10 started around 8pm full strength, louder than normal tv watching volume.
 3:45 am still on high. Average rating 46.6 decibel from bed

Reminder The noise made is not dulled by any ear plugs (including my professionally made ones) or pillows

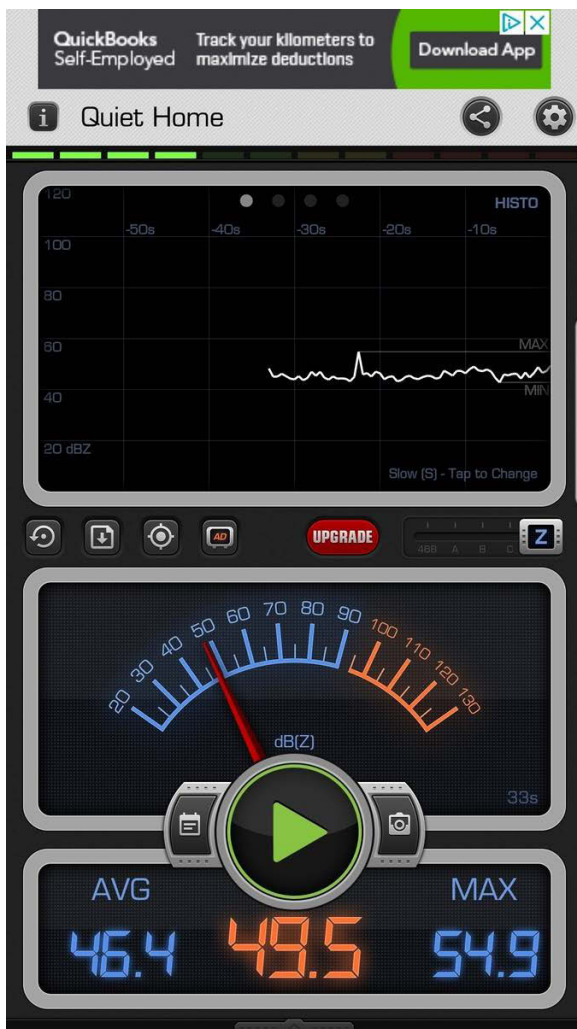
I understand that the city has sent a letter, I've been emailing Alvin asking for any information at all but he has stopped to replying to my request for details or status of the buildings response. I am hoping to escalate this so we can at least understand the situation better

- | | | |
|-----|---|---|
| 3. | When is it happening?* | day and night, it appears to start around 8pm and run until morning more often than not |
| 6. | Have you spoken with the person or company making the noise?* | No |
| 10. | Please verify address of the property:* | 209 7th Ave East causing the noise.
we are in s.22(1) [REDACTED]
s.22(1) [REDACTED] |

Additional Details

PS#: 5699372

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101012623533

Case created: 2019-03-12, 08:25:00 AM

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: s.22(1) Vancouver, s.22(1)

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:* here's a quick log, for just one day, of the
fan noise hell we live in. please escalate this
issue!

Mar 11 it ran until 7am then turned off for 30 minutes then back on and ran all day. At 917pm decibels read 69.9 average. inside our bedroom is over 50 decibels all night, almost every night... 11:36 pm fan shut off. Turned back on at 11:39pm at same noise intensity. 4:38 am the noise intensity is still going strong. Finally turned off at 453am on the 12th, now it has a loud humming sound, like a vibration running fork in my head, instead of the loud blowing sound. 455am it's firing up sporadically for seconds at a time. 456am, it's back on and horrible again

the fan noise at 4 something am basically makes returning to sleep impossible, the

grinding noise in my skull has become painful over these months, the s.22(1) (started 3 months ago) unbearable and we can't use our patio at all during the day as it's so incredibly kids we can't open doors or windows.

3.	When is it happening?*	all day, penetrating my skull. I can't work from my bedroom or livingroom with the noise.
6.	Have you spoken with the person or company making the noise?*	No
10.	Please verify address of the property:*	209 East 7 Ave

Additional Details

PS#: 5706279

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012629240

Case created: 2019-03-13, 10:09:00 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: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Mechanical equipment (fan) |
| 3. | When is it happening?* | It has been constant the last few days. |
| 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, BC |

Additional Details

2019/03/13 10:12:36 ~~ Public Stuff ~~ Public Stuff comment s.22(1) This issue has been ongoing for nearly a year. Nothing has been done to solve the problem. The sound right now is constant. We hear it through closed windows and blinds. We can't sleep. Residents in our building are suffering. The response from the city has been utterly unacceptable. Dozens of noise complaints have been submitted by myself and neighbours, yet the noise continues.

PS#: 5715285

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

Noise Complaint

Case number: 101012633220

Case created: 2019-03-14, 07:53:00 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: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Fan noise |
| 3. | When 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 Ave |

Additional Details

2019/03/14 07:56:18 ~~ Public Stuff ~~ Public Stuff comment s.22(1) Why is nothing being done about this? This has been a problem for almost a year. Why are by-laws not being enforced? Why is it acceptable for this building to disrupt the lives of those living nearby for such a long time without ANY consequences?
PS#: 5720412

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012642639

Case created: 2019-03-16, 09:39:00 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

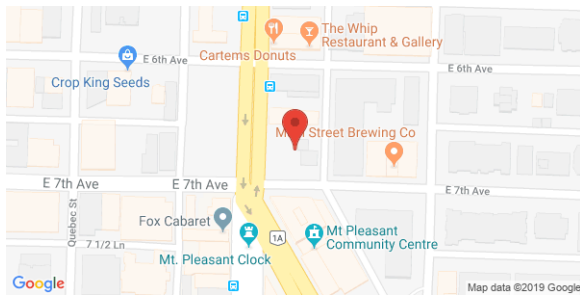
Request Details

- | | | |
|-----|--|---|
| 1. | Type of noise: | Mechanicalequipmentairconditionerexhaust
heatpumpfanventetc |
| 2. | Describe the noise and who is making it:* | Extractor fan blowing into alley running
extremely loudly, over the city?s 70 dB
daytime noise limit. Unable to get in contact
with anyone in the building, their strata,
property management company, developer,
etc. |
| 3. | When is it happening?* | Fan has continued to run 24 hours/day the
entire week since my last complaint a week
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 Vancouver |

Additional Details

PS#: 5731815

Map and Photo



EN

FYA to: Alvin Martin

FYI to:



Noise Complaint

Case number: 101012644025

Case created: 2019-03-16, 05:19:00 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 the parking garage of
the Ellsworth off the lane between 6th and
7th |
| 3. | When is it happening?* | Nonstop, all day and night, for past 6 days;
with brief shut-offs, more or less 24/7 since
May 2018 |
| 6. | Have you spoken with the person or company making the
noise?* | No |
| 10. | Please verify address of the property:* | 209 E 7th Ave, the Ellsworth |

Additional Details

2019/03/16 17:23:14 ~~ Public Stuff ~~ Public Stuff comment by s.22(1) I don't know why I even bother submitting these complaints anymore. s.22(1) and about 15 other people in our building, have been submitting complaints since May 2018 and the City has done absolutely nothing. None of us has ever even been contacted by the City. Alvin Martin, the inspector assigned to this issue, almost never returns our emails or calls and as best we can tell is pretty much ignoring the issue. It's remarkable that the Ellsworth can just openly flout a city bylaw for nearly a year with no consequences whatsoever. I wish there was a way to make this comment public. I'm pretty sure no one from the City is reading any of these things.

PS#: 5733009

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

From: [Martin, Alvin](#)
To: [Jared James](#)
Subject: RE: 209 E 7th Ave - Noise Issue
Date: Wednesday, March 20, 2019 8:40:00 AM

Hi, Jared;

I think we're going to have to postpone.

s.22(1) and the on-site meeting was set up at his request.

Can we reschedule for perhaps next Tuesday, March 26 at 2:00 pm?

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

From: Martin, Alvin
Sent: Friday, March 15, 2019 8:46 AM
To: 'Jared James'
Subject: RE: 209 E 7th Ave - Noise Issue

Hi, Jared;

I've tentatively set it for 2:00 pm on Thursday, March 21.

Unfortunately, s.22(1) but I've sent him a Calendar invite.

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

From: Jared James [<mailto:JJJames@charddevelopment.com>]
Sent: Thursday, March 14, 2019 9:13 PM
To: Martin, Alvin
Subject: Re: 209 E 7th Ave - Noise Issue

Hi Alvin,

I am available to meet with your supervisor on Wednesday or Thursday next week between 2pm - 3pm. Please confirm Bruce's and your preference.

I have onsite testing and inspection happening tomorrow morning with my consultants at 9:00am. I'll Endeavor to have a engineered mitigation plan to discuss by then.

Regards,
Jared

Jared James
DEVELOPMENT MANAGER

DIRECT 604.558.7850
MAIN 604.682.6046
MOBILE 604.741.2700

CHARD DEVELOPMENT LTD.

[OFFICE LOCATION MAP](#)

Sent from my mobile device. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

On Mar 14, 2019, at 11:09 AM, Martin, Alvin <alvin.martin@vancouver.ca> wrote:

Hi, Jared.

Unfortunately, the complaints continue to mount. We're up to 52 now, as of March 11.

Property Use Inspection Branch Supervisor Bruce Peet would like to arrange a meeting on-site to discuss this matter.

Any day next week would be suitable. Afternoon inspection (eg. 2 pm, 3pm).

Let me know what works best for you.

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

From: Jared James [<mailto:JJJames@charddevelopment.com>]
Sent: Wednesday, February 27, 2019 8:58 AM
To: Martin, Alvin
Subject: Re: 209 E 7th Ave - Noise Issue

Hi Alvin,

No problem, I can imagine the magnitude of emails you must receive.

I've retained BKL - Acoustical Engineers yesterday to assist with the process. I would have done this sooner, however I wasn't sure if this became a non-issue as I didn't hear from you.

I'll ensure this gets dealt with as quickly as possible.

Regards,
Jared

Jared James
DEVELOPMENT MANAGER
Please note that my email address has changed to jjames@charddevelopment.com as of October 1st, 2018.

CHARD DEVELOPMENT LTD.
SUITE 500 - 509 RICHARDS STREET
VANCOUVER, BC V6B 2Z6 [MAP](#)

DIRECT 604.558.7850
MAIN 604.682.6046
MOBILE 604.741.2700

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From: "Martin, Alvin" <alvin.martin@vancouver.ca>
Date: Wednesday, February 27, 2019 at 8:47 AM

To: Jared James <JJJames@charddevelopment.com>

Subject: RE: 209 E 7th Ave - Noise Issue

I'm sorry, Jared;

I may have mistaken your messages for complainant e-mails.

(I get a LOT of them regarding this address.)

I hope that you are able to resolve this matter quickly.

The Case File has been escalated to upper management.

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

From: Jared James [<mailto:JJJames@charddevelopment.com>]

Sent: Tuesday, February 26, 2019 12:32 PM

To: Martin, Alvin

Subject: Re: 209 E 7th Ave - Noise Issue

Hi Alvin,

I have received your letter dated February 19th regarding the excessive noise today. I understand the urgency to implement mitigation measures, and you can trust this matter has my urgent attention to resolve.

I will be in touch once we've implemented noise reduction measures. In the meantime, please reply to confirm that I have your correct email address, as I've tried to be proactive on this since December and have not heard back from you.

Thanks,
Jared

Jared James
DEVELOPMENT MANAGER

Please note that my email address has changed to jjames@charddevelopment.com as of October 1st, 2018.

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From: Jared James <JJames@charddevelopment.com>
Date: Wednesday, February 6, 2019 at 2:28 PM
To: "alvin.martin@vancouver.ca" <alvin.martin@vancouver.ca>
Subject: Re: 209 E 7th Ave - Noise Issue

Hi Alvin,

Just checking in regarding this case as I heard that the residents in the neighbouring building met about this topic specifically this week.

Thanks,
Jared

Jared James
DEVELOPMENT MANAGER

Please note that my email address has changed to jjames@charddevelopment.com as of October 1st, 2018.

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From: Jared James <JJames@charddevelopment.com>
Date: Monday, January 7, 2019 at 11:54 AM
To: "alvin.martin@vancouver.ca" <alvin.martin@vancouver.ca>
Subject: Re: 209 E 7th Ave - Noise Issue

Hi Alvin,

Happy new year! Just checking in to see if there's been any progress made with regards

to measuring the noise levels.

Thanks,
Jared

Jared James

DEVELOPMENT MANAGER

Please note that my email address has changed to jjames@charddevelopment.com as of October 1st, 2018.

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From: Jared James <JJames@charddevelopment.com>

Date: Friday, December 7, 2018 at 4:23 PM

To: "alvin.martin@vancouver.ca" <alvin.martin@vancouver.ca>

Subject: 209 E 7th Ave - Noise Issue

Hi Alvin, please find my contact info below. I look forward to resolving this!

Jared James

DEVELOPMENT MANAGER

Please note that my email address has changed to jjames@charddevelopment.com as of October 1st, 2018.

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From: [Peet, Bruce](#)
To: [Martin, Alvin](#); [Hamilton, Tom](#)
Cc: [Collister, Mike](#)
Subject: RE: Case File CF-2018-004725: 209 E 7TH AVENUE - Refer to Night Inspections
Date: Thursday, March 14, 2019 8:49:57 AM

Hello Alvin

Please set up a meeting with the Building Management for us to meet them on site.

We need to understand what this equipment is and why it is running 24/7.

Thank you

Bruce Peet | Supervisor | Property Use Branch
Development, Buildings & Licensing | City of Vancouver
515 West 10th Avenue | Vancouver BC | V5Z 4A8
604.873.7585 | bruce.peet@vancouver.ca

From: Martin, Alvin
Sent: Wednesday, March 13, 2019 11:09 AM
To: Hamilton, Tom; Peet, Bruce
Subject: Case File CF-2018-004725: 209 E 7TH AVENUE - Refer to Night Inspections

Hi, guys;

The Noise Letter is due for recheck soon at 209 E 7th Ave (Mechanical Noise).

(I had it in my To-Do List for today, but that's too early. One month will be up as of next week.)

According to previous readings, the nighttime noise is going to be more of an infraction than daytime, so we need to refer it for Night Inspection.

Readings taken from October 2018 to January 2019 were consistently in the 72 – 73 dBa range.

The latest complaint received is from this week, 2019 March 11, so it appears the problem has yet to be resolved.

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