

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Kirby-Yung, Sarah" <Sarah.Kirby-Yung@vancouver.ca>](mailto:Sarah.Kirby-Yung@vancouver.ca)

Date: 12/30/2021 7:30:24 PM

Subject: Re: Rental buildings - complaints re heating

Attachments: image001.png

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Good evening Sarah,

Saul Schwebs, our Chief Building Official, followed up with the owners' representative today. As of this afternoon, the representative confirmed that they are working to secure and install the space heaters as a priority but they had not been installed as yet.

We will continue to track this issue, including consideration of orders if there is not continued demonstration of best efforts to resolve the matter.

Best,  
Paul

On Dec 30, 2021, at 12:30 PM, Kirby-Yung, Sarah <Sarah.Kirby-Yung@vancouver.ca> wrote:

Thanks for the detailed update Paul; helpful and very much appreciated.

With respect to the Regal, for the six remaining rooms without heat, it says they will be provided with electric heaters. Have they actually been given them yet?

Cheers,

**Sarah Kirby-Yung, MBA** she/her  
Councillor | City of Vancouver  
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I am thankful to live and work on the territories of the xʷməθkʷəy̓əm ([Musqueam](#)), Skwx̱w̱ú7mesh ([Squamish](#)), and səliwətaʔ / səliwətuɬ ([Seil-Waututh](#)) nations.

On Dec 29, 2021, at 7:41 PM, Mochrie, Paul <Paul.Mochrie@vancouver.ca> wrote:

Good evening Mayor and Council,

Please see below an update on a number of buildings that our Buildings and Property Use has been monitoring in response to complaints regarding insufficient heating.

1. 403 E Hastings (Patricia Hotel)
  - Inspector spoke with building operator who reported that the heat had been restored as of 7pm last night. The mechanical contractor was checking that the radiators in each tenant room was functioning properly today.
2. 3627 Oak St (Apartment)
  - Complaint of no heat in building. Complainant says that a part for the furnace is on order from Germany.
  - Inspector attempted to contact building manager and property owner. Neither answered nor returned his call. Inspector will follow up tomorrow.
3. 2229 Maple St. (Maple Crest Apartments ☞ Seniors)
  - Inspector attended this afternoon and got access to the building. He spoke with a few tenants. They said that there is not sufficient heat provided in their room, but they would not provide access to their rooms due to Covid-19 concern.
  - Inspector checked the baseboard heaters in hallway/lobby and they were hot.
  - Inspector called the property management's emergency line at 604-736-1157 and no one answered the phone. Inspector also attempted to speak to the caretaker in his suite, but he refused as he is on vacation.
4. 25 E Hastings St (The Dodson)
  - The heating system is off-line due to an upgrade to 600amp electrical service currently underway.
  - Building management distributed oil-filled, electric, radiator heaters to every tenant who didn't have their own heater. He distributed 40 heaters. There are more heaters for any tenant that needs them.
  - There are tenant support staff communicating with each tenant daily to ensure they have heat in their rooms.
  - Inspection Dec 29 @ 3pm; no access to rooms as the building manager was not in the building. Inspector spoke with manager on the phone and was advised that an update is forthcoming.
5. 1038 Main St (The Ivanhoe)
  - Manager indicated that the heat issues have been addressed.
  - Inspection on Dec 29 revealed that 14 out of 15 randomly picked rooms have above temperature above **22° Celsius**, one room has the radiator was not working. The manager on duty was acting to deal with this immediately.
6. 1046 Granville St (Regal Hotel)
  - A plumber and electrician were onsite last night and again this morning and both boilers, which are only five years old, are functioning well.
  - There are a handful of units (approximately 6) that are still having issues with their radiators, possibly due to sediment in the water line. These units will be provided with electric baseboard heaters.
  - The Chief Building Official is continuing to monitor the situation.

Please let me know if you have any questions.

Best,  
Paul

**Paul Mochrie** (he/him)  
City Manager  
City of Vancouver

[paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwx̱wú7mesh (Squamish), and səliłwətaʔ (Tsleil-Waututh) Nations.

