

File No.: 04-1000-20-2021-028

February 26, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of January 15, 2021 for:

**Record of statistics on HART's (Hoarding Action Response Team) work, for example how many cases were handled in 2019 and any outcomes.**

Vancouver Fire and Rescue Services confirm the following for 2019:

**Hoarding Cases:**

**Satisfactory – 165**  
**Unsatisfactory – 65**

**Total – 230**

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](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 (#04-1000-20-2021-028); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Cobi Falconer, FOI Case Manager, for

[Signature on file]

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

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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.

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