

File No.: 04-1000-20-2019-566

October 17, 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 September 9, 2019 for:

1. **Records of any violations made by Anh and Chi Restaurant at 3388 Main Street that have been reported to the City; and**
2. **Complaints made to the City through 311 related to the said restaurant.**

**Date Range: April 1, 2016 to September 9, 2019.**

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

Please note that for part one of your request there are no responsive records as there have been no violations as a result of inspections.

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](mailto: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 (#04-1000-20-2019-566); 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](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,



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

[Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at [foi@vancouver.ca](mailto: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



IR Number	VI 11406	EN Number		Date of Inspection (yyyy/mm/dd)	2012/06/25
Main Address	3388 Main Street			Specifics and/or Suite #	Restaurant
Secondary Address					
Tenant	Pho Hoang Vietnamese Restaurant			Contact Phone #	604-874-0832
Owner				Permit Number	
Contractor				Present Use of Building/Land	

Reason for Inspection    Lagen Case # 101000307813

#### Narrative/Observations

Received a complaint regarding waste disposal issues at the rear of the above address. I responded and spoke with the owner of the Pho Hoang Restaurant, Ms. Thuy Nguyen. She claims that her son failed to pay the monthly disposal fee for the container and it overfilled. They have paid the bill and removed the garbage. She claimed that they attempted to clean the bin with bleach. I inspected the rear and noticed that the drain on the pad where the solid waste bins are stored was plugged and there was pooling at this point. This could be part of the problem. I spoke with the property manager Tom Chiu at 604-876-6400 and explained our circumstances. He explained that he was in contact with the City of Vancouver Solid Waste department as well on this issue. He said he has contracted a company to come in and clean out the drain. I spoke with Solid Waste and Mr. Steve Drake indicated in an email that they have sent the property management company a letter directing them to clean up the mess around their solid waste bins.

#### Requirements

None at this time.

#### Recommendations

None at this time.

Photos Taken?    ☐ Yes    ☐ Digital    ☒ No    Notice Posted?    ☐ Yes    ☐ No    Type of Notice?    ☐ Regular

Date Report Made:    June 25, 2012

Doug Elford  
Inspector's Name

#### For Manager or Supervisor Use Only

File:    ☐ Approval / Use    ☐ Enforcement    ☐ Project / Permit

FYA to:

FYI to:

Manager / Supervisor



#### PUI Graffiti on Private Property Complaint Case

Case number: 101007893769

Case created: 2016-06-11, 12:22:00 PM

#### Incident Location

Address: 3368 MAIN ST, Vancouver, V5V 3M7

Address2:

Location name:

#### Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

#### Request Details

Provide details:

This tag has been on the garage door for almost 4 weeks. This building is nitrous negligent in removing tags. I've had to make numerous reports to have them removed.

This makes our street look ghetto .

Is the graffiti on a mural?

No

#### Additional Details

PS#: 1661811

#### Map and Photo



---

EN 121002

FYA to: MARK REED.

FYI to:





### PUI Graffiti on Private Property Complaint Case

Case number: 101007893769

Case created: 2016-06-11, 12:22:00 PM

#### Incident Location

Address: 3368 MAIN ST, Vancouver, V5V 3M7

Address2:

Location name:

#### Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone:

Alt. Phone:

Email: s.22(1)

Preferred contact method: Either

#### Request Details

Provide details:

This tag has been on the garage door for almost 4 weeks. This building is nitrous negligent in removing tags. I've had to make numerous reports to have them removed. This makes our street look ghetto .

Is the graffiti on a mural?

No

#### Additional Details

PS#: 1661811

#### Map and Photo



**FYA to: Mark Reed (do not route)**

**FYI to:**



### Graffiti on Private Property Complaint

Case number: 101010702793

Case created: 2018-01-13, 06:52:00 PM

### Incident Location

Address: 3368 MAIN ST, Vancouver, V5V 3M7

Address2:

Location name:

### Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

### Request Details

- |    |                             |                    |
|----|-----------------------------|--------------------|
| 1. | Provide details:            | Large graffiti tag |
| 2. | Is the graffiti on a mural? | No                 |

### Additional Details

PS#: 3649546

### Map and Photo



EN

FYA to:



**FYI to:**



### Noise Complaint

Case number: 101013032414

Case created: 2019-06-19, 08:12:00 PM

### Incident Location

Address: 3388 MAIN ST, Vancouver, V5V 3M7

Address2:

Location name:

Original Address:

### Contact Details

Name: s.22(1)

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

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): | There is loud squeaking sound going on and off from high up the building. Caller is not sure if it runs 24/7 but it was on at 2am last night and it is on right now. It keeps going and and off all the time. |
| 3.  | When is it happening?   | See note above.   |
| 4.  | How often is it happening?  | See note above.   |
| 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:**

**FYI to:**

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes	
								1. What is the problem with the light? Light Out 2. If Other, provide details 3. How many lights are out? 1 4. Provide light pole number (if available) 5. Where is the light pole located? In front of the address indicated 6. Has this issue occurred before? No 7. (Don't ask just record - Did caller indicate they want a call back?) No	Light is at the NE corner of E. 18th Ave and Main Street, in front of 3388 Main Street.	s.22(1)		s.22(1)	1	4/10/2016 15 08	4/12/2016 9 15	Eng_Traffic and Electrical - Street Lighting	~ Public Stuff request id PSID2200390 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1061412 created / updated at Thursday, December 22, 2016 9 12 58 PM Hansen has changed the Queue within the Hansen Sys Case queue changed to TA () on 28/12/2016 11 57 37 AM. Hansen Service Request has been reviewed Case reviewed on 28/12/2016 11 57 43 AM. Hansen Work Order Created Work order 816667 has been initiated on 28/12/2016 12 00 00 PM. Work Order type is TLgReact. Hansen Change in Comments Comments Request has been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Added on 28/12/2016 12 03 32 PM. Service Provided 10 - Service Provided. Crews replaced lamps on Jan 23/17. Resolved on 23/01/2017 12 00 00 AM. Agent Finished Case Closed. Closed date 2017-02-15 09 24 56.507 Service Provided 10 - Service Provided. Crews replaced lamps on Jan 23/17. Resolved on 23/01/2017 12 00 00 AM.  Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2017-02-15 09 29 36.08 Open311 Feedback Send Complete Status and Resolution Comment to PS case  Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1061412 created / updated at Wednesday, February 15, 2017 9 29 46 AM Agent Finished Case Closed. Closed date 2017-02-15 09 29 48.2 Back to previous status Closing case after 'Add Event'
Street Light - Out	101007560848	3388		MAIN ST		V5V 3M7											
Street Light - Out	101008872261	3388		MAIN ST		V5V 3M7	app version 2.31 original address 3388 Main Street	Where is the light pole located? Across the street of the address indicated What is the problem with the light? Light Out How many lights are out? 2 No	PS Description On the northwest & northeast corners. <p>PS# 2200390<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?marker s 49.256977081299%2C-123.12390136719&size 600x300&key AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPcyatU'><img src 'http //maps.googleapis.com/maps/api/staticmap?marker s 49.256977081299%2C-123.12390136719&size 600x300' alt 'mapurl' width '300' height '300'></a><p/><a href s.22(1) /a><p/>	s.22(1)		s.22(1)	1	12/22/2016 21 12	2/15/2017 9 29	Eng_Traffic and Electrical - Street Lighting	
								Complaint 2. Type of issue Other 3. If Other, provide details 4. Describe details Restaurant at 3388 Main St. is stretching their busines out approx 12ft in to the sidewalk making it very difficult for pedestrians to pass by. There are planters, benches, and tables spread out on the sidewalk. 5. (Don't ask just record - Did caller indicate they want a call back?) No									
Street and Sidewalk Retail Use Issue	101009802912	3388		MAIN ST		V5V 3M7				s.22(1)		s.22(1)	1	7/4/2017 13 27	7/7/2017 16 16	Eng_Streets Activities	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Streets Activities Title updated to Other  Agent Finished Case Closed. Closed date 2017-07-07 16 16 51.983 Service Provided Attended location. A Notice of Bylaw Infraction was issued for benches on City property without permit/permission.
								Complaint 2. Type of issue Sidewalk Patios 3. If Other, provide details 4. Describe details Citizen said the sidewalk patio in front of Anh and Chi Restaurant is encroaching far in to the sidewalk. She feels that they have moved the planters further out this year, forcing pedestrians to have to walk quite a ways around the patio. Citizen would like the City to take a look at it to make sure they are allowed to have it set up this far out. 5. (Don't ask just record - Did caller indicate they want a call back?) No	Citizen did take photos. If you'd like to see them, please contact her. An alternate phone number she can be reached at is s.22(1)	s.22(1)		s.22(1)	1	4/18/2018 20 39	4/20/2018 16 51	Eng_Streets Activities	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Streets Activities Title updated to Sidewalk Patios  Agent Finished Case Closed. Closed date 2018-04-20 16 51 34.81 Service Provided Attended location and confirmed patio extends beyond permitted area. Spoke with restaurant owner who advised that planters will be moved next week. Will follow up to ensure compliance.
Street and Sidewalk Retail Use Issue	101011135410	3388		MAIN ST		V5V 3M7											
								General Inquiry 2. Type of issue Sidewalk Patios 3. If Other, provide details 4. Describe details s.22(1)									
Street and Sidewalk Retail Use Issue	101012766502	3388		MAIN ST		V5V 3M7		5. (Don't ask just record - Did caller indicate they want a call back?) No		s.22(1)		s.22(1)	1	4/17/2019 8 56	4/18/2019 11 18	Eng_Streets Activities	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Streets Activities Title updated to Sidewalk Patios  Agent Finished Case Closed. Closed date 2019-04-18 11 18 14.993 Service Provided coordinator talked s.22(1) to contact Development Services for awning (canopy) application

Street Furniture Repair and Maintenance Request	101010208639	3388	MAIN ST	VSV 3M7	No	Nguyen, Vincent	s.22(1)	1	9/24/2017 21 38	9/24/2017 21 40	311 Contact Centre
Street Furniture Repair and Maintenance Request	101011439391	3388	MAIN ST	VSV 3M7	Yes	2018/06/20 17 28 03 ~~~ Asha Sharda ~~~ Citizen is calling again waiting for her call back for a follow up. Please call back at s.22(1) #xD; &#xA;	s.22(1)	1	6/18/2018 19 50	8/16/2018 15 00	Eng_Streets Furniture
Traffic Management - General Inquiries Case	101011422188	3388	MAIN ST	VSV 3M7	Yes		s.22(1)	1	6/14/2018 20 54	6/18/2018 8 01	Eng_Traffic and Data Management
PUI Noise Complaint Case	101013032414	3388	MAIN ST	VSV 3M7	Yes		s.22(1)	1	6/19/2019 20 12	6/20/2019 11 13	DBL - Property Use Inspections

Agent Created Case  
Agent Updated Case Details Reallocated to queue 311 Contact Centre

Agent Finished Case Closed.  
Closed date 2017-09-24 21 40 46.473

Agent Created Case  
Agent Updated Case Details Reallocated to queue Eng\_Streets Furniture

Agent Finished Case Closed  
Service Provided by Contractor

Agent Created Case  
Agent Updated Case Details Reallocated to queue Eng\_Traffic and Data Management

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1302064 created / updated at Thursday, June 14, 2018 9 01 11 PM  
Directed to Another City Department 20 - Directed to Another City Dept. Reallocated to Streets Activities. . Resolved on 18/06/2018 8 00 00 AM.  
Agent Finished Case Closed.  
Closed date 2018-06-18 08 01 10.733  
Directed to Another City Department  
20 - Directed to Another City Dept. Reallocated to Streets Activities. . Resolved on 18/06/2018 8 00 00 AM.

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

Agent Finished Case Closed.  
Closed date 2019-06-20 11 13 13.153  
Assigned  
Alvin Martin&#x0D;  
7511