

File No.: 04-1000-20-2019-315

May 30, 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 May 14, 2019 for:

All records related to a complaint about the garbage smell at Happy Farm Market Ltd. located at 6154 Fraser Street, from June 1, 2018 to September 30, 2018. Case number 101011317699.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act 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 (#04-1000-20-2019-315); 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

(printable version)

Case Details

Case Ref 101011317699

Classification ENG - Waste Management & Resource Recovery >> Solid Waste Management >> Commercial Waste Container Request

Associated with [6154 FRASER ST, Vancouver, BC, V5W 3A1](#)

Title Commercial Waste Container - Request

Description -

Status Closed

Closed Date Jun 28, 2018 5:43:23 PM (321 days ago)

Created Date May 27, 2018 1:04:00 PM (353 days ago)

Created by Christine Inducil

Raised by s.22(1)

Priority Medium

Severity Medium

Internal Only ☐

eForms [ENG Solid Waste - Commercial Waste Containers V2](#)

History: All [eForms](#) [Events](#) [Interactions](#) [Notes](#)

<u>Type</u>	<u>Description</u>	<u>Raised by</u>	<u>Created by</u>	<u>Created</u>
Initial Contact	Phone - 101045029829/I	s.22(1)	Christine Inducil	May 27 2018 13:00
Event	Agent Created Case	(No Interaction)	Christine Inducil	May 27 2018 13:04
Event	Agent Updated Case Details - Reallocated to queue: Eng_Solid Waste Management	(No Interaction)	Web Service For Csr Process	May 27 2018 13:05
eForm	ENG_Solid Waste - Commercial Waste Containers_V2	(No Interaction)	Christine Inducil	May 27 2018 13:05
Event	Hansen Service Case Created / Updated - Hansen ServiceRequest Number : 1293245 created / updated at Sunday, May 27, 2018 1:05:41 PM	(No Interaction)	311 BizTalk Web Service	May 27 2018 13:05
Event	Hansen Service Request has been reviewed - Case reviewed on 28/05/2018 10:33:11 AM.	(No Interaction)	311 BizTalk Web Service	May 28 2018 10:34
Event	Attended by Inspector - 43 - Attended by Inspector. Resolved on 28/05/2018 12:00:00 PM.	(No Interaction)	311 BizTalk Web Service	Jun 28 2018 17:43
Event				

<u>Type</u>	<u>Description</u>	<u>Raised by</u>	<u>Created by</u>	<u>Created</u>
	Agent Finished - Case Closed. Closed date : 2018-06-28 17:43:23.477 Attended by Inspector 43 - Attended by Inspector. Resolved on 28/05/2018 12:00:00 PM.	(No Interaction)	311 BizTalk Web Service	Jun 28 2018 17:43

8 items found.





Commercial Waste Container - Request

Case number: 101011317699

Case created: 2018-05-27, 01:04:00 PM

Incident Location

Address: 6154 FRASER ST, Vancouver, V5W 3A1

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address: Vancouver, s.22(1)

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|--|---------------------|
| 1. | Type of issue: | Odour |
| 3. | Container type: | Organics |
| 4. | Name of the Hauling Company: | Super Save Disposal |
| 6. | (Don't ask, just record - did caller indicate they want a call back?): | No |

Additional Details

Citizen states there is also a hole on the bottom of the container that leaks organic liquid which also causes a strong smell to permeate.

Map and Photo

- no picture -

Service Request # R 1293245 Lagan's ECM Update

Request Type* GCommWasteBin Commercial Waste Container Request

Sub Type Incident Date 2018/05/27 13:05 Last 311 Update, where applicable

Call Date 2018/05/27 13:04 Crew Assign Date / /

Request Date 2018/05/27 13:05 Crew ID Creator

Reviewed 2018/05/28 10:33 Crew Contact Dispatcher

Initiated By Alt Crew Contact Alt Dispatcher

Alert State None No Alert Follow-Up Date / /

☐ Charges Explained

Information Call Details Inspection Log Attachments Associations Request Details Schedules Audit Log Lagan eForm

Information

Zone GREEN Zone 3 Due Date 2018/06/06 08:30

Sub-area Ext Reference # 35599

Beat 13 13 Ref Type

Auto Beat 13 Method AUTOMATED

Designation Source COV PI

Frequency Cleaning Zone SE

Priority 4 Medium

Responsibility* GM Solid Waste Management 311 Case # 101011317699

Project Lagan CSR Name lagan

Request Location

Location

Street #	Pre Dir	Street Name	Suffix	Post Dir	Subdesignation
Address	6154	FRASER ST	(NA)		
Cross Street					
Cross Street					
City, Province, Postal Code	Vancouver		BC		

Location

Asset

Navigation bar with icons for back, forward, search, and other actions.

INFORMATION - CASE# 35599

Case Type: **GCComplaint** General garbage complaint
Primary Contact:
Address: 6154 FRASER ST (MA) Vancouver BC
☐ Case is Closed.
☐ Case has no milestone.
☐ Current unpaid amount of \$0.00.

Location

Case Information | Code Violations | Case Details | Reviews | Inspections | Hearings | Conditions | Fees | Contacts | Sites | Employees | Related Records | Logs | Attachments

Status Dates

Resolution: / / : : Expire Date: / /

Case Information

Case Group: SAN/SW Sanitation Zone: Green
Source: 311 Sanitation Beat: 13

Case Name

Priority

ss org ODOUR there is also a hole on the bottom of the container that leaks organic liquid which also causes a strong smell to permeate



Description* Commercial container complaint

Details Comments

H2 H3 normal **B** *I* U HTML

Attended location, Attempted door knock speak with the manager , he did call Supersave , I did place a notice on the container for odour 12:00 pm follow up 11-June-2018

Email from SUPER SAVE

Hi Claude they decided to fix the bin other then swapping it
Thank you
Tonla



INFORMATION - CASE# 35599

Case Type	GComplaint	General garbage complaint	<input type="checkbox"/> Case is Closed.
Primary Contact			<input type="checkbox"/> Case has no milestone.
Address	6154 FRASER ST (MA) Vancouver BC		<input type="checkbox"/> Current unpaid amount of \$0.00.

Location

Case Information Code Violations Case Details Reviews Inspections Hearings Conditions Fees Contacts Sites Employees Related Records **Logs** Attachments

Event Log

* Log Type	Description	Comments	* Started	* Started By	Stopped	Stopped By	Total Time	Review #	Inspection #
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No Records Found

Status Log (1 records)

Changed On	Milestone	Case Status	Changed By	System Gene
<input type="checkbox"/> 2018/06/11 13:57		Closed	343	false

Container was fix by Hauler Super Save

Displaying: 1 - 1

From: "Lachance, Claude" <claude.lachance@vancouver.ca>
To: "Drake, Steve" <steve.drake@vancouver.ca>
Date: 5/28/2019 11:37:19 AM
Subject: FW: 6154 Fraser St container Organics

FYI

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

From: Lachance, Claude
Sent: Monday, June 11, 2018 11:17 AM
To: Tonia Halley
Subject: Re: 6154 Fraser St container Organics

Thank you for the information.

Have a beautiful week.

Claude

Sent from my iPhone
Please excuse any typos

> On Jun 11, 2018, at 10:58 AM, Tonia Halley <tonia@supersave.ca> wrote:

>

> Hi Claude they decided to fix the bin other then swapping it

> Thank you

> Tonia

>

>

>

>

>

> -----Original Message-----

> From: Lachance, Claude [<mailto:claude.lachance@vancouver.ca>]

> Sent: Monday, June 11, 2018 8:25 AM

> To: tonia@supersave.ca

> Cc: Sales@supersave.ca

> Subject: 6154 Fraser St container Organics

>

> Hello Super Save,

>

> As per our last conversation, I'm following up on this container, seeing

> it's still on location. This container was supposed to be exchanged.

> 8-June-2018

>

> Would you be able to provide me with a date please?

>

> Thank you

> Claude

>

>

Service Request Slip

SR #	Address: 6154 FRASER ST		Location Details:		Responsible
R1293245					GM
SR Description			Sub Type		Created Date
Commercial Waste Container Request					2018/05/27
311 Case #	Reference #	Scheduled Start	Incident Date	Request Date	Due Date
101011317699	35599		2018/05/27	27-MAY-18	2018/06/06
Attached Work Orders		Assigned To		Crew ID	
		CLAUDE LACHANCE			
Job Details :					
Contact Name		Contact Phone	Contact Type	Requested By	
s.22(1)		s.22(1)	Other	COV PI	
Collection Agency		Collection Method	Zone	Beat	Map No.
COV PI		AUTOMATED	GREEN	13	13
Lagan E-Form Details					
1. Type of Issue: Odour					
2. If Other, provide details:					
3. Container type: Organics					
4. Name of the Hauling Company: Super Save Disposal					
5. Provide container number (if available):					
6. (Don't ask, just record - did caller indicate they want a call back?): No					
Lagan Case Details					
Citizen states there is also a hole on the bottom of the container that leaks organic liquid which also causes a strong smell to permeate.					
Work In Progress Notes					
Date	Name	Comments			
Work Completed					
Date: 2018/05/28	Print Name:	Sign Name:	Crew ID:		

Service Request Slip

Comments: Work Completed - Check Hansen for results