

File No.: 04-1000-20-2021-379

August 6, 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 dated July 16, 2021 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

Records of noise complaints received about Robba Da Matti at 1906 Haro Street and the names of the City employees to whom these complaints were forwarded to on the following dates:

- **June, July and August 2017;**
- **June, July and August 2018;**
- **June, July and August 2019; and**
- **June 1, 2021 to July 16, 2021.**

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, 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 or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2021-379); 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

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.

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CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Monday, July 26, 2021 10:14:12 AM
 Case Creation Date: From 6/1/2017 To 7/26/2022
 Case Status: Open

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
Eform Request Type: PUI Noise General Inquiry Case														
101009965242	1906		HARO ST	V6G 1H7		Inquiry Topic : Businessbarrestaurantetc If Other selected, provide details:	The last few weeks Adesso Bistro plays music in the patio. Citizen has some questions regarding the noise bylaw and how it pertains to businesses in residential areas.	s.22(1)		1	8/3/2017 8:10:00 PM	8/8/2017 9:58:53 AM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Updated Case Details: Description updated to: Case file created Assigned to Rob Waite 88275 Agent Finished: Case Closed. Closed date : 2017-08-08 09:58:52.59 Assigned Rob Waite 88275
Eform Request Type: PUI Noise Complaint Case														
101011420812	1906		HARO ST	V6G 1H7		1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Adesso Bistro, Citizen explains they have large wedding parties at this bistro and they are setting up for another one coming up. 3. When is it happening? Dinner - 10pm 4. How often is it happening? every warm night from June-Sept. Usually thursday, friday and saturday nights. When ever they book big birthday/wedding parties. 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? Yes 7. If yes, what happened? It does not make any difference. 8. Did you tell the police about your concern? Yes 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) No		s.22(1)		1	6/14/2018 3:50:00 PM	6/18/2018 11:28:50 AM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-06-18 11:28:50.323 Assigned Rob Waite 88275
101011421875	1906		HARO ST	V6G 1H7		1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Caller is reported again, that Adesso Bistro is currently playing amplified music through speakers. He believes that according to the noise bylaw this is prohibited. Their licence 18-472208 does not indicate an extension for this type of noise at this time. He would like to know what the cities process is to have this stopped, as he feels that if the restaurant manager is spoken to that it won't go anywhere. Please follow up with s.22(1) 3. When is it happening? Currently 4. How often is it happening? Happened about 2 weeks ago 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? Yes 7. If yes, what happened? No change. Are doing it a second time. 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) Yes		s.22(1)		1	6/14/2018 6:48:00 PM	6/18/2018 12:25:26 PM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-06-18 12:25:25.54 Assigned Rob Waite 88275

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
10101142235	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Citizen calling to advise that "Adesso Bistro" regularly has patrons that are very loud out on the patio</p> <p>3. When is it happening? Mostly weekends, sometimes weekdays</p> <p>4. How often is it happening? Dinner time normally</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? Citizen called the restaurant to complain, the restaurant advised s.22(1) that 2 people had previously complained and police had also come by. They advised the police the noise would end by 9:30pm</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	Citizen would like a follow-up on this noise complaint as this is an ongoing issue and s.22(1) would like to see a resolution to it.	s.22(1)		1	6/14/2018 9:19:00 PM	6/18/2018 12:48:13 PM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2018-06-18 12:48:13.317 Assigned Rob Waite&#x0D; 88275</p>
101011482365	1906		HARO ST	V6G 1H7	app version: 2.31 s.22(1) 1906 HARO ST, VANCOUVER, BC	<p>Phone Number: s.22(1)</p> <p>1. Type of noise: People (excessive residential or party noise)</p> <p>2. Describe the noise and who is making it: Group of people gathered in the courtyard beside 1890 Haro. Yelling. Loud voices.</p> <p>3. When is it happening? Started shortly after Midnight... still going at 1:15am</p> <p>4. How often is it happening? Frequent evenings on the same bench. Hard to say if it's the same people each time or night. I have yelled at people from out of my window many of times but am tired of it. The bench has become a gathering spot. It has been painted gold, other furniture added at times including a c</p> <p>6. Have you spoken with the person or company making the noise? Yes</p> <p>10. Please verify address of the property: Courtyard Between 1890 Haro and 1906 Haro</p> <p>11. Did caller indicate they want a call back? No</p>	<p>PS#: 4417370<p>Click images below to expand<p><p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/4417370<p></p>	No Name No Name (ps) s.22(1)		1	6/27/2018 1:23:00 AM	7/1/2018 2:04:48 PM	311 Contact Centre	<p>Agent Created Case: Public Stuff request id: PSID4417370 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Noise is coming from a court yard and not on private property. Unsure if this is Park Board?</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Advised citizen to call VPD Non-Emerg. Not Parks land, City land, West End parklette</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-07-01 14:04:47.77 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
101013042840	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Loud music</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Patio was open until 11.30pm Friday June 21 2019, patio should be closing at 10pm, lots of loud people/music.</p> <p>3. When is it happening? patio was open until 1130pm</p> <p>4. How often is it happening? yesterday, patio should be closing at 10pm</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) No</p>		s.22(1)		1	6/22/2019 8:49:00 AM	6/24/2019 9:33:50 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-06-24 09:33:50.027 Assigned Rob Waite&#x0D; 8275</p>

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101013044990	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Robba Da Matti had a party on the patio until after 11pm again last night. [REDACTED] could hear people laughing and yelling.</p> <p>3. When is it happening? Until after 11pm.</p> <p>4. How often is it happening? Last 2 nights.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? They advised it was a group on the patio and said they would bring them inside but the party didn't move until approx 11:30pm.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	Caller believes the patio has a 10pm curfew. Please call citizen back to discuss.	s.22(1)		1	6/23/2019 8:31:00 AM	6/25/2019 7:34:55 AM	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-06-25 07:34:54.957 Assigned Rob Waite&#x0D; 8275</p>
101013078603	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Noise from Outdoor patio from Robba Da Matti</p> <p>3. When is it happening? June 30th 10:30-11:30 PM</p> <p>4. How often is it happening? Last Night</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>		s.22(1)		1	7/1/2019 4:41:00 PM	7/3/2019 1:09:15 PM	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-07-03 13:09:14.623 Assigned Rob Waite&#x0D; 8275</p>
101013086094	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Robba da Matti, there is people on the patio of the restuarant cheering.</p> <p>3. When is it happening? after 9pm</p> <p>4. How often is it happening? Tuesday and Sunday.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? Spoke to the manager and they explained they're sorry.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes, provide police file number (if known): VA-19-127511</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>		s.22(1)		1	7/3/2019 11:09:00 AM	7/3/2019 1:53:47 PM	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-07-03 13:53:46.673 Assigned Rob Waite&#x0D; 8275</p>

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101013144831	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Patrons at the restaurant "The Robba Da Matti" are routinely making party related noises. They laugh, scream and talk very loud. The restaurant often rents out the patio to large groups.</p> <p>3. When is it happening? It happens nightly (especially when it is sunny) between 7/8PM - 10/11PM.</p> <p>4. How often is it happening? Almost every night.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? They have made no efforts in reducing the noise.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes, provide police file number (if known): VA19-140904</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	The restaurant is located in a residential neighborhood and the noise is affecting hundreds of people that live in the area. The noise echos throughout the neighborhood.	s.22(1)		1	7/18/2019 11:06:00 AM	7/19/2019 11:42:50 AM	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-07-19 11:42:50.497 Assigned Rob Waite&#x0D; 8275</p>
101013174107	1906		HARO ST	V6G 1H7		<p>1. Type of noise: People (excessive residential or party noise)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Lots of people noise originating from the patio from Robba Da Matti Restaurant after 11PM. Also people leaving the patio are usually really loud.</p> <p>3. When is it happening? Past 11PM</p> <p>4. How often is it happening? Frequently, almost every night</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? They always say, "sorry, it's a party."</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>		s.22(1)		1	7/27/2019 10:44:00 AM	7/29/2019 11:17:52 AM	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2019-07-29 11:17:51.74 Assigned Rob Waite&#x0D; 8275</p>
101014131618	1906		HARO ST	V6G 1H7	app version: 2.31 s.22(1) full: 1906 HARO ST, VANCOUVER, BC	<p>Phone number: s.22(1)</p> <p>1. Type of noise: Peopleexcessiveresidentialorpartynoise</p> <p>2. Describe the noise: Loud obnoxious noise</p> <p>3. When is it happening? Neighbours are congregating in park let smoking and drinking outside my apartment window. Have asked them to keep it down, and they are still being just as loud. Happens every night</p> <p>6. Have you spoken with the person or company making the noise? Yes</p> <p>10. Please verify address of the property: s.22(1) (Parklet on Stovold & Gilford)</p>	<p>PS#: 8230713<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8230713<p/></p>	No Name No Name (ps)	s.22(1)	1	6/26/2020 10:40:00 PM	6/29/2020 1:49:52 PM	VanConnect	<p>Agent Created Case: Public Stuff request id: PSID8230713</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Noise happening in Parklet on Stovold & Gilford. Please reallocate.</p> <p>Agent Finished: Reallocated to queue: VanConnect Requires special attention</p> <p>Agent Finished: Case Closed Not a City-provided Service Citizen will need to contact VPD</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-06-29 13:49:52.117 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes	
101014193979	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): The restauraent (Robba da Matti) that is attached to the Buchan hotel has a live band playing inside of the restaurant and all of the patreons are outside on the patio. The music is very amplified and the citizen is able to hear it over his headphones.</p> <p>3. When is it happening? Saturday 7:00 PM</p> <p>4. How often is it happening? First time with a live band.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</p>				1	7/18/2020 7:13:00 PM	7/20/2020 3:09:11 PM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2020-07-20 15:09:10.87 Assigned Rob Waite&#x0D; 8275</p>	
101014215814	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Robba da Matti restaurant at 1906 Haro St. Loud cheering and shouting coming from restaurant</p> <p>3. When is it happening? Late into the night, past 10pm.</p> <p>4. How often is it happening? Citizen says its consistent but only references incident last night (wedding celebration).</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? Management is hostile.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>Via Tell Us Online webform: The restaurant on my street, Robba da Matti at 1906 Haro Street is consistently allowing patrons to be loud and obnoxious. I have spoken to management but they seem to be hostile. Last night there were again patrons who were cheering and shouting loudly after 10pm. There was a wedding celebration going on. I went outside, they did not appear to be social distancing. The noise from their patio echoes through the concrete apartment buildings, which only amplify. There have been repetitive complaints. The City of Vancouver appears to do nothing. Or at least not enough for the owners to make any changes. It is really frustrating. It is also very challenging on the mental health of some of my neighbours. Is there ANYTHING you can do???</p>				1	7/26/2020 12:36:00 PM	7/28/2020 11:45:50 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2020-07-28 11:45:50.12 Duplicate Request Rob Waite&#x0D; 88275</p>
101014299889	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Loud music</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Live performance, speakers facing out. Robba Da Matti resaurant</p> <p>3. When is it happening? Most evenings</p> <p>4. How often is it happening? Approx 3 times a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>Loud music until late into the evenings, this has been ongoing for a few months.</p>				1	8/24/2020 6:51:00 PM	8/25/2020 1:48:57 PM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2020-08-25 13:48:56.79 Assigned Rob Waite&#x0D; 8275</p>

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101014300095	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	. Phone number: Robba Da Matti: 604 558 1174, my number s.22(1) 1. Type of noise: Businessbarrestaurantpatriopatronsmusicetc 2. Describe the noise: loud drunken shouting howling and laughter 3. When is it happening? the noise is unbearable, outrageous drunken shouting and howling. it's the Robba Da Matti restaurant at 1906 Haro St. noise always begins when the over-served patrons start to get really drunk, and goes on until past 11:00, 11:30. people in the neighbourhood afraid of drunks on the street and sidewalk, and management that has taken on a hostile and threatening response to complaints. how much can their business license be worth to COV that the city allows this to continue when I know people have been complaining for years. is it the money COV receives from the restaurant's business license worth ruining the quiet enjoyment of a neighbourhood west of Denman? the police have been called multiple times over the years. we get a file number, but nothing happens. nearly every window on the street nearby is closed due to the noise, and it's summertime! please do something about this. a restaurant doesn't belong on what is supposed to be a quiet side street. it lowers the quality of living we are paying for in rent and civic taxes. c'mon COV start behaving like you care about the residents of this section of the city. Fines? Revoke business license? please do something. why should any of us have to move? 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property:	PS#: 8620685<p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/8620685<p>	No Name No Name (ps)	Robba Da Matti: 604 558 1174, my s.22(1)	1	8/24/2020 9:57:14 PM	8/25/2020 2:10:10 PM	DBL - Property Use Inspections	Agent Created Case: Public Stuff request id: PSID8620685 Agent Finished: Case Closed. Closed date : 2020-08-25 14:05:58.153 Duplicate Request Rob Waite, 8275 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-25 14:10:09.607 Open311 Feedback Send Complete Status and Resolution Comment to PS case
101015089766	1906		HARO ST	V6G 1H7		1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Restaurant serving on the patio, patrons being loud, smoking in the courtyard 3. When is it happening? Last night after 10:00 PM till past 11 PM 4. How often is it happening? On going issue for 3 years. 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? No 7. If yes, what happened? 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) No		s.22(1)		1	6/5/2021 9:08:00 AM	6/9/2021 11:10:21 AM	311 Contact Centre	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2021-06-07 15:23:45.627 Duplicate Request Rob Waite, Property Use Inspector 88275 Case Reopened: Per Rob Waite, please reallocate to Engineering re: noise on a patio on City property Agent Took Ownership of Case: Agent Finished: Case Closed Not a City-provided Service PUI inspector has determined this is not private property. Citizen would need to contact VPD non emergency to report excessive noise happening late at night.
101015129768	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	. Phone number: do you mean of the restaurant? s.22(1) 1. Type of noise: Peopleexcessiveresidentialorpartynoise 2. Describe the noise: drunken shouting, loud laughter, howling on Haro Street 3. When is it happening? 10:36pm, after closing time at Robba Da Matti restaurant, Haro Street 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 1906 Haro St, Vancouver, BC V6G 1H7	PS#: 10265643<p>Click images below to expand<p><p>http://www.p ublicstuff.com/request/view/10265643<p>	No Name No Name (ps)	do you mean of the restaurant? 1 s.22(1)	1	6/19/2021 5:17:15 AM	6/21/2021 1:29:58 PM	DBL - Property Use Inspections	Agent Created Case: Public Stuff request id: PSID10265643 Agent Finished: Case Closed. Closed date : 2021-06-21 13:26:24.707 Alternate Service Required re: drunken shouting, loud laughter, howling on Haro Street, please refer to VPD non-emergency Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-21 13:29:57.87 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101015130943	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	. Phone number: s.22(1) 1. Type of noise: Peopleexcessiveresidentialorpartynoise 2. Describe the noise: outdoor restaurant patio 3. When is it happening? once again, people on Haro Street, a side street, are victimized by Robba da Matti West End restaurant, 1906 Haro St. noise from extremely loud, over-served, patrons making it impossible for the neighbourhood to wind down and enjoy the evening. how many times do residents have to complain??? later tonight, of course, drunken patrons will spill out onto Haro St. this week a DUI, of which there are many, drove up and onto the sidewalk and drove some distance before pulling back onto the road. on another night recently, patrons stood and blocked traffic on Haro St. aside from the awful noise, residents are afraid to be out around closing time in case they encounter belligerent drunken patrons. it has happened many times before. all of this is from direct observations and experiences. we pay high rents here. we deserve better than to have this ongoing disaster in the middle of our home. for goodness sake do some thing. 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 1906 Haro St	PS#: 10265494<p>Click images below to expand<p><p>http://www.p ublicstuff.com/request/view/10265494<p>	No Name No Name (ps)	s.22(1)	1	6/19/2021 5:10:00 PM	6/24/2021 11:47:46 AM	VanConnect	Agent Created Case: Public Stuff request id: PSID10265494 Agent Finished: Case Closed. Closed date : 2021-06-21 17:04:06.307 Duplicate Request Rob Waite, Property Use Inspector 88275 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-21 17:04:46.947 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Per Rob Waite, please reallocate to Engineering re: restaurant patrons on the street Agent Finished: Reallocated to queue: VanConnect Requires special attention Agent Took Ownership of Case: Agent Finished: Case Closed No Service Provided Per PUI people are on the city street. Citizen may try VPD non emergency line when in progress as no city inspector will be available at that hour.
101015140285	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	. Phone number: s.22(1) 1. Type of noise: Businessbarrestaurantpatiopatronsmusicetc 2. Describe the noise: way, way too loud, shouting, loud laughter, howling from patio. much of it under influence of alcohol. the restaurant, Robba Da Matti, is well known for over-serving its patrons. soon it will move out onto Haro Street. we call the cops, nothing happens. we ask you to do something, nothing happens. when can we have our neighbourhood to ourselves, to have the quiet enjoyment we pay taxes for. this restaurant seems to have more rights to ruin the neighbourhood than the residents of the surrounding neighbourhood have for peace. shame on COV for its weak, if any, response! BTW, it's true that noise restrictions technically do not go into effect until 11pm, but that rule makes no sense for a restaurant on what would otherwise be a quiet side street. 3. When is it happening? 9:26 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 1906 Haro Street, Vancouver, BC, Canada	2021/06/24 16:46:05 -- Susan Picha -- way, way too loud, shouting, loud laughter, howling from patio. much of it under influence of alcohol. the restaurant, Robba Da Matti, is well known for over-serving its patrons. soon it will move out onto Haro Street. we call the cops, nothing happens. we ask you to do something, nothing happens. when can we have our neighbourhood to ourselves, to have the quiet enjoyment we pay taxes for. this restaurant seems to have more rights to ruin the neighbourhood than the residents of the surrounding neighbourhood have for peace. shame on COV for its weak, if any, response! BTW, it's true that noise restrictions technically do not go into effect until 11pm, but that rule makes no sense for a restaurant on what would otherwise be a quiet side street.
2021/06/22 21:51:39 -- Penelope Duncan -- The restaurant closes at 10PM. The clients come onto the street. He says they are drunk, drunk driving and are afraid to go out once the place closes.
PS#: 10288470<p>Click images below to expand<p><p>http://www.p ublicstuff.com/request/view/10288470<p>	No Name No Name (ps)	s.22(1)	1	6/22/2021 9:31:00 PM	6/24/2021 4:49:48 PM	VanConnect	Agent Created Case: Public Stuff request id: PSID10288470 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: re: restaurant patrons on the street, please refer to Engineering. Agent Took Ownership of Case: Agent Finished: Reallocated to queue: VanConnect Re-Assigning to Work Queue create TEPP Feedback and link Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-06-24 16:46:44.793 No Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-24 16:49:48.473 Open311 Feedback Send Complete Status and Resolution Comment to PS case
101015194464	1906		HARO ST	V6G 1H7		1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Robba Da Matti Restaurant 3. When is it happening? Patio noise - 10:45pm singing hbd loudly and clapping 4. How often is it happening? Regularly/ frequently 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? No 7. If yes, what happened? 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) Yes		s.22(1)		1	7/11/2021 9:19:00 AM	7/13/2021 10:14:37 AM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2021-07-13 10:14:37.1 Duplicate Request Delaney Hendricks, Property Use Inspector 86389

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101015205532	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Robba Da Matti restaurant.</p> <p>3. When is it happening? Music will start playing middle of the afternoon right through the evening, even when no one is on the patio.</p> <p>4. How often is it happening? Frequently, citizen stated that this has always been an ongoing issue however for the past 2 months, the sound of the music is believe to be greater than 90 decibels because he can hear it from his apartment.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>Please be advised, there is another case created Noise Complaint - Case ref: 101015194464 by another citizen.</p> <p>A new case was created because citizen is requesting for a follow up. s.22(1)</p>	s.22(1)		1	7/14/2021 4:48:00 PM	7/16/2021 11:48:55 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2021-07-16 11:48:55.207 Duplicate Request Delaney Hendricks&#x0D; 86389</p>
101015212291	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	<p>Phone number: s.22(1)</p> <p>1. Type of noise: Businessbarrestaurantpatriopatronsmusicetc</p> <p>2. Describe the noise: loud patrons, shouting and laughing at Robba Da Matti restaurant at 1906 Haro Street</p> <p>3. When is it happening? 9:30 to now -- 10PM</p> <p>6. Have you spoken with the person or company making the noise? No</p> <p>10. Please verify address of the property: noise at 1906 Haro Street at Gilford, restaurant patio</p>	<p>PS#: 10440631<p>Click images below to expand<p><p>http://www.p ublicstuff.com/request/view/10440631<p></p>	s.22(1)		1	7/16/2021 10:01:39 PM	7/20/2021 5:59:46 PM	DBL - Property Use Inspections	<p>Agent Created Case: Public Stuff request id: PSID10440631 Agent Finished: Case Closed. Closed date : 2021-07-20 17:55:18.017 Duplicate Request Delaney Hendricks&#x0D; 86389</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-20 17:59:46.34 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
101015212316	1906		HARO ST	V6G 1H7	app version: 2.31 original address: 1906 Haro St alias: 1906 HARO ST full: 1906 HARO ST, VANCOUVER, BC	<p>Phone number: s.22(1)</p> <p>1. Type of noise: Businessbarrestaurantpatriopatronsmusicetc</p> <p>2. Describe the noise: another horror show night of drunken noise from restaurant patio. shouting, loud laughter and howling noise from 7pm to 12am. now 11:15pm-12am approx: drunks spilling out of restaurant onto sidewalk and street of 1900 block Haro St shouting and howling. residents laying low out of fear. CoV sure to do nothing as usual. thanks guys</p> <p>3. When is it happening? 7pm to 12am</p> <p>6. Have you spoken with the person or company making the noise? Yes</p> <p>10. Please verify address of the property: Robba Da Matti restaurant, at 1906 Haro Street.</p>	<p>PS#: 10440690<p>Click images below to expand<p><p>http://www.p ublicstuff.com/request/view/10440690<p></p>	No Name No Name (ps)	s.22(1)	1	7/16/2021 11:13:47 PM	7/20/2021 5:54:50 PM	DBL - Property Use Inspections	<p>Agent Created Case: Public Stuff request id: PSID10440690 Agent Finished: Case Closed. Closed date : 2021-07-20 17:53:56.157 Duplicate Request Delaney Hendricks&#x0D; 86389</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-20 17:54:50.16 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
101015230167	1906		HARO ST	V6G 1H7		<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Restaurant by the name of, "Robba da Matti"</p> <p>3. When is it happening? Everyday - the last couple of days quieter but then evening with the patio they get loud etc.</p> <p>4. How often is it happening? Yesterday evening - weekend or weekdays. Every weekdays. Parties and celebrations on the patio and with music the patrons talk louder over the music. People screaming happy birthday and cheering etc. Once he heard, "Happy Birthday" five times etc. and citizen says he is getting fed up etc.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? Tried a few years ago - called and asked to turn music down on the patio as they had blue tooth speakers on the patio. He got treated with rudeness and aggression from the Manager.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	<p>Citizen upset with patio process at the City too etc. as business is disturbing the neighbors in the area and citizen says it's unacceptable. "He called VPD in the past more than once to make a complaint and the VPD dispatcher heard the noise over the phone and more than once has called the City about this etc.</p>	s.22(1)		1	7/23/2021 3:37:00 PM		DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p>

Eform Request Type: Citizen Feedback Case

Case #	Street # From	Street # To	Street	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101015108413	1906		HARO ST	V6G 1H7		<p>1. Describe details (who, what, where, when, why): Citizen put in a request through Vanconnect for a noise complaint at a city patio. The request was sent to Property Use, and inspector advised that information should go to Engineering. A new case was created for the Temporary Patio Permit program. Citizen did not receive a call back and is requesting a call back from a Supervisor at the Patio program as soon as possible.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Temporary Expedited Patio Permit Program</p> <p>6. Were any other cases or service requests created as a result of this feedback? Yes</p> <p>7. If Yes, provide case number(s) or other relevant details: 101015044163</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>				6/11/2021 12:52:00 PM	6/11/2021 1:00:59 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2021-06-11 13:00:59.473 Case created in error by Contact Centre</p>	