

File No.: 04-1000-20-2022-300

July 14, 2022

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 June 5, 2022 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

Records regarding complaints, investigations, and enforcements at 525, 555, and 575 East 5th Avenue. Date range: November 1, 2017 to June 4, 2022.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.13(1), s.14, s.15(1)(l), s.19(1), and s.22(1) of the Act. You can read or download these sections 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 (#04-1000-20-2022-300); 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,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@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. (Response package)

:pm



Property Use Complaint

Case number: 101010425243

Case created: 2017-11-15, 12:53:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name:

s.22(1)

Address:

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---------------------------|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Rental Unit - Maintenance |
| 2. | If Other selected or there are multiple issues, provide details: | |
| 3. | If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: | |
| 4. | If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): | |
| 5. | If a Rental Unit concern selected, was the landlord advised of the issue? | |
| 6. | If Yes selected, what happened? | |
| 7. | If Sign selected, provide sign size, wording or identifying details: | |
| 8. | Caller's daytime phone number: | s.22(1) |
| 9. | Please verify address of the property (for VanConnect requests only): | |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | Yes |

Additional Details

s.22(1)

Map and Photo

- no picture -

FYA to: Alvin Martin

As Of: Jun 7, 2022 10:07:48

Case File: CF-2017-014010: Closed

311 Case File Ref

Brief Description

Rental Unit - Maintenance

Business License Number

Completed Date

Description

Case File CF-2017-014010: Closed (Standards of Maintenance By-law - Rental Unit - Maintenance)
555 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Processes

Assign Investigation (Completed on Nov 15, 2017 16:22:42 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Nov 27, 2017 09:21:07 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investiaation Scheduled")

Additional Instructions

Comments

Description

Findings

2017 Nov 17: Voice message left for complainant.

2017 Nov 27: No response to my message to date. I'll give it one more week.

Dec 4, 2017 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Dec 5, 2017 08:59:40 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

2017 Dec 04: Still no response.

Ironically, another CF was received in the meantime, lodged by a different complainant about a different issue (Noise). This complainant with this case File never called me back.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 62628593

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Noise Complaint

Case number: 101010482797

Case created: 2017-11-25, 11:15:00 PM

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

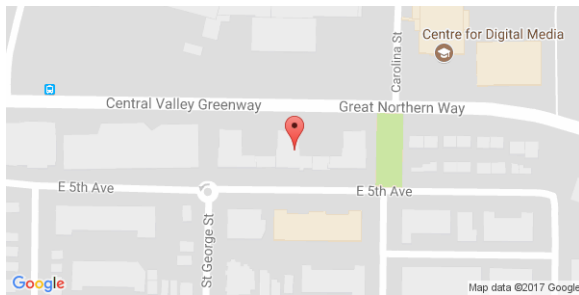
Request Details

1. Type of noise:* People (excessive residential or party noise)
2. Describe the noise and who is making it:* Playing the drums in an apartment building.
s.22(1)
s.22(1) also saws wood and hammers a lot during the day, for months.
s.22(1) excessive noise and disturbs my peace during the day and evening and prevents sleep overnight. Is there anything you can do?
3. When is it happening?*: all times of the day and night. s.22(1)
4. How often is it happening?*: whenever s.22(1) ants. especially during cheque issue week s.22(1) rinks and doesn't care what time it is. it is sporadically after 11pm, sometimes it is at 3am. s.22(1)
s.22(1)
6. Have you spoken with the person or company making the noise?*: s.22(1). I am woken up often around 3am and 5-6am.
10. Please verify address of the property:*. s.22(1)
11. Did caller indicate they want a call back? Unknown

Additional Details

PS#: 3475138

Map and Photo



EN

FYA to: Alvin Martin

FYI to:

As Of: Jun 7, 2022 10:08:51

Case File: CF-2017-014449: Closed

311 Case File Ref

Brief Description

Playing drums/excessive noise - s.22(1)

Business License Number

Completed Date

Description

Case File CF-2017-014449: Closed (Noise By-law - Playing drums/excessive noise - Unit s.22(1))

555 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Processes

Assign Investigation (Completed on Nov 27, 2017 15:40:10 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Dec 5, 2017 09:43:39 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investiaation Scheduled")

Additional Instructions

Comments

Description

Findings

Checked with Analiza. Essentially the only thing we can do is speak to the R/O. There are no provisions for sound measurement inside a rental building.

I tried calling the R/O B/L number, which is out of service.

Called the complainant to explain the limitation noted above. I also asked if [REDACTED] has an alternate number for the R/O or a number for a Building Manager.

Dec 8, 2017 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Dec 11, 2017 09:34:13 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

No response from the complainant.

2017 Dec 08: I found a number for a resident manager on-site (7780 895-9723). Voice message left regarding noise complaint at Unit # [REDACTED]-555 E 5th Ave.

Jan 4, 2018 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Jan 15, 2018 08:59:21 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

No response to my voice message for the manager, but no further CF's received either.

No further action.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 63706584

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Marrocco, Angelo

From: Hamilton, Tom
Sent: Tuesday, February 27, 2018 9:32 AM
To: Len Sugie Home; Marrocco, Angelo; Peet, Bruce
Subject: Sahota foreclosure buildings

Len & Angelo,

During a meeting Feb 22/18 with Kaye Krishna & Kathryn Holm, Bruce and I were s.13(1)

Thanks,
Tom

From: Holm, Kathryn
Sent: Monday, January 29, 2018 4:52 PM
To: Hamilton, Tom
Cc: Peet, Bruce
Subject: Re: wall street foreclosure - more info

s.13(1)

Kathryn

Sent from my iPhone

On Jan 29, 2018, at 3:25 PM, Hamilton, Tom <tom.hamilton@vancouver.ca> wrote:

Hi Kathryn, as you haven't directed otherwise we will send the enforcement letters.

Thanks,
Tom,

From: Hamilton, Tom
Sent: Thursday, January 25, 2018 10:30 AM
To: Holm, Kathryn
Cc: Peet, Bruce; Collister, Mike
Subject: RE: wall street foreclosure - more info

The three buildings were inspected by PUIs Tuesday afternoon.

Building exteriors, interior common areas, and parking garages were inspected.

Standards of Maintenance deficiencies were observed but were not extensive and in some cases repairs were in progress.

Reports have been written for each of the buildings and we will send enforcement letters unless directed otherwise.

Thanks,

REGISTERED AND REGULAR MAIL

PLEASE REFER TO:
Alvin Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2018-001174

ORDER

July 19, 2018

Prang Holdings Ltd.
6626 Angus Drive
Vancouver, BC
V6P 5H9

Dear Sir/Madam:

RE: 525 East 5th Avenue (and also 555 and 575 East 5th Avenue)

An inspection of your building, at the above location, carried out on July 12, 2018 revealed the following violation of the Standards of Maintenance By-law:

1. The elevator is not operational.

In accordance with Subsection 23.2 of the Standards of Maintenance By-law, you are **ORDERED TO:** repair the elevator,

ON OR BEFORE JULY 25, 2018.

FAILURE TO COMPLY WITH THIS ORDER WILL RESULT IN THIS MATTER BEING REFERRED TO THE CITY PROSECUTOR FOR THE LAYING OF CHARGES AND WILL NOT ABSOLVE YOU FROM COMPLYING.

Note: If you have contracted to sell your property or are in the process of doing so, you are required to disclose the contents of the Order to the realtor(s), agents(s) and prospective purchaser(s).

If you have any questions regarding this Order, please contact Alvin Martin, Property Use Inspector, at 604.873.7511 or via email to alvin.martin@vancouver.ca.

Yours truly,

A handwritten signature in blue ink, consisting of a stylized 'P' followed by a long horizontal stroke.

P. Ryan, M. Sc., P. Eng.
Chief Building Official and
Director, Building Code and Policy

AM/ne

Copy: Resident Manager
s.22(1) 575 East 5th Avenue
Vancouver, BC
V5T 1H8

PLEASE REFER TO:
Alvin Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2018-001174

September 19, 2018

Prang Holdings Ltd.
6626 Angus Drive
Vancouver, BC
V6P 5H9

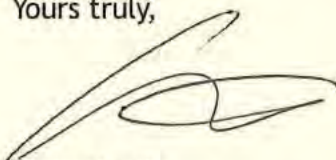
Dear Sir/Madam:

RE: 575 East 5th Avenue (and also 525 and 555 East 5th Avenue)

This letter is to advise you that I am the Property Use Inspector and require access to perform an inspection to your building at the above location to inspect it for compliance with the Zoning and Development By-law.

You are requested to call me on or before October 19, 2018 to arrange a suitable time for the inspection of the building. My telephone number is 604.873.7511 and I can be reached between the hours of 8:30 - 10:00 am, Monday to Friday.

Yours truly,



Alvin Martin
Property Use Inspector

AM/ac

Copy : Resident Manager
575 East 5th Avenue
Vancouver, BC
V5T 1H8

Marrocco, Angelo

From: Hamilton, Tom
Sent: Tuesday, January 23, 2018 9:13 AM
To: Holm, Kathryn; Peet, Bruce; Collister, Mike
Cc: Schwebs, Saul; Sugie, Leonard; Marrocco, Angelo
Subject: RE: wall street foreclosure - more info

I will coordinate these inspections with Mike.
Tom

From: Holm, Kathryn
Sent: Tuesday, January 23, 2018 8:44 AM
To: Hamilton, Tom; Peet, Bruce
Cc: Schwebs, Saul
Subject: FW: wall street foreclosure - more info

Hi Tom and Bruce, can you please ask the District PUI to visit these two buildings today, and identify any Standards of Maintenance violations?
It sounds like Saul may ask Mike to send a Building Inspector out, so please coordinate with Mike so that the Building Inspector and PUI attend together.
Thanks
Kathryn

From: Krishna, Kaye
Sent: Monday, January 22, 2018 3:12 PM
To: Schwebs, Saul; Dixon, Iain; Holm, Kathryn
Cc: Ryan, Pat (CBO); Bond, Abigail; Innes, Becky
Subject: RE: wall street foreclosure - more info

Just forwarded you the foreclosure notice – 2184 Wall Street. The other two buildings are 2178 Triumph St. and 525 East 5th Ave. (according to the news articles I've read – Abi, please correct me if these are not the accurate addresses).

KAYE KRISHNA | General Manager
Development, Buildings, & Licensing
(O) 604.873.7160 | (M) 604.679.0475



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From: Schwebs, Saul
Sent: Monday, January 22, 2018 3:00 PM
To: Dixon, Iain; Krishna, Kaye; Holm, Kathryn
Cc: Ryan, Pat (CBO); Bond, Abigail; Innes, Becky
Subject: RE: wall street foreclosure - more info

Does anyone know the addresses of the building(s) in question?

Saul Schwebs

City of Vancouver
604.873.7040

s.14

From: Krishna, Kaye
Sent: Monday, January 22, 2018 2:49 PM
To: Holm, Kathryn; Schwebs, Saul; Dixon, Iain
Cc: Ryan, Pat (CBO); Bond, Abigail
Subject: FW: wall street foreclosure - more info

s.13(1)

s.14

Thanks,
Kaye

KAYE KRISHNA | General Manager
Development, Buildings, & Licensing
(O) 604.873.7160 | (M) 604.679.0475



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From: Wendy Pedersen [<mailto:wend.pedersen@gmail.com>]
Sent: Monday, January 22, 2018 2:42 PM
To: Bond, Abigail; Moss, Bob; Whitty, Ethel; Czyz, Monika; Krishna, Kaye
Cc: Puzio, Chris
Subject: RE: wall street foreclosure - more info

Hi again City Staff,

Tenants appear to have no rights if People's Trust Company takes over and demands the building is delivered to them empty as it states in the foreclosure documents. Foreclosure rights, trump tenant's rights, under the RTA: <http://tenants.bc.ca/foreclosure/>

Big real estate companies are approaching Sahotas to pay off their debts. I'll find out the names of companies. Perhaps BC Housing could approach the Sahotas with a deal that includes low interest and turning over their properties to master lease to the city? I'm imagining the real estate companies are also approaching People's Trust in case they take possession of it. The East 6th property is worth a ton of money so near the new Emily Carr University.

Photo that I took in the lobby of the Triumph property (I have video of the drips coming out of the pipes in this photo....once Gudy heard I was in the building he asked his caretakers to cover up the hole, but the leaks will still be happening behind this and should be inspected). Leaks, pests and structural damage in basements from what I can see. Also "some" complaints about inconsistent heat and hot water in all 3 buildings. I think if you load the Sahotas up with notice of violations, that could help tenants, right now. Tenants are afraid to make complaints about their specific needs for major repairs, but working on them to come forward. We door knocked through 3 buildings and came across a lot of opiate users. Rents \$700-\$1300/month.



Wendy

From: Bond, Abigail [mailto:Abigail.Bond@vancouver.ca]

Sent: Friday, January 19, 2018 1:46 PM

To: Wendy Pedersen <wend.pedersen@gmail.com>; Moss, Bob <bob.moss@vancouver.ca>; Whitty, Ethel <ethel.whitty@vancouver.ca>; Czyz, Monika <Monika.Czyz@vancouver.ca>; Krishna, Kaye <Kaye.Krishna@vancouver.ca>

Cc: Puzio, Chris <Chris.Puzio@vancouver.ca>

Subject: RE: wall street foreclosure

Thanks Wendy. We are aware of some of the issues you raise and our outreach team is in touch with the tenants plus reps from my team have been in touch with the new owners. I'll work on getting an update on that work to you.

Some of the other points you raise, we will look at in more detail. Right now our priority is the tenants.

From: Wendy Pedersen [mailto:wend.pedersen@gmail.com]

Sent: Friday, January 19, 2018 12:51 PM

To: Moss, Bob; Whitty, Ethel; Bond, Abigail; Czyz, Monika; Krishna, Kaye

Subject: wall street foreclosure

Hi again city staff,

This is the 3rd Sahota foreclosure (see docs attached) – this one has the most vulnerable tenants, including opiate users who we thought could benefit from our TORO outreach program, if we had the scope and staff capacity to get there and do the trainings. As for what might happen with the 3 foreclosures, I'm hearing from our Sahota staff sources that the Sahotas are confident that they have a new deal with the mortgage company (People's Trust) that involves requirements for renovations (all 3 buildings are in atrocious condition) but that Sahotas, like usual, will do their usual routine:

- hire a contractor at the start,
- share their contract with the contractor to authorities for their files,
- frustrate the contractor in some way so they throw up their hands and leave,
- give the job to their own in-house team "of drug dealers/users" who will work for slave wages at a small fraction of the cost to do minimal and shoddy work with supplies that they scrounge
- and use the extra funds for a pet project – their Sunshine Coast Marijuana Farm.

Sahotas seem to be on their way to wiggling out of trouble using their usual methods, again. Sigh.

I hope this is not true but Sahotas have deep pockets and how likely is it that Ppl Trust Company and other banks will stop lending to slumlords? And if Sahotas lose possession of the buildings and responsibility for the tenants who they treat horribly, then what happens to the building? A developer could buy it and these tenants will have no place to go. Its such a catch 22 for tenants. It would be great if the city staff could get behind the call for a forensic audit of the Sahotas accounts by Rev Canada and have a plan for the tenants once they lose all their properties.

Wendy

From: Wendy Pedersen [mailto:wend.pedersen@gmail.com]

Sent: Tuesday, January 16, 2018 10:38 PM

To: abigail.bond@vancouver.ca; Czyz, Monika <Monika.Czyz@vancouver.ca>; Whitty, Ethel <ethel.whitty@vancouver.ca>; 'Moss, Bob' <bob.moss@vancouver.ca>

Subject: urgent situation in 2 Sahota buildings

Hi City staff.

Tenants may have to vacate east 5th and triumph Sahota buildings in June if Sahotas don't pay their debts to People's trust for their East 5th and Triumph properties, see attached. Also...it says that tenants need to pay the People's Trust and not the Sahotas as of Feb 1st. Tenants need to cancel their ministry cheques asap and get them reassigned to the

new property manager. Some of those folks are shut in and/or not capable of looking after their paperwork. I think the city and ministry needs to help tenants with this transition or you may have a lot of homeless tenants, especially if the management company is aggressive. My guess is, they are.

Wendy

Wendy Pedersen

DTES SRO Collaborative, Coordinator

PO Box 88201 Chinatown,

Vancouver, Coast Salish Territories

604-839-0379

<http://dtescollaborative.org/>

CF Number	CF-2018-001174	Date of Inspection (yyyy/mm/dd)	2018/07/12
Main Address	575 E 5TH AVENUE, Vancouver, BC	Specifics and/or Suite #	525 Elevator
Tenant		Number of Storeys	
Owner	PRANG HOLDINGS LTD 6626 ANGUS DR VANCOUVER BC V6P 5H9	Permit Number	
Agent		Approved Use of Building/Land	Multiple Dwelling
District Zone	RM-4N	Present Use of Building/Land	
Business License	Apartment House B/L's x 3 (525, 555, 575)		

Reason for Inspection Referral - S/M Elevator

Narrative/Observations

2018 April 03:

Confirmed elevator is in disrepair at 525 E 5th Ave.

The resident manager Ben showed us elevator parts which had been brought to the site and which are being stored in the UGP until they are installed.

I had requested that this matter (elevator in disrepair) be included in a S/M By-Law Order along with other matters that were being rechecked at the time.

2018 May 08:

I rechecked the 2018 April 20 S/M Order. All items have been cleared.

Unfortunately, the ELEVATOR was not included in the Order for some reason.

I asked Ben about the elevator, and repair work had not begun.

2018 June 11:

Contacted Ben again. He indicated that they were dealing with fire damage in the building. I reminded him that the elevator requires repair.

2018 July 12:

Elevator is still not operational. Repairs have not been done.

Requirements

Infraction of the S/M By-Law Section 7.1.

Recommendations

7-day S/M By-Law Order to the R/O.

Cc Resident Manager at Unit ^{s.22(1)} 575 E 5th Ave.

Photos Taken? ☒ Yes ☐ No

Date Report Made: July 12, 2018Alvin Martin 87511
Inspector's Name**Violation Details****Violation Number:**
VI-2018-02112**Violation:**

Elevator at 525 is currently undergoing repair. Building Manager Ben showed us that all of the parts are there and ready to install.

Violation Date:
Jan 23, 2018

He estimates that the job will take two months to complete.

Violation Type:
Standards of
Maintenance By-Law No.
5462


2018 July 12: Voice message left for Ben (Mgr) 778-895-9723.

Elevator remains in disrepair. Still not operating.

Resolve By:**Standards of Maintenance #5462 - Section 7.1:**

Every elevator in any building used for residential purposes shall be maintained in an operational condition at all times.

Violation Status:**Violation Instructions:**
S/M Order.

Photo	Description
	Elevator parts awaiting installation.

CF Number	CF-2018-001174	Date of Inspection (yyyy/mm/dd)	2018/09/27
Main Address	575 E 5TH AVENUE, Vancouver, BC	Specifics and/or Suite #	
Tenant		Number of Storeys	
Owner	PRANG HOLDINGS LTD 6626 ANGUS DR VANCOUVER BC V6P 5H9	Permit Number	
Agent		Approved Use of Building/Land	Multiple Dwelling
District Zone		Present Use of Building/Land	
Business License	Apartment House B/L		

Reason for Inspection Recheck - Access Letter dated 2018 Sept 19 (S/M Order dated 2018 July 19)

Narrative/Observations

Met with R/O agents Goody and Paul Sahota, as well as resident manager Ben. I also spoke with Richard Busch of "Eltec Elevators" by phone during this inspection.

The R/O agents explained that the difficulty that they've encountered is that the cylinder at the bottom of the elevator shaft is usually buried in a layer of sand. However, they have encountered clay (they believe) and simply can not bring up the cylinder.

There have been several companies working at trying to complete the 40 ft excavation to retrieve the cylinder.

"West Coast Elevator" was unable to complete the job.

"ThyssenKrupp" have declined to take over the job, due to work that has already occurred (liability concerns).

Richard Busch of Eltec Elevators indicated in his last e-mail correspondence:

"Please find attached pictures of the pit at 525 East 5th. The Oil & Water has been removed. It is difficult to tell what impact the coring had around the cylinder but with 2x 20ton hydraulic rams we could not move the jack unit upwards and the 3 ton chain hoist will not pull the cylinder up either."

Mr. Busch indicated that he has several years experience, and has never encountered anything like the difficulties that they have had with this job.

He assures me that once they've solved this problem, they ("Eltec") can have the elevator up and running within a matter of days.

The R/O agents inform me that they have paid a nearly \$10,000 deposit to another company, "National Infrastructure", who've indicated that they can do the excavation work. However, they are in Alberta and won't be able to do the job until October.

Requirements

Infraction of the Standards of Maintenance #5462 - Section 7.1 still exists.

Recommendations

Under the circumstances, I am not inclined to refer the matter for Prosecution just yet.

I am scheduling a reinvestigation for November 2018.



Photos Taken? ☒ Yes ☐ No

Date Report Made: October 1, 2018

Alvin Martin 87511

Inspector's Name

Violation Details	
Violation Number: VI-2018-02112 Violation Date: Jan 23, 2018 Violation Type: Standards of Maintenance By-Law No. 5462 Resolve By: Violation Status:	Violation: Elevator at 525 is currently undergoing repair. Building Manager Ben showed us that all of the parts are there and ready to install. He estimates that the job will take two months to complete. 2018 July 12: Voice message left for Ben (Mgr) 778-895-9723. Elevator remains in disrepair. Still not operating. Standards of Maintenance #5462 - Section 7.1: Every elevator in any building used for residential purposes shall be maintained in an operational condition at all times. Violation Instructions: S/M Order.
Violation Number: VI-2018-06220 Violation Date: Apr 03, 2018 Violation Type: Standards of Maintenance By-Law No. 5462 Resolve By: Violation Status:	Violation: Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service. 2018 Sept 11: Access still required to recheck the 575 elevator. Standards of Maintenance By-law 5462 Sec 11A.1(1): 23.1 The City Building Inspector, and anyone authorized by the City Building Inspector, may enter any premises at any reasonable time for the purpose of determining whether or not such premises comply with the provisions of this By-law. Violation Instructions: Access Letter for 575 E 5th Ave.

Photo	Description
	Elevator shaft.
	Material stored in the underground parking.

CF Number	CF-2018-001174	Date of Inspection (yyyy/mm/dd)	2018/12/13
Main Address	575 E 5TH AVENUE, Vancouver, BC	Specifics and/or Suite #	525 Elevator
Tenant		Number of Storeys	
Owner	PRANG HOLDINGS LTD 6626 ANGUS DR VANCOUVER BC V6P 5H9	Permit Number	
Agent		Approved Use of Building/Land	Multiple Dwelling
District Zone	RM-4N	Present Use of Building/Land	
Business License	Apartment House B/L's		

Reason for Inspection Recheck - S/M Order dated 2018 July 19

Narrative/Observations

2018 July 26:

Resident Manager Ben says they'll need a little more time. He started to explain that they are drilling cores. I replied that he'll need to send me an e-mail message requesting an extension, which I will then forward to my Supervisors.

Subsequent attempts to contact Ben after that by phone and on-site proved unsuccessful. Finally...

2018 Sept 13:

Access Letter requested and sent.

2018 Sept 27:

Met with R/O agents Goody and Paul Sahota, as well as resident manager Ben. I also spoke with Richard Busch of "Eltec Elevators" by phone during this inspection.

525 Elevator still not operational. They have encountered difficulty trying to excavate in order to get to the bottom cylinder.

Under the circumstances, I opted to hold off on a referral for Prosecution.

2018 Nov 02:

Update from Ben...

The issue was concrete, which has been broken up. They are now able to access the cylinder at the bottom of the elevator shaft. He is hopeful that they will have the elevator up and running by early next week.

2018 Nov 08:

Even though the concrete has been broken up, they're still having trouble pulling the cylinder up. They're going to bring in a vacuum truck tomorrow.

2018 Nov 28:

They still can't get the cylinder out of the ground.

...Which means that the elevator still isn't operating.

Post-inspection, I sent an e-mail to Richard Busch of "Eltec Elevators".

His response was:

"Thank you for checking in with me! At this point we have exhausted all our efforts as an elevator company. The underground conditions are so complicated that our methods cannot complete the removal of the old cylinder.

I was informed by the Owners representative that they would be contacting National infrastructure to return and continue excavating the cylinder hole. That has proved to be challenging as N.I. is extremely busy and their equipment is very specific so there are not too many other contractors in Vancouver that can perform this type of work. We have invoiced for our most recent work at the building and will require payment should they wish us to proceed any further at this point."

2018 Dec 13:

Confirmed that the 525 elevator is still not operating. Photo taken again at the bottom floor level. Tried calling the elevator at a different floor. No response.

Requirements

Violation of S/M By-Law # 4562 Section 11A.1(1) remains.

Recommendations

Immediate S of M order to repair or replace the elevator.

Photos Taken? ☒ Yes ☐ No

Date Report Made: December 14, 2018

Alvin Martin 87511
Inspector's Name

Violation Details

Violation Number:
VI-2018-02112

Violation Date:
Apr 03, 2018

Violation Type:
Standards of
Maintenance By-Law No.
5462

Resolve By:

Violation Status:


Violation:

2018 Dec 13: Confirmed that the 525 elevator is still not operating. Photo taken again at the bottom floor level. Tried calling the elevator at a different floor. No response.

S/M Order expired. Getting close to the 6-month Order validity.

Standards of Maintenance By-law 5462 Sec 11A.1(1):
Every elevator in any building used for residential purposes shall be maintained in an operational condition at all times.

Violation Instructions:
S/M Prosecution.

Photo	Description
	525 elevator shaft.

CF Number	CF-2018-001174	Date of Inspection (yyyy/mm/dd)	2019/04/23
Main Address	575 E 5TH AVENUE, Vancouver, BC	Specifics and/or Suite #	525 Elevator
Tenant		Number of Storeys	
Owner	PRANG HOLDINGS LTD 6626 ANGUS DR VANCOUVER BC V6P 5H9	Permit Number	
Agent		Approved Use of Building/Land	Multiple Dwelling
District Zone	RM-4N	Present Use of Building/Land	
Business License	Apartment House B/L		

Reason for Inspection Recheck - S/M Order dated 2019 Jan 18

Narrative/Observations

2019 Jan 18 S/M Order sent with respect to the elevator at 525 E 5th Ave to IMMEDIATELY repair or replace the elevator and thereafter maintain the elevator in an operational condition at all times.

2019 Jan 30:

Voice message for resident manager Ben (778-895-9723). I need to recheck the elevator.

2019 Feb 08:

E-mail message received from the R/O's lawyer, Evan Cooke of Eyford Partners LLP - Extension Request. Message forwarded to PUI Supervisor Bruce Peet and PUI Manager Mike Collister.

2019 Feb 15:

Another e-mail message received from the R/O's lawyer: Receipts for work to-date attached per our request.

Forwarded via e-mail to Mike Collister and Bruce Peet.

2019 Apr 17:

Extension request denied. I have been instructed to recheck the 525 E 5th Ave elevator, and if work is not completed, refer the matter to prosecution.

2019 Apr 23:

Confirm that the elevator at 525 E 5th Ave is still not operating. Photos taken of the repair work that is still in progress. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Requirements

Infraction of the Standards of Maintenance By-law #5462 Section 11A.1(1) remains.

Recommendations

S/M By-Law Prosecution.

Photos Taken? ☒ Yes ☐ No

Date Report Made: April 24, 2019

Alvin Martin 87511

Inspector's Name

Violation Details	
Violation Number: VI-2018-02112	Violation: S/M Order expired.
Violation Date: Apr 03, 2018	2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.
Violation Type: Standards of Maintenance By-Law No. 5462	Standards of Maintenance By-law 5462 Sec 11A.1(1): Every elevator in any building used for residential purposes shall be maintained in an operational condition at all times.
Resolve By:	Violation Instructions: S/M Prosecution.
Violation Status:	





Photo	Description
	<p>525 E 5th Ave elevator shaft. Work still in progress.</p>
	<p>Replacement parts to be installed.</p>

Photo	Description
	<p>Replacement parts to be installed.</p>
	<p>The old cylinder that has now been removed.</p>

CF Number	CF-2018-001174	Date of Inspection (yyyy/mm/dd)	2018/04/03
Main Address	575 E 5TH AVENUE, Vancouver, BC	Specifics and/or Suite #	
Tenant		Number of Storeys	N/A
Owner	PRANG HOLDINGS LTD 6626 ANGUS DR VANCOUVER BC V6P 5H9	Permit Number	N/A
Agent	BEN 778-895-9723	Approved Use of Building/Land	MD
District Zone	RM-4N	Present Use of Building/Land	MD
Business License	SEE BELOW **		

Reason for Inspection RECHECK INSPECTION REPORT DATED JANUARY 23, 2018

Narrative/Observations

Inspection with Alvin Martin (DPUI) and the building manager today (Ben) revealed the following S of M issues still remain:

- Building # 575 (eastern most building on this site):
 - The west side stairwell wall at first landing off parkade level has a hole (on the landing) -
S of M Violation #14.1 (1), see photo # 4
 - The First floor hallway ceiling (in front of rooms s.22(1) have patches of drywall removed -
S of M Violation #14.1 (1), see phot # 5 & # 6
 - The canopy on the first floor on west side of this building has a hole letting the rain through -
S of M Violation # 7.1 (3), see photo # 7.

The following S of M deficiency has been repaired -

- Building # 525 (western most building on this site):
 - The second floor Breezeway (exterior side off of elevator lobby) had part of the soffit cladding missing -
which now has been repaired, see photo # 1.

New infraction:

Elevator at 525 is currently undergoing repair. Building Manager Ben showed us that all of the parts are there and ready to install.

He estimates that the job will take two months to complete.

Notes:

The manager indicated that the drywall ceilings in the hallway on the first floor of buildings (#525, & #555) have been replaced and completed due to the replacement of the pipe insulation for the existing pipes due to pipe condensation.

The infractions identified above (hallway ceilings) for building # 575 have had the work start and are awaiting completion of both the plumbing and drywall work.

** Business License - #525 - 18-428145-AH (issued - 41 DU),
- #555 - 18-428144-AH (Issued - 38 DU),
- #575 - 18-428146-AH (Issued - 32 DU).

Requirements

Violations of Section 7.1 and 14.1 off the S of M Bylaw.

Recommendations

-14 day S of M Order to R/O and C.C. manager.

Diary to DPUI Alvin Martin to recheck.

Photos Taken? ☒ Yes ☐ No

Date Report Made: April 4, 2018

ANGELO MARROCCO
Inspector's Name



Violation Details	
Violation Number: VI-2018-00367 Violation Date: Jan 23, 2018 Violation Type: Standards of Maintenance By-Law No. 5462 Resolve By: Violation Status:	Violation: Canopies to be maintained in good repair Standards of Maintenance #5462 - Section 7.1: (1) Exterior walls, parapet walls, and the components thereof shall be maintained: (a) in good repair, (b) weather-tight, (c) free from loose or unsecured objects and materials, and, (d) in a manner to prevent or retard deterioration due to weather or infestation. (2) Without limiting the generality of Sentence (1), the maintenance of an exterior wall may include the painting of all exterior wood and metal work, the repainting of previously painted but deteriorated surfaces as well as the restoration, repair or replacement of: (a) the wall, (b) the bricks and mortar, (c) the stucco, lathing and plaster, (d) the cladding, (e) the coping, (f) the caulking, and (g) the weatherproofing of the wall and joints, all in accordance with the City of Vancouver Building By-law. (3) Canopies, marquees, awnings, screens, grilles, stairways, fire escapes, pipes, ducts, air conditioners and all other similar equipment, attachments, extensions and their supporting members shall be maintained in good repair, properly and safely anchored and protected against deterioration and decay by the periodic application of a weathercoating material such as paint or other protective treatment, unless constructed of materials inherently resistant to deterioration. (4) Exterior wall facings, projections, cornices and decorative features shall be maintained in good repair, safely and properly anchored. (5) Air conditioners shall be equipped and maintained with adequate devices for the prevention of condensation drainage onto entrance areas, sidewalks, or walkways. (6) Mechanical ventilating systems and their supporting members shall be maintained in good repair and in a safe mechanical condition. (7) All signs which are damaged or broken, or excessively weathered or faded shall, with their fastenings and supporting members, be removed or repaired. Violation Instructions: To supervisor for information
Violation Number: VI-2018-00366 Violation Date: Jan 23, 2018 Violation Type: Standards of Maintenance By-Law No. 5462 Resolve By: Violation Status:	Violation: Walls and ceilings to be maintained. Standards of Maintenance By-law 5462 Section 14.1: (1) Interior walls and ceilings shall be maintained in good repair and free from holes, or loose or broken plaster that may create health, fire or accident hazards. (2) Surfaces of interior walls and ceilings shall be maintained in a clean and sanitary condition and plumb within limits acceptable to the City Building Inspector. Violation Instructions: To Supervisor for information

Violation Details Violation Number: VI-2018-02112 Violation Date: Apr 03, 2018 Violation Type: Standards of Maintenance By-Law No. 5462 Resolve By: Violation Status:	
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Photo	Description
	#1 - Breezeway soffit (cladding) @ second level of Bldg # 525.

Photo	Description
	#2 - 525 elevator parts awaiting installation.
	#3 - 525 elevator shaft.

Photo	Description
	#4 - wall @ stairwell landing (bldg. # 575).
	#5 - ceiling repairs on first floor hallway (in Bldg # 575 - showing pipe insulation repairs).

Photo	Description
 A photograph of a long, narrow interior hallway. The ceiling is severely damaged, with a large section missing, exposing wooden joists and insulation. The walls are light-colored and textured. The floor is dark. A bright light source is visible at the end of the hallway, creating a strong glare.	#6 - Ceiling repairs on first floor ceiling in Bldg #575).
 A photograph of the exterior of a building. A curved, metallic canopy is mounted on the wall. The wall has a rough, textured appearance. A window is visible next to the canopy. The ground in front of the building is wet and reflective.	#7 - Exterior Canopy @ first floor level (Bldg # 575).

REGISTERED AND REGULAR MAIL

April 20, 2018

PLEASE REFER TO:

A. Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2018-001174

ORDER

Prang Holdings Ltd.
6626 Angus Drive
Vancouver BC
V6P 5H9

Dear Sir/Madam:

RE: 575 East 5th Avenue - Eastern Building (& also 525 - 555 East 5th Avenue)

During an inspection carried out by a Property Use Inspector on April 3, 2018, the Inspector observed maintenance issues throughout the **common areas** of your building at the above location, in contravention of Sections 7.1(3) and 14.1(1) of the Standards of Maintenance By-law, which read:

7. EXTERIOR WALLS

7.1 (3) Canopies, marquees, awnings, screens, grilles, stairways, fire escapes, pipes, ducts, air conditioners and all other similar equipment, attachments, extensions and their supporting members shall be maintained in good repair, properly and safely anchored and protected against deterioration and decay by the periodic application of a weathercoating material such as paint or other protective treatment, unless constructed of materials inherently resistant to deterioration.

14. WALLS AND CEILINGS

14.1(1) Interior walls and ceilings shall be maintained in good repair and free from holes, or loose or broken plaster that may create health, fire or accident hazards.

The following violations were reported:

COMMON AREAS

1. The west side stairwell wall at first landing off parkade level has a hole (on the landing).
Violation of SofM By-law Section 14.1(1)

2. The first floor hallway ceiling (in front of Rooms **s.22(1)**) has patches of drywall removed.
Violation of SofM By-law Section 14.1(1)
3. The canopy on the first floor (on the west side of this building) has a hole allowing the rain through.
Violation of SofM By-law Section 7.1(3)

In accordance with Section 23.2 of the Standards of Maintenance By-law, you are ORDERED TO:

1. Correct all the deficiencies detailed above (item nos. 1 through 3),

ON OR BEFORE MAY 7TH, 2018.

FAILURE TO COMPLY WITH THIS ORDER WILL RESULT IN THE MATTER BEING REFERRED TO THE CITY PROSECUTOR FOR THE LAYING OF CHARGES AND WILL NOT ABSOLVE YOU FROM COMPLYING.

If you have any questions regarding this Order, please contact Mr. A. Martin, Property Use Inspector, at 604.873.7511 or email alvin.martin@vancouver.ca.

Yours truly,



P. Ryan, M. Sc., P. Eng.
Chief Building Official and
Director, Building Code and Policy

AM/dlb

Copy: Posted on Building

Prang Holdings Ltd. - Manager
575 East 5th Avenue
Vancouver BC
V5T 1H8

REGISTERED AND REGULAR MAIL

PLEASE REFER TO:
Alvin Martin
Property Use Inspector
at 604.873.7511
alvin.martin@vancouver.ca
CF-2018-001174

ORDER

January 18, 2019

Prang Holdings Ltd.
6626 Angus Drive
Vancouver BC
V6P 5H9

Dear Sir/Madam:

RE: 525 East 5th Avenue
and also 555 - 575 East 5th Avenue

On December 13, 2018, our inspection services carried out an inspection at the above-cited building and reported that the elevator at 525 East 5th Avenue is not operational.

The above is in direct contravention of Section 11A.1 of Standards of Maintenance By-law No. 5462, which states:

Section 11A.1(1) Every elevator in any building used for residential purposes shall be maintained in an operational condition at all times.

Therefore, in accordance with Subsection 23.2 of the Standards of Maintenance By-law, you are ordered to **IMMEDIATELY**:

1. repair or replace the elevator and thereafter maintain the elevator in an operational condition at all times.

Please be advised that **failure to comply with this order will result in this matter being referred to the City Prosecutor for the laying of charges.** This may result in significant fines being levied against you and will not absolve you from complying.

If you are selling the above-cited property, you should disclose the contents of this order to the prospective purchaser and their representatives.

If you have any questions regarding this order, please contact Alvin Martin, Property Use Inspector, at 604.873.7511 or by email to alvin.martin@vancouver.ca.

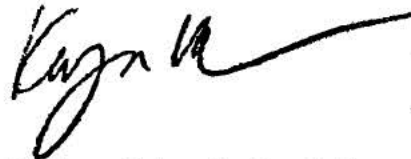
Yours truly,

A handwritten signature in black ink, appearing to be 'P. Ryan', with a long horizontal stroke extending to the right.

P. Ryan, M. Sc., P. Eng.
Chief Building Official and
Director, Building Code and Policy

AL/dld

Yours truly,

A handwritten signature in black ink, appearing to be 'Kathryn Holm', with a long horizontal stroke extending to the right.

Kathryn Holm, M. Sc., P. Eng.
Chief Licence Inspector and
Director of Licences and Inspections

MEMORANDUM - PROSECUTION REFERRAL

May 8, 2019

TO: File

COPY: Alvin Martin

FROM: Sherry Martel
By-law Enforcement Coordinator

SUBJECT: 525 East 5th Avenue **CF-2018-001174**

Charges have been referred to the By-law Prosecutor regarding:

Failing to comply with our order of Jan 18, 2019, to immediately repair or replace the elevator and thereafter maintain the elevator in an operational condition at all times.

*** Note: As a specific deadline date was not given, I am using the date of the Order.

Sherry Martel
/sm

MEMORANDUM - CHARGES LAID

August 12, 2019

TO: Alvin Martin

COPY: POSSE

FROM: Sherry Martel
By-law Enforcement Coordinator

SUBJECT: 525 East 5th Avenue

CF-2018-001174

For your information that charges have been laid for failing to comply with our order of Jan 18, 2019, to immediately repair or replace the elevator and thereafter maintain the elevator in an operational condition at all times.

You will be advised if you are required to appear in court.

Thank you.

Sherry Martel
/sm















As Of: Jun 7, 2022 10:10:39

Case File: CF-2018-001174: Closed

311 Case File Ref

Brief Description

S of M - Common Areas

Business License Number

Completed Date

Description

Case File CF-2018-001174: Closed (Standards of Maintenance By-law - S of M - Common Areas)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Jan 25, 2021 14:58:58

Notes

General Note (Unlocked)

Jan 23/18: Ben (Mgr) 778-895-9723 (Unit s.22(1))
Info recieved:
Leader Pest Control - Zelko - 604-589-1080

General Note (Unlocked)

Plumber - Mark - 778-229-6330
(Last updated on Jan 24, 2018 10:28:03 by Angelo Marrocco, Property Use Inspector)
During a meeting Feb 22/18 with Kaye Krishna & Kathryn Holm, Bruce and I were
§ 13(1)

General Note (Unlocked)

(Last updated on Feb 27, 2018 09:42:07 by Tom Hamilton, Supervisor - Property Use Inspections)

April 3/18:

Inspection today with the building manager (Ben) and Alvin Martin (DPUI) revealed the following S of M issues:

- Building # 575 (eastern most building on this site):
 - The west side stairwell wall at first landing off parkade level has a hole (on the landing)

S of M Violation #14.1 (1), see photo # 1

-The First floor hallway ceiling (in front of rooms § 22(1)) have patches of drywall removed -

S of M Violation #14.1 (1), see phot # 2 & # 3

-The canopy on the first floor on west side of this building has a hole letting the rain through -

S of M Violation # 7.1 (3), see photo # 4.

The following has been repaired -

- Building # 525 (western most building on this site):

-The second floor Breezeway (exterior side off of elevator lobby) has part of the soffit cladding missing -
now repaired.

(Last updated on Apr 4, 2018 09:47:48 by Angelo Marrocco, Property Use Inspector)

General Note (Unlocked)

Order dated April 20/18 is "Posted on Building" as order is only concerning the common areas - NO ROOMS.

(Last updated on Apr 18, 2018 08:52:44 by Donna Dalzell)

General Note (Unlocked)

Kathryn gave direction to send S/M order on April 4/18

(Last updated on Apr 19, 2018 15:56:15 by Tom Hamilton, Supervisor - Property Use Inspections)

General Note (Unlocked)

2018 Apr 25: Called Ben back in response to a voice message. He says he's almost done with the repairs. He will call me.

(Last updated on Apr 26, 2018 09:36:38 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

2018 July 12: Confirmation on-site with Resident Manager Ben that the 525 Elevator remains unrepaired and out of service.

(Last updated on Jul 13, 2018 12:03:56 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

Reinvestigation = 2018 Nov 02.

(Last updated on Oct 1, 2018 09:15:26 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

2018 Nov 13: Contact Richard Busch [mailto:richard.busch@eltecelevator.com] for updates.

(Last updated on Nov 13, 2018 11:53:22 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

2019 Feb 11: E-mail reply - Need receipts fro elevator companies. E-mail sent to lawyer.

(Last updated on Feb 11, 2019 12:04:38 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

2019 Apr 12: Update from Richard Busch via lawyer Evan Cooke. They have made significant progress, and he anticipates completion soon.

(Last updated on Apr 12, 2019 07:49:54 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

2019 Apr 25: E-mail reply to Evan Cooke. The matter is being referred for prosecution.

(Last updated on Apr 25, 2019 08:52:45 by Alvin Martin, Property Use Inspector)

General Note (Unlocked)

General Note (Unlocked)

12:10PM Mon, Sept 23rd - Referral From City Prosecutor - All three (3) elevators in buildings 525/555 & 575 W.5th Ave, are now in working order.
(Last updated on Sep 23, 2019 13:01:15 by Leonard Sugie, Property Use Inspector)
2020 Jan 06: Property Manager Ben (778-895-9723) confirms that the elevator at 525 is indeed up and running. The other two are operational as well, 555 and 575.
(Last updated on Jan 6, 2020 11:18:48 by Alvin Martin, Property Use Inspector)

Processes

Assign Investigation (Completed on Jan 24, 2018 08:30:33 by Angelo Marrocco, Property Use Inspector with outcome "Assigned")

Perform Investigation (Completed on Jan 26, 2018 08:49:30 by Angelo Marrocco, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Angelo Marrocco, Property Use Inspector

Supervisor Review (Completed on Feb 14, 2018 09:38:24 by Bruce Peet, Building Inspections Supervisor with outcome "Work Needed")

Perform Investigation (Completed on Feb 14, 2018 11:01:46 by Angelo Marrocco, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Angelo Marrocco, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

Assess Fine on Order?

Description

Fees Assessed

S of M - Common Areas

Jan 23/18: Ben (Mgr) 778-895-9723 (Unit **s.22(1)**)

S
.
2
2
(
1
)

30 DAY S/M LTR -REVISED

N

N

Walls and ceilings to be maintained.

N

Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To Supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Feb 27, 2018 16:33:57 by Tom Hamilton, Supervisor
- Property Use Inspections with outcome "Work Needed")

Perform Investigation (Completed on Mar 6, 2018 12:49:24 by Angelo Marrocco,
Property Use Inspector with outcome "Extend Grace Period")

Additional Instructions

Comments

Description

Email attached-hold - off on enforcement

Findings

Feb 27/18: Email attached- hold off on enforcement until further notice

Re-investigation Date

Mar 16, 2018 00:00:00

Route Order

Assignments

Angelo Marrocco, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Walls and ceilings to be maintained.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To Supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Mar 16, 2018 11:24:18 by Angelo Marrocco, Property Use Inspector with outcome "Extend Grace Period")

Additional Instructions

Comments

Description

Email attached- hold off on enforcement until further notice

Findings

Email attached- hold off on enforcement until further notice

Re-investigation Date

Apr 20, 2018 00:00:00

Route Order

Assignments

Angelo Marrocco, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Walls and ceilings to be maintained.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To Supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Canopies to be maintained in good repair

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Apr 4, 2018 11:25:35 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

S of M Order

Findings

April 3/18: See Angelo Marrocco report.

I've added the 525 elevator to this report.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Walls and ceilings to be maintained.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To Supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair

Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-02112

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 25, 2021 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	S/M Prosecution.
Violation Date	Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Apr 16, 2018 15:50:54 by Tom Hamilton, Supervisor - Property Use Inspections with outcome "Order Required")

Send Notification (Completed on Apr 20, 2018 08:01:24 by Donna Dalzell with outcome "Order Sent")

Actual Start Date

Comments

Date Completed

Apr 20, 2018 08:01:24

Description

SM - Recheck - 14D Order

Follow-up Investigation Date

May 8, 2018 00:00:00

Outcome

Order Sent

Route Order

Scheduled Complete Date

Scheduled Start Date

Apr 16, 2018 15:50:54

Staff Assigned Id List

Assignments

Donna Dalzell

Relationships

Shadow Process: 73501377

Referenced ObjectId

73501376

Perform Investigation (Completed on Apr 24, 2018 08:57:09 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Walls and ceilings to be maintained.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To Supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Post.

2018 Apr 20: Copy of S/M Order posted at the 575 entrance (which is where the Building Manager is located).

May 8, 2018 00:00:00

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-02112

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	S/M Order expired. 2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution,

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on May 9, 2018 09:23:51 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 May 08: All items in the S/M Order have been cleared.

Unfortunately, the ELEVATOR was not included in the Order for some reason. (Likely, because the other items were a continuation of previous enforcement while the elevator was a new item.)

I asked Ben about the elevator, and he still does not know when it will be repaired.

I advised him that I would contact him in one month to see where they are at with the elevator repair.

Re-investigation Date

Jun 11, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

N

Assess Fine on Order?	N
Description	Walls and ceilings to be maintained.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To Supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-02112

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 25, 2021 00:00:00
Resolve By Date	

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Jun 12, 2018 09:34:34 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 June 11: As noted in the other Case File currently under investigation, Ben is dealing with smoke damage from a fire. I'm scheduling a recheck for both cases.

Re-investigation Date

Jul 20, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00366

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Walls and ceilings to be maintained.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To Supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-00367

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Canopies to be maintained in good repair

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 8, 2018 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

To supervisor for information

Violation Date

Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Jul 12, 2018 11:59:48 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

S/M Order.

Findings

2018 July 12: Voice message left for Ben (Mgr) 778-895-9723.

Elevator remains in disrepair. Still not operating.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Jul 13, 2018 16:41:56 by Tom Hamilton, Supervisor - Property Use Inspections with outcome "Order Required")

Send Notification (Completed on Jul 23, 2018 08:07:46 by Niko Knight_old with outcome "Order Sent")

Actual Start Date

Comments

Date Completed

Jul 23, 2018 08:07:46

Description	7 day SM order
Follow-up Investigation Date	Jul 26, 2018 00:00:00
Outcome	Order Sent
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Jul 13, 2018 16:41:56
Staff Assigned Id List	
Assignments	
Niko Knight_old	
Relationships	
Shadow Process: 78861150	
Referenced ObjectId	78861149
Perform Investigation (Completed on Jul 27, 2018 12:27:22 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")	
Additional Instructions	
Comments	
Description	Re-check of Order dated July 19, 2018
Findings	2018 july 26: Resident Manager Ben says they'll need a little more time. he started to explained that they are drilling cores. I replied that he'll need to send me an e-mail message, which I will then forward to my Supervisors.
Re-investigation Date	Jul 2, 2018 00:00:00
Route Order	
Assignments	
Alvin Martin, Property Use Inspector	
Relationships	
Violations: VI-2018-02112	
Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	S/M Order expired.
	2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.
Fees Assessed	N
Fine Per Period	
Fine Per Period	

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days) 0

Grace Period (days) 0

Issue Warning/Violation Warning

Life Safety

Priority

Resolution Date Jan 25, 2021 00:00:00

Resolve By Date

Result Dismissed

Special Instructions S/M Prosecution.

Violation Date Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Aug 3, 2018 09:04:36 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings 2018 July 30: Voice message in reply for Rob Bush of 'Alsec(?) Elevators' (604-910-7472).

Re-investigation Date Aug 30, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV? N

Assess Fine on Order? N

Description S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed,

Fees Assessed

and will be replaced.

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Aug 31, 2018 12:12:27 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Aug 30: Resident Manager Ben (778-895-9723) - No room for voice messages.

Went to the site. No access at the s.22(1) buzzer (Ben's unit at 575 E 5th Ave). Business card taped to the 575 entrance with a handwritten note for "Ben Unit s.22(1) to call me.

Re-investigation Date

Sep 11, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?
Assess Fine on Order?
Description

N
N
S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed
Fine Per Period
Fine Per Period
Fine To Assess (NOV)
Fine To Assess (Order)
Frequency
Frequency
Grace Period (days)
Grace Period (days)
Issue Warning/Violation
Life Safety
Priority
Resolution Date
Resolve By Date
Result
Special Instructions
Violation Date

N

0
0
Warning

Jan 25, 2021 00:00:00

Dismissed
S/M Prosecution.
Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Sep 13, 2018 11:01:27 by Alvin Martin, Property Use Inspector with outcome "Violation Found")

Additional Instructions

Comments

Description

Findings

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 13: Access still required to recheck the 575 elevator.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description	Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.
	2018 Sept 11: Access still required to recheck the 575 elevator.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Dec 14, 2018 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	Access Letter for 575 E 5th Ave.
Violation Date	Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Send Notification (Completed on Sep 19, 2018 11:04:54 by Aaron Cook with outcome "Letter Sent")

Actual Start Date	
Comments	
Date Completed	Sep 19, 2018 11:04:54
Description	Access Letter for 575 E 5th Ave.
Follow-up Investigation Date	Oct 22, 2018 00:00:00
Outcome	Letter Sent
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Sep 13, 2018 11:01:27

Staff Assigned Id List

Assignments

Aaron Cook

Relationships

Shadow Process: 82597470

Referenced ObjectId

82597447

Perform Investigation (Completed on Oct 1, 2018 09:12:22 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

2018 Sept 27: Elevator still not operational. They have encountered difficulty, trying to excavate in order to get to the bottom cylinder.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Oct 17, 2018 15:53:08 by Tom Hamilton, Supervisor
- Property Use Inspections with outcome "Work Needed")

Perform Investigation (Completed on Nov 5, 2018 08:53:22 by Alvin Martin, Property
Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Nov 02: Update from Ben...

The issue was concrete, which has been broken up. They are now able to access the cylinder at the bottom of the elevator shaft. He expects that they will have the elevator up and running by early next week.

Re-investigation Date

Nov 8, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Nov 9, 2018 11:04:59 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Nov 08: Even though the concrete has been broken up, they're still having trouble pulling the cylinder up. they're going to bring in a vacuum truck tomorrow.

Re-investigation Date

Nov 28, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Nov 29, 2018 11:10:57 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Nov 28: Spoke to Ben again.

They still can't get the cylinder out of the ground.

...Which means that the elevator still isn't operating.

Ben says that Richard sent us an e-mail update recently. I've asked Supervisor Bruce Peet if he has received any updates. Im also sending an e-mail to Richard Busch [mailto:richard.busch@eltecelevator.com] requesting an update.

Re-investigation Date

Dec 12, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Dec 12, 2018 15:12:21 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Dec 12: Based on the latest info, the elevator issue will not be resolved in the foreseeable future.

Appointment scheduled with Ben = 2018 Dec 13 at 4:00 pm.

Dec 13, 2018 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service. 2018 Sept 11: Access still required to recheck the 575 elevator.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Dec 14, 2018 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	Access Letter for 575 E 5th Ave.
Violation Date	Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Dec 14, 2018 10:58:24 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

S/M Prosecution.

2018 Dec 13: Confirmed that the 525 elevator is still not operating. Photo taken again at the bottom floor level. Tried calling the elevator at a different floor. No response.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violations: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Jan 16, 2019 16:10:53 by Bruce Peet, Building Inspections Supervisor with outcome "Order Required")

Send Notification (Completed on Jan 22, 2019 07:48:23 by Donna Dalzell with outcome "Order Sent")

Actual Start Date

Comments

Date Completed

Jan 22, 2019 07:48:23

Description

SM - Immediate Order - Elevator

Follow-up Investigation Date

Jan 29, 2019 00:00:00

Outcome

Order Sent

Route Order

Scheduled Complete Date

Scheduled Start Date

Jan 16, 2019 16:10:53

Staff Assigned Id List

Assignments

Donna Dalzell

Relationships

Shadow Process: 92258139

Referenced ObjectId

92258138

Perform Investigation (Completed on Jan 31, 2019 09:30:23 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

SM - Elevator

Findings

2019 Jan 30: Voice message for Ben. I need to recheck the elevator.

Re-investigation Date

Feb 8, 2019 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 25, 2021 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	S/M Prosecution.
Violation Date	Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Feb 11, 2019 08:45:20 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2019 Feb 08: E-mail from R/O's lawyer forwarded to Bruce and Mike.

Re-investigation Date

Feb 15, 2019 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 25, 2021 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	S/M Prosecution.
Violation Date	Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Perform Investigation (Completed on Feb 15, 2019 09:55:25 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

Extension request.

E-mail: Receipts for work to-date received from the R/O's lawyer as per our request.

Forwarded via e-mail to Mike Collister and Bruce Peet.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?	N
---------------------	---

Assess Fine on Order?	N
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Description	S/M Order expired.
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2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed	N
---------------	---

Fine Per Period
Fine Per Period
Fine To Assess (NOV)
Fine To Assess (Order)
Frequency
Frequency
Grace Period (days)
Grace Period (days)
Issue Warning/Violation
Life Safety
Priority
Resolution Date
Resolve By Date
Result
Special Instructions
Violation Date

0
0
Warning

Jan 25, 2021 00:00:00

Dismissed
S/M Prosecution.
Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Apr 17, 2019 13:04:24 by Mike Collister, Manager - Property Use InspectionsMr with outcome "Work Needed")

Perform Investigation (Completed on Apr 24, 2019 11:09:15 by Alvin Martin, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

Extension denied. Inspection to be done and if work is not completed refer to prosecution.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Supervisor Review (Completed on Apr 30, 2019 12:20:21 by Tom Hamilton, Supervisor - Property Use Inspections with outcome "Refer for Prosecution")

Prepare for Prosecution (Completed on May 8, 2019 14:26:30 by Sherry Martel with outcome "Referred")

Perform Legal Activities (Completed on Aug 12, 2019 15:44:49 by Sherry Martel with outcome "Charges Laid")

Perform Legal Activities (Completed on Jan 25, 2021 13:54:26 by Sherry Martel with outcome "Charges Not Laid")

Perform Legal Activities (Completed on Jan 25, 2021 13:55:02 by Sherry Martel with outcome "Requires Further Investigation")

Perform Investigation (Completed on Jan 25, 2021 14:59:05 by Alvin Martin, Property Use Inspector with outcome "Infraction(s) Cleared")

Additional Instructions

Comments

Description

Findings

2021 Jan 25: Court proceedings stayed.

Confirmed last year that the elevator is now up and running. No further action required.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-02112

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 25, 2021 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Relationships

Document: 101361717

Document: 105008431

Document: 69781762

Document: 70917046

Document: 73501009

Document: 73784468

Document: 78861138

Document: 79367063

Document: 81408457

Document: 83058705

Document: 83701847

Document: 83702059

Document: 84812544

Document: 89762879

Document: 92258067

Document: 92713162

Document: 92787414

Document: 94941150

Document: 98736932

Document: 98736954

Document: 98736989

Document: 98736993

Document: 99090799

Document: 99665418

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Letter: 68202197 : CE - Investigation Report (PUI)

Description

CE - Investigation Report (PUI)

File Extension

docm

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 68176672

Shadow Process: 68397866

Shadow Process: 69790180

Shadow Process: 69800555

Shadow Process: 70547063

Letter: 72550341 : CE - Investigation Report (PUI)

Description

CE - Investigation Report (PUI)

File Extension

pdf

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 71536811

Shadow Process: 72570343

Letter: 78708259 : CE - Investigation Report (PUI)

Description

CE - Investigation Report (PUI)

File Extension

pdf

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 76879181

Shadow Process: 78712068

Letter: 83698587 : CE - Investigation Report (PUI)

Description

CE - Investigation Report (PUI)

File Extension pdf

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 83058773

Shadow Process: 83702385

Shadow Process: 84812591

Letter: 89753998 : CE - Investigation Report (PUI)

Description CE - Investigation Report (PUI)

File Extension pdf

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 89613110

Shadow Process: 89762887

Letter: 98732751 : CE - Investigation Report (PUI)

Description CE - Investigation Report (PUI)

File Extension pdf

File Name

File Size

Revisions

No data found - audit was disabled on the document creation date.

Relationships

Shadow Process: 98481218

Shadow Process: 98737047

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Violation: VI-2018-00366

Assess Fine on NOV? N

Assess Fine on Order?	N
Description	Walls and ceilings to be maintained.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To Supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violation: VI-2018-00367

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Canopies to be maintained in good repair
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	May 8, 2018 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	To supervisor for information
Violation Date	Jan 23, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violation: VI-2018-02112

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	S/M Order expired.

2019 Apr 23: Confirm that the elevator at 525 E 5th Ave is still not operating. The old cylinder that had given the elevator company so much trouble has finally been removed, and will be replaced.

Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 25, 2021 00:00:00
Resolve By Date	

Result

Dismissed

Special Instructions

S/M Prosecution.

Violation Date

Apr 3, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Violation: VI-2018-06220

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Tried to return a voice message on Sept 07. STILL no room to record voice messages on Ben's voice mail service.

2018 Sept 11: Access still required to recheck the 575 elevator.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Dec 14, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter for 575 E 5th Ave.

Violation Date

Sep 13, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462



Property Use Complaint

Case number: 101010763451

Case created: 2018-01-24, 11:58:00 AM

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|-----|---|---|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Other |
| 2. | If Other selected or there are multiple issues, provide details: | VFD recently inspected 525, 555 and 575 East 5th Avenue which are three buildings connected with the same hallway. On the northside of the building there is a 4 storey drop. Crews were concerned the existing wooden railings do not appear to be structurally sound. |
| 5. | If a Rental Unit concern selected, was the landlord advised of the issue? | |
| 8. | Caller's daytime phone number: | s.22(1) |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to: James Phanthoupheng





As Of: Jun 7, 2022 10:14:49

Case File: CF-2018-001274: Closed

311 Case File Ref

Brief Description

Wooden railings do not appear to be structurally sound

Business License Number

Completed Date

Description

Case File CF-2018-001274: Closed (Standards of Maintenance By-law - Wooden railings do not appear to be structurally sound)
525 E 5TH AVENUE, Vancouver, BC V5T 1H8

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Feb 26, 2018 11:33:26

Notes

General Note (Unlocked)

I had requested an Access Letter be sent out because I did not have Building Manager information.

General Note (Unlocked)

Processes

Assign Investigation (Completed on Jan 25, 2018 12:22:44 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Feb 5, 2018 11:02:35 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Feb 5, 2018 12:37:18 by Alvin Martin, Property Use Inspector with outcome "Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00825

Assess Fine on NOV?

Assess Fine on Order?

Description

However, I have that information now:

Ben (Mgr) 778-895-9723 (Unit **s.22(1)**)
(Last updated on Feb 21, 2018 11:34:01 by Alvin Martin, Property Use Inspector)
2018 Feb 20: Appointment scheduled with Ben (Mgr) 778-895-9723 (Unit **s.22(1)**) for 2018 Feb 22 at 2:00 pm.
(Last updated on Feb 21, 2018 11:40:30 by Alvin Martin, Property Use Inspector)

Voice message for complainant - Inspection on Friday afternoon?

Feb 9, 2018 00:00:00

Access Letter.

Complainant replied. He is from the FIRE DEPT. I can't really arrange inspection with him...

N

N

Voice message for complainant - Inspection on Friday afternoon?

Complainant replied. He is from the FIRE DEPT. I can't really arrange inspection with him...

Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Feb 22, 2018 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	Access Letter.
Violation Date	Feb 5, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Send Notification (Completed on Feb 21, 2018 12:01:51 by Gina D'Amico with outcome "Action Required")

Actual Start Date	
Comments	
Date Completed	Feb 21, 2018 12:01:51
Description	Per Alvin, Refer case file back
Follow-up Investigation Date	Mar 21, 2018 00:00:00
Outcome	Action Required
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Feb 5, 2018 12:37:18
Staff Assigned Id List	

Assignments

Gina D'Amico

Relationships

Shadow Process: 69308610

Referenced ObjectID

69308608

Perform Investigation (Completed on Feb 26, 2018 11:33:41 by Alvin Martin, Property Use Inspector with outcome "Infraction(s) Cleared")

Additional Instructions

Comments

Description

Findings

Per Alvin, Refer case file back

2018 Feb 22: Handrails seem structurally stable. I pushed on both sections and there was no give.

Manager Ben indicated that there were some vertical guardrail pieces that were missing when the Fire Dept were doing their inspection, and that was a cause for concern. He has replaced these vertical members. Both sections of guardrail are intact.

No further action.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2018-00825

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Voice message for complainant - Inspection on Friday afternoon?

Complainant replied. He is from the FIRE DEPT. I can't really arrange inspection with him...

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Feb 22, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter.

Violation Date

Feb 5, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462

Relationships

Document: 68320249

Document: 70424295

Document: 70424346

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Violation: VI-2018-00825

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Voice message for complainant - Inspection on Friday afternoon?

Complainant replied. He is from the FIRE DEPT. I can't really arrange inspection with him...

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Feb 22, 2018 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Access Letter.

Violation Date

Feb 5, 2018 00:00:00

Relationships

Violation Type: Standards of Maintenance By-Law No. 5462



Property Use Complaint

Case number: 101010936274

Case created: 2018-03-02, 12:29:00 PM

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

- | | | |
|-----|---|---|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Rental Unit - Maintenance |
| 5. | If a Rental Unit concern selected, was the landlord advised of the issue? | Yes |
| 6. | If Yes selected, what happened? | Ongoing issue, management collects money and doesn't do anything. |
| 8. | Caller's daytime phone number: | s.22(1) |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | No |

Additional Details

s.22(1)

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:

As Of: Jun 7, 2022 10:15:37

Case File: CF-2018-002567: Closed

311 Case File Ref

Brief Description

Rental Unit - Maintenance

Business License Number

Completed Date

Description

Case File CF-2018-002567: Closed (Standards of Maintenance By-law - Rental Unit - Maintenance)
555 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Processes

Assign Investigation (Completed on Mar 2, 2018 14:03:57 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Mar 7, 2018 09:58:45 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investiaation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 Mar 07: Angelo Marrocco responded to a complaint while I was away. He has an enforcement inspection report ready to go (requesting a S/M By-Law Letter), but...

He has been instructed to hold off on enforcement at this site until further notice.

Apr 25, 2018 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Apr 4, 2018 08:44:37 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

2018 Apr 03: No debris issues in any of the corridors that Angelo and I inspected, 4th Floor, Basement or otherwise.

Can't do anything about heat in the corridors, but there didn't seem to be any issues anyway while we were there (late morning inspection).

No further action on this complaint.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 70754782

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Property Use Complaint

Case number: 101011264179

Case created: 2018-05-16, 11:54:00 AM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Contact Details

Name: s.22(1)
 Address:
 Address2:
 Phone:
 Email:
 Alt. Phone: Preferred contact method: Phone

Request Details

- | | | |
|-----|---|---------------------------|
| 1. | Type of concern (if multiple concerns, select primary and provide details in question 2): | Rental Unit - Maintenance |
| 5. | If a Rental Unit concern selected, was the landlord advised of the issue? | Yes |
| 6. | If Yes selected, what happened? | s.22(1) |
| 8. | Caller's daytime phone number: | s.22(1) |
| 9. | If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" | |
| 10. | (Don't ask, just record - did caller indicate they want a call back?) | No |
| 12. | VFRS - Is this a board-up request? | |
| 13. | VFRS - Is this a report of "no business licence"? | |

Additional Details

Citizen has had an issue with mold in s.22(1) apartment for the past 4 or 5 years. s.22(1)

Map and Photo

- no picture -

EN

FYA to: Alvin Martin

FYI to:







As Of: Jun 7, 2022 10:16:51

Case File: CF-2018-005599: Closed

311 Case File Ref

Brief Description

Mold issues in Unit s.22(1)

Business License Number

Completed Date

Description

Case File CF-2018-005599: Closed (Standards of Maintenance By-law - Mold issues in Unit s.22(1)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Property Use

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Processes

Assign Investigation (Completed on May 17, 2018 09:11:57 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on May 22, 2018 10:51:12 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 May 22: Info to complainant - I can't deal with mould that can't be seen.

s 22(1)

Re-investigation Date

Appointment scheduled for 2018 May 28 at 3:00 pm.

Route Order

May 28, 2018 00:00:00

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on May 29, 2018 08:59:24 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 May 28: inspected the Level 1 (a couple of floors below the 5th Ave entrance) ceiling.

A couple of spots of black discolouration on the ceiling, but nothing really major.

The complainant also showed me the bathroom and the bedroom closet area in s 22(1) apartment, but I saw nothing in these areas. I explained to s 22(1) again that even if I did smell anything, I can only deal with what I see, and I don't see any discolouration in these areas.

Re-investigation Date

May 29, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on May 29, 2018 09:04:00 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 May 29: Verbal order to Resident Manager Ben (778-895-9723) - Clean three spots of black discoloration in the Level 1 corridor ceiling.

I noted that this really isn't enough to be sending enforcement correspondence about, so I'll leave it at a verbal order and check back in a couple of weeks.

Re-investigation Date

Jun 11, 2018 00:00:00

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Jun 12, 2018 09:32:52 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

2018 June 11: Called Resident Manager Ben (778-895-9723). he says they are dealing with the aftermath of a fire in the building (smoke damage), so now is not a good time to recheck the ceiling for the black discolouration (mould forming).

I'm scheduling a follow-up but I will be away from the office for a period of time, so it will not be the normal two-week recheck.

Jul 20, 2018 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Jul 13, 2018 12:02:34 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

2018 July 12: All patches of discolouration (mould issues) on the First Floor corridor ceiling have been cleaned. No further action.

Note: No signs of smoke damage. Ben says that this other matter has been dealt with as well.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 75398031

Document: 76554416

Document: 76554455

Document: 76554529

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

October 10, 2019
CF-2019-011092

PRANG HOLDINGS LTD
6626 ANGUS DR
VANCOUVER BC V6P 5H9

RE: UNIT s.22(1) - 575 E 5TH AVENUE (525 - 575 E 5TH AVENUE)

City records show that you are the registered owner of the above-cited property. This letter is to advise you of concerns about the Zoning and Development By-law. Please contact me **on or before November 12, 2019**, at the email or telephone number listed below, to arrange for an inspection of your property. Please ensure that someone is present to provide access to all the buildings on the property.

We thank you in advance for your voluntary compliance. Please note, failure to comply may lead to enforcement action.

Yours truly,



Alvin Martin, Property Use Inspector
alvin.martin@vancouver.ca
(604) 873-7511

As Of: Jun 7, 2022 10:18:28

Case File: CF-2019-011092: Closed

311 Case File Ref

Brief Description

Unit s.22(1) - Routine - Unpaid B/L.

Business License Number

Completed Date

Description

Case File CF-2019-011092: Closed (License By-law - Unit s.22(1) - Routine - Unpaid B/L.)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Relationship

STR CD

Violation Updated Date

Nov 5, 2019 12:32:11

Notes

General Note (Unlocked)

2019 Nov 12; Voice message reply for new Property Manager Leslie Brock of "Pacific Quarum"s.22(1) - Unit s.22(1) issue has already been clarified. It was a B/L matter, and the B/L has been issued.
(Last updated on Nov 12, 2019 11:24:54 by Alvin Martin, Property Use Inspector)

2019 Nov 13: FYI only. R/O agent Leslie Brock § 22(1) indicates that NO STR'S are allowed in 525-575 E 5th Ave.

I replied that STR B/L's were issued last year. ...And one account is still active. These B/L's would not have been issued, had there not been some form of R/O consent submitted with the application.

Noting that my role is strictly enforcement, I advised her to contact the License Office via 311.

I've added the same note to the Property File and sent an e-mail to the License Office. (Last updated on Nov 14, 2019 08:51:07 by Alvin Martin, Property Use Inspector)

Processes

Assign Investigation (Completed on Aug 15, 2019 11:09:30 by Alvin Martin, Property Use Inspector with outcome "Assigned")

Perform Investigation (Completed on Aug 19, 2019 11:46:34 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Sep 12, 2019 11:23:51 by Alvin Martin, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Perform Investigation (Completed on Oct 10, 2019 09:16:54 by Alvin Martin, Property Use Inspector with outcome "Violation Found")

Additional Instructions

Comments

2019 Aug 16: Voice message left - Unpaid SA B/L Fees.

Sep 10, 2019 00:00:00

2019 Sept 10: No answer at the intercom. Business card left at the entrance addressed to Unil § 22(1)

Oct 9, 2019 00:00:00

Description	
Findings	2019 Oct 10: Still no response + no B/L payment. I'm going to have an Access Letter sent out.
Re-investigation Date	
Route Order	
Assignments	
Alvin Martin, Property Use Inspector	
Relationships	
Violations: VI-2019-06958	
Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	2019 Oct 10: Still no response + no B/L payment. I'm going to have an Access Letter sent out.
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Nov 5, 2019 00:00:00
Resolve By Date	
Result	Corrected
Special Instructions	Applicable By-Law section – B/L right of entry: Zoning & Development By-law 3575, Section 3.1.6: "The Director of Planning, the City Building Inspector or the Director of Licenses and Inspections may enter any building, land or premises at any reasonable time for the purpose of administering or enforcing this By-law."

Oct 10, 2019 00:00:00

Violation Date

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

Send Notification (Completed on Oct 10, 2019 12:32:58 by Esther N with outcome "Letter Sent")

Actual Start Date

Comments

Date Completed

Oct 10, 2019 12:32:58

Description

Access 30-Day Letter

Follow-up Investigation Date

Nov 13, 2019 00:00:00

Outcome

Letter Sent

Route Order

Scheduled Complete Date

Scheduled Start Date

Oct 10, 2019 09:16:54

Staff Assigned Id List

Assignments

Esther N

Relationships

Shadow Process: 108372208

Referenced ObjectId

108372206

Relationships

Letter: 108372886 : CE - Inspec - Access/Detailed

Perform Investigation (Completed on Nov 5, 2019 12:32:16 by Alvin Martin, Property Use Inspector with outcome "Infraction(s) Cleared")

Additional Instructions

Comments

Description

Follow up re Access 30-Day Letter

Findings

2019 Nov 05: Mr. Sahota of Prang Holdings **s.22(1)** called in response to the Letter. However, I see that the B/L is now issued, so no further action is required.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Violations: VI-2019-06958

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

2019 Oct 10: Still no response + no B/L payment.

I'm going to have an Access Letter sent out.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Nov 5, 2019 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

Applicable By-Law section – B/L right of entry:

Zoning & Development By-law 3575, Section 3.1.6: "The Director of Planning, the City Building Inspector or the Director of Licenses and Inspections may enter any building, land or premises at any reasonable time for the purpose of administering or enforcing this By-law."

Access Letter to be sent to the R/O regarding Unit **5-2211**

Violation Date

Oct 10, 2019 00:00:00

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

Relationships

Document: 108394024

Document: 108396823

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Violation: VI-2019-06958

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

2019 Oct 10: Still no response + no B/L payment.

I'm going to have an Access Letter sent out.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Nov 5, 2019 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

Applicable By-Law section – B/L right of entry:

Zoning & Development By-law 3575, Section 3.1.6: "The Director of Planning, the City Building Inspector or the Director of Licenses and Inspections may enter any building, land or premises at any reasonable time for the purpose of administering or enforcing this By-law."

Access Letter to be sent to the R/O regarding Unit **22(1)**

Violation Date

Oct 10, 2019 00:00:00

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: "Bylaw Fines E-mail" s.15(1)(l)
Date: 1/6/2020 2:19:32 PM
Subject: BVN Void Request

Good afternoon

Please void PE31912 and PE31341.

Thank you kindly,

Andrew
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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From: s.22(1)
To: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
Date: 8/12/2019 6:03:05 PM
Subject: Case 13223922

I was told to provide a listing for s.22(1)
Here is the listing online
https://www.airbnb.ca/rooms/15840160?location=575%20East%205th%20Avenue%2C%20Vancouver%2C%20BC%2C%20Canada&adults=1&source_impression_id=p3_1565658031_R2Uf00liKUUI7fL&s=qTS5d5qo

Sent from Mail for Windows 10

August 21, 2019
CF-2019-011120

s.15(1), s.19(1), s.22(1)

ORDER

RE: Illegal Short Term Rental Activity - s.15(1), s.19(1), s.22(1)

On August 21, 2019 the City's Short-term Rental (STR) Enforcement Team gathered evidence that indicates that you are marketing a short-term rental accommodation at the above-cited property without a valid business licence in contravention of the City's License By-law No. 4450 (the By-law). A copy of an Airbnb.ca listing advertising STR accommodation at the premises is enclosed.

Section 25.1(2) of the By-law states:

No person shall Market any Short Term Rental Accommodation unless they hold a license as a Short Term Rental Accommodation Operator for that Short Term Rental Accommodation.

Therefore, in accordance with Section 29A(2) of the By-law, you are ordered to cease operating and marketing an STR accommodation at s.15(1), s.19(1), s.22(1) **within 10 days of the date of this order.**

Enclosed is By-law Violation Notice(s) (ticket) issued to you for the contravention of Section 25.1(2) of the By-law. Instructions on how to pay or dispute the penalty are located on the reverse side.

Further, failure to comply with this order will result in the matter being referred to the City Prosecutor with a request to approve charges against you under the By-law. If charges are subsequently laid you will be required to attend Provincial Court and will face liability upon conviction to a fine up to \$10,000 for each day that the offence continues.

Neither payment of the enclosed ticket nor the imposition of fines by the Court will absolve you from the requirement to comply with the By-law.

In order to comply with the By-law, you must:

1. Acquire a City of Vancouver STR Business Licence and comply with all licence conditions; or
2. Cease all STR business operations at the premises and cease advertising the premises as an STR.

If the STR at your property meets all of the licence eligibility requirements, a licence application can be made online at www.vancouver.ca/short-term-rentals.

For questions or concerns please contact the Short-term Rentals Office by phoning 3-1-1.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kathryn Holm', with a long horizontal flourish extending to the right.

Kathryn Holm, M. Sc., P. Eng.
Chief Licence Inspector

October 28, 2019
CF-2019-011120

PRANG HOLDINGS LTD
6626 Angus Drive
Vancouver BC, V6P 5H9

ORDER

RE: Illegal Short Term Rental Activity - 575 E 5th Ave

City records indicate that you are the registered owner of the above-cited property.

On October 28, 2019, the City's Short-term Rental (STR) Enforcement Team determined that the premises at 575 E 5th Ave is being used to provide STR accommodations without a valid business licence in contravention of the City's License By-law No. 4450 (the By-law). A copy of an Airbnb.ca listing advertising STR accommodation at the premises is enclosed.

Section 3(6) of the By-law states:

No owner of any premises shall permit, suffer or allow the undertaking of any business, trade, profession or other occupation at said premises unless the person carrying on the business, trade, profession or other occupation holds a subsisting City licence therefor.

Therefore, in accordance with Section 29A(2) of the By-law, you are ordered to cease permitting the unauthorized use of the premises at 575 E 5th Ave for STR accommodation **within 10 days of the date of this order**.

Enclosed is a By-law Violation Notice (ticket) issued to you for the contravention of Section 3(6) of the By-law. Instructions on how to pay or dispute the penalty are located on the reverse side.

Further, failure to comply with this order will result in the matter being referred to the City Prosecutor with a request to approve charges against you under the By-law. If charges are subsequently laid you will be required to attend Provincial Court and will face liability upon conviction to a fine up to \$10,000 for each day that the offence continues.

Neither payment of the enclosed ticket nor the imposition of fines by the Court will absolve you from the requirement to comply with the By-law.

In order to comply with the By-law, the Principal Resident of your property must:

1. Acquire a City of Vancouver STR Business Licence and comply with all licence conditions; or
2. Cease all STR business operations at the premises and cease advertising the premises as an STR.

If the STR at your property meets all of the licence eligibility requirements, a licence application can be made online at www.vancouver.ca/short-term-rentals.

For questions or concerns please contact 311.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kathryn Holm', followed by a long horizontal flourish.

Kathryn Holm, M. Sc., P. Eng.
Chief Licence Inspector

DEVELOPMENT BUILDINGS & LICENSING
Licensing and Community Standards

PLEASE REFER TO:
Alexandra Holmes
Enforcement
Coordinator, Short-term
Rentals 604.871.6452

September 24, 2019
CF-2019-011120

s.15(1), s.19(1), s.22(1)

Dear s.22(1) :

RE: WARNING LETTER
Unlicensed short-term rental accommodation - s.15(1), s.19(1), s.22(1)

On August 21, 2019, a Notice of By-law Violation (BVN) was issued and sent to you via registered mail for marketing a short-term rental accommodation at the above-cited property without a business licence. This was in violation of Section 25.1 (2) of the Licence By-law which states:

Section 25.1 (2): *"No person shall market any Short Term Rental Accommodation unless they hold a licence as a Short-term Rental Accommodation Operator for that Short Term Rental Accommodation."*

Accompanying the BVN was a copy of the Airbnb.ca listing advertising the premises as a short-term rental accommodation on the following website:

<https://www.airbnb.ca/rooms/15840160>

Our records indicate that as of September 24, 2019, you remain in non-compliance with the Licence By-laws. The premises at s.15(1), s.19(1), s.22(1) continues to be marketed as a short-term rental accommodation on Airbnb.ca without a business licence. Also, that you have failed to make payment on the amount noted in the BVN(s).

You must immediately cease marketing the premises at s.15(1), s.19(1), s.22(1) as a short-term rental accommodation or acquire a City of Vancouver short-term rental business licence. Additionally, you have outstanding fines to be paid. Instructions on how to make payment are found on the back of the BVN.

This is your final warning. Failure to take action will result in the matter being referred to the City Prosecutor. If charges are laid, you will be required to attend Provincial Court and will face liability upon conviction to a fine of not less than \$500.00 for each day the offence continues.

A short-term rental accommodation of under 30 days is only permitted in a principal residence subject to the principal resident obtaining a business licence and displaying the business licence number in any listing used to market the short-term rental.

For questions or concerns, please contact the City's Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca

Sincerely,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator
Short-term Rentals

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
CC: s.22(1)
Date: 11/20/2019 1:52:17 PM
Subject: RE: Account activity: Listing deactivated at s.22(1) 575 E 5th Avenue, Vancouver, BC V5T1H8
Attachments: STR – CF-2019-011120– Evidence.pdf

Good afternoon, s.22(1)

We have reviewed your case and confirmed that the Airbnb.ca listing at 575 E 5th Avenue has been removed.

On August 21, 2019, the Short-term Rental Office sent you Bylaw Violation Notice (BVN) PE31341 and the attached evidence package. Our records indicate payment for BVN PE31341 is still outstanding. Please see the back of your BVN for instructions on how to pay. Failure to make payment for the BVN issued may result in the City commencing prosecution against you in a Provincial Court.

Regards,

Andrew
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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From: s.22(1)
Sent: Tuesday, November 19, 2019 6:25 PM
To: City of Vancouver - Short-term Rentals s.22(1)
Subject: FW: Account activity: Listing deactivated at s.22(1) 575 E 5th Avenue, Vancouver, BC V5T1H8

Sent from my Samsung Galaxy smartphone.

Here is confirmation that my place is no longer listed in AirBnB and has been deactivated as of today's date. Also like to inform there hasn't been any Airbnb guests since Aug 18 2019.

My apologies for the inconvenience and do appreciate your consideration in regards of this matter.

Thank you for time and patience. If you have any further questions or concerns I can be reached by email or at s.22(1)

Sincerely,
s.22(1)

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: Airbnb <automated@airbnb.com>

Date: 2019-11-19 5:48 PM (GMT-08:00)

To: s.22(1)

Subject: Account activity: Listing deactivated



Did you deactivate this listing?

We noticed the following listing on your account was deactivated. If this was you, you can safely disregard this email.



**Cozy 1 bedroom pad in beautiful
mount pleasant!**

When Tue, 19 Nov, 2019, 17:48 PST

Where British Columbia, Canada

Device Type Airbnb App using Android Phone

I didn't do this—review my account

Sent with ♥ from Airbnb

Airbnb, Inc., 888 Brannan St., San Francisco, CA 94103

<https://www.airbnb.ca/rooms/15840160>

Figure 1.1

Cozy 1 bedroom pad in beautiful mount pleasant!

Vancouver

- Private room in apartment
- 2 guests 1 bedroom 1 bed 1 shared bath
- Elevator
- Great check-in experience

90% of recent guests gave the check-in process a 5-star rating.

\$22(1) is a Superhost

Superhosts are experienced, highly rated hosts who are committed to providing great stays for guests.

My place is close to Main sky train station. My place is good for couples, solo adventurers, business travellers, and furry friends (pets) are also welcome.

The space

Cool cozy with an artsy feel to it. Everything in my place has a story with a positive energy flowing all through the home.

Guest access

Guest will have access to private bedroom, shared washroom, kitchen, living

\$98 per night

★★★★★ 64

Dates: 01-10-2019 → 02-10-2019

Guests: 1 guest

\$98 x 1 night	\$98
Cleaning fee (1)	\$20
Service fee (2)	\$15
Occupancy taxes and fees (3)	\$13
Total	\$146

Reserve

You won't be charged yet

Report this listing

Figure 1.2

Overview · Reviews · The Host · Location · Policies

Guest will have access to private bedroom, shared washroom, kitchen, living room and balcony.

Other things to note

I will be staying in spare room but if the guest(s) desire to have the suite to themselves I can make arrangements for the duration of their stay. An extra \$40 per night is the fee for this option.

License or registration number

18-615387
[Learn about this number](#)
[Hide ^](#)

[Contact host](#)

Amenities

Elevator Kitchen
 Free parking on premises Wifi

[Show all 26 amenities](#)

Sleeping arrangements

Bedroom 1
1 queen bed

Common spaces
2 couches

Accessibility

Elevator

Availability

1 night minimum stay

September 2019 **October 2019**

Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
							1	2	3	4	5	6	
7	8	9	10	11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30	31			

[Clear dates](#)

\$98 per night
 ★★★★★ 64

Dates
 01-10-2019 → 02-10-2019

Guests
 1 guest

\$98 x 1 night	\$98
Cleaning fee ⓘ	\$20
Service fee ⓘ	\$15
Occupancy taxes and fees ⓘ	\$13
Total	\$146

[Reserve](#)

You won't be charged yet

Great value for these dates
 This place is priced lower than others in the area with similar ratings and amenities.

[Report this listing](#)

Figure 1.3

The screenshot displays an Airbnb listing page for a 'Cozy 1 bedroom pad in beauti...'. The browser address bar shows the URL: airbnb.ca/rooms/15640160?source_impression_id=p3_1566403280_4KsgRkqX%2F0gTk%2Bsx&checkin=01-10-2019&checkout=02-10-2019.

Overview • Reviews • The Host • Location • Policies

64 Reviews ★★★★★

Accuracy ★★★★★ **Location** ★★★★★
Communication ★★★★★ **Check-in** ★★★★★
Cleanliness ★★★★★ **Value** ★★★★★

Michellecamosun
 July 2019
 Great location and thoughtful host.

Jordan
 October 2018
 Everything you want in a private room and a good location. Privacy, comfort and freedom! Clean and inviting. Great host!

Andrea
 September 2018
 Unfortunately our stay at **s.22(1)** place wasn't quite what we usually expect from Airbnb places. **s.22(1)** was extremely nice and friendly, but it was very cold with only a thin blanket for the bed, only one towel for the two of us to share, a messy bathroom when we arrived, and no...[Read more](#)

Alison
 August 2018
 Had a good, short stay at **s.22(1)** place. The location was great for my needs. I personally had a tough time adjusting to the noise/traffic at night, but that's likely due to the fact that I had just vacationed on the Gulf Islands for a few nights just prior, where it was...[Read more](#)

Richard And Colleen
 August 2018
s.22(1) made us feel very much at home. Good place to stay.

Heather
 August 2018
s.22(1) home is unique, artistic, and very welcoming. I was very impressed with the little touches added to the apartment that made my stay very enjoyable. Great location with convenient access to downtown Vancouver, Yaletown, Gastown, Granville Island, Canada Place, and many...[Read more](#)

Michael
 July 2018
 Amazing host and place, great communication and clean. Perfect place to crash in Mount Pleasant.

\$98 per night
 ★★★★★ 64

Dates
 01-10-2019 → 02-10-2019

Guests
 1 guest

\$98 x 1 night	\$98
Cleaning fee ⓘ	\$20
Service fee ⓘ	\$15
Occupancy taxes and fees ⓘ	\$13
Total	\$146

Reserve
 You won't be charged yet

Great value for these dates
 This place is priced lower than others in the area with similar ratings and amenities.

[Report this listing](#)

1 2 3 ... 10 >

9:02 AM
 8/21/2019

Figure 1.4

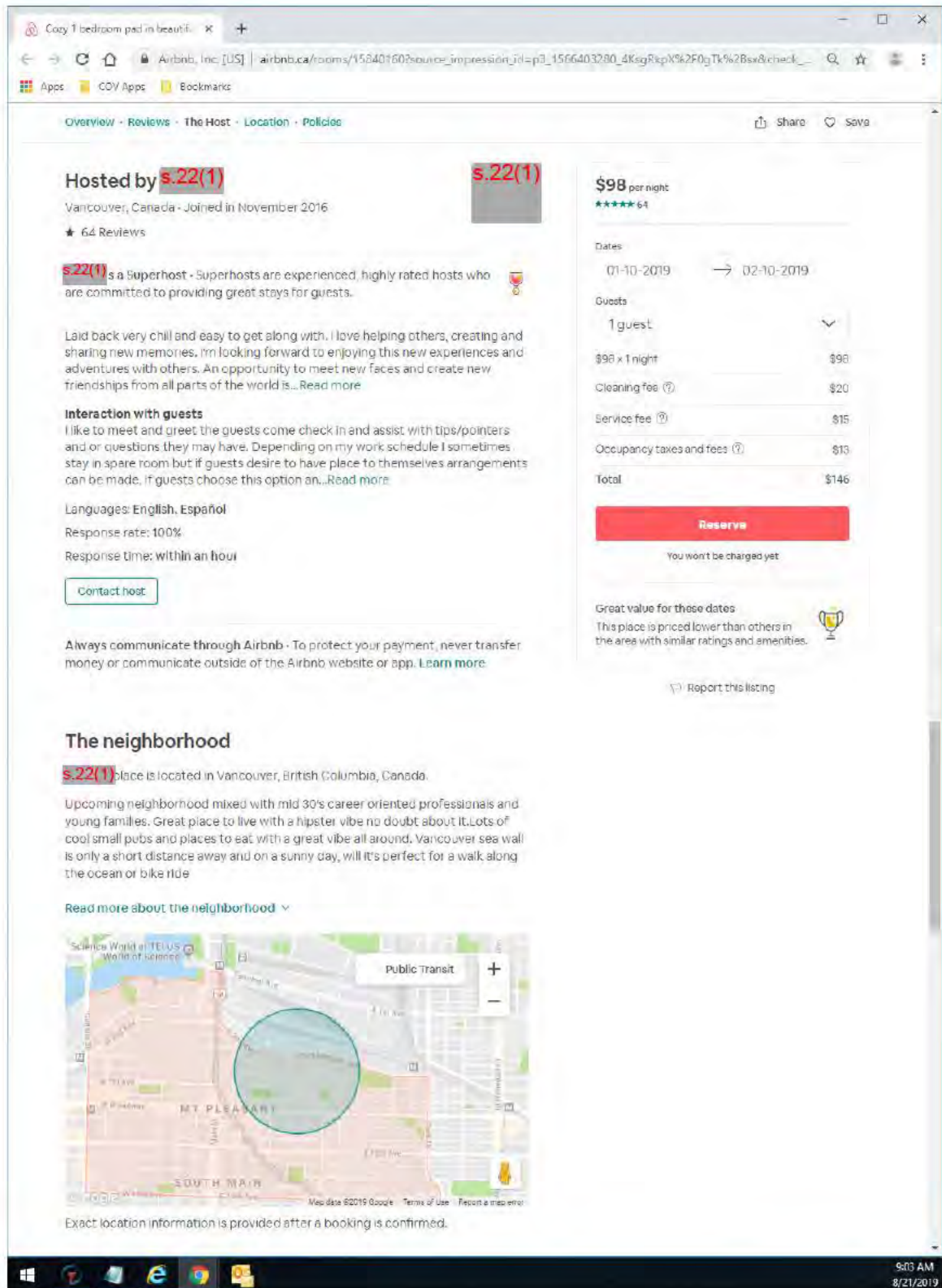


Figure 1.5

Cozy 1 bedroom pad in beautifu

Airbnb, Inc. [US]

airbnb.ca/rooms/15840160?source_impression_id=p3_1566403280_4KsgRkpX%2F0gTk%2Bsx&check_...

Apps

COV Apps

Bookmarks

Overview · Reviews · The Host · Location · Policies

Share Save

Exact location information is provided after a booking is confirmed.

\$98 per night

★★★★★ 64

Dates

01-10-2019 → 02-10-2019

Guests

1 guest

\$98 x 1 night	\$98
Cleaning fee	\$20
Service fee	\$15
Occupancy taxes and fees	\$13
Total	\$146

Reserve

You won't be charged yet

Great value for these dates

This place is priced lower than others in the area with similar ratings and amenities.

Report this listing

Things to keep in mind

Check-in: After 5PM

Checkout: 11AM

House Rules

Not suitable for children and infants

Pets are allowed

Smoking is allowed

Parties and events are allowed

You must also acknowledge

Security Deposit - if you damage the home, you may be charged up to \$300

Some spaces are shared - Washroom, kitchen common areas

Additional Rules

Guests are allowed to enjoy themselves to small gathering keeping in mind to always respect the apartment and neighbors

Hide rules

Cancellations

Flexible · Free cancellation for 48 hours

After that, cancel before 5:00PM on 30 Sep and get a full refund, minus the service fee.

Read more about the policy

More places to stay

PRIVATE ROOM · VANCOUVER

Room with a Garden View

PRIVATE ROOM · VANCOUVER

City Centre Heritage House Parkside

PRIVATE ROOM · VANCOUVER

City Centre Quiet Heritage House

Windows Taskbar

9:04 AM 8/21/2019



Short-Term Rental Complaint

Case number: 101013223922

Case created: 2019-08-12, 05:52:00 PM

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1. Complaint type: Not allowed by landlord or strata
2. Provide unit number of property in question, if applicable: s.22(1)
3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website):
Citizen had not yet looked up the ad on AirBNB's website. Citizen was provided with email address to send it to City, if s.22(1) was able to find the listing.

Note:
Advise caller that they can email the web address to the Short Term Rental Office at short.term.rentals@vancouver.ca
They must also include the case number and the street address of the property in the email. If a web address is not provided it is difficult for enforcement to proceed.
4. Provide details of complaint:
If applicable, please include any reasons/evidence that leads the caller to believe that the property is operating a short-term rental (e.g. guests coming and going with luggage, noise or parking issues, etc.). Also indicate if the caller has spoken to any guests or to the property owner.

s.22(1)

hoping that the City can audit or look in to this to make sure that it is allowed by landlord.

6. (Don't ask, just record - did caller indicate they want a call back?): No

Additional Details

s.22(1)

Map and Photo

- no picture -

EN

FYA to:

FYI to:

Short-Term Rental Inquiry Case

Case number: 101013528453

Case created: 2019-11-21, 12:59:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of inquiry:**
General inquiry
3. **Inquiry details:**
s.22(1) had a few questions regarding the recent violation notice s.22(1) was sent, s.22(1) mentioned that s.22(1) had previously spoken with Andrew. s.22(1) asked if s.22(1) could receive a call back from the department as s.22(1) as some general questions regarding the payment.
4. **(Don't ask, just record - did caller indicate they want a call back?):**
Yes

Additional Details

Contact Details

Name: s.22(1)
Address: 
Address2: 
Phone:  Email:
Alt. Phone: Preferred contact method: Either

Case Notes

Photo

- no picture -



PE31341

CITY OF VANCOUVER
NOTICE OF BY-LAW VIOLATION

ISSUED TO:

SURNAME OR CORPORATE NAME s.22(1)					
GIVEN NAMES (OR CORPORATE NAME CONTINUED) s.22(1)			M	F	<input type="checkbox"/> YOUNG PERSON
PROV./STATE	DRIVER'S LICENCE NUMBER		EXP. YY	BIRTHDATE YYYY MM DD	
ADDRESS s.15(1), s.19(1), s.22(1)					
CITY Vancouver	PROV./STATE BC		POSTAL/ZIP CODE V5T 1H8		

YOU ARE HEREBY NOTIFIED THAT YOU ARE ALLEGED TO HAVE COMMITTED A VIOLATION OF A BY-LAW REGULATION OF THE CITY OF VANCOUVER.

BY-LAW

- | | | |
|---|--|--------------------------------------|
| <input type="checkbox"/> 2849 STREET & TRAFFIC | <input type="checkbox"/> 4781 STREET VENDING | <input type="checkbox"/> 6555 NOISE |
| <input checked="" type="checkbox"/> 4450 LICENCE | <input type="checkbox"/> 6066 VEH. FOR HIRE | <input type="checkbox"/> 9535 HEALTH |
| <input type="checkbox"/> PARKS CONTROL | <input type="checkbox"/> 9344 VEHICLE NOISE | <input type="checkbox"/> OTHER |
| <input type="checkbox"/> 5462 STDS OF MAINTENANCE | | |

DESCRIPTION OF VIOLATION		SECTION
Marketing Unlicensed Short-term Rental Accommodation		25.1(2)
ON THE DATE OF	VIOLATION DATE YY MM DD 19 08 21	AT THE TIME OF (24hr Clock) 9:02
		IN THE PROVINCE OF BRITISH COLUMBIA

ON HIGHWAY (IF APPLICABLE) s.15(1), s.19(1), s.22(1)

AT OR NEAR

VANCOUVER

INVOLVING THE VEHICLE BEARING LICENCE PLATE	PROV./STATE	PLATE NUMBER	MAKE	COLOUR
ENFORCEMENT OFFICER'S NUMBER ST229152		SIGNATURE 		

TICKET
NUMBER

PE 31341

Review Licence code and
print at of listing
CF - 2019-01120



PE31912

CITY OF VANCOUVER
NOTICE OF BY-LAW VIOLATION

ISSUED TO:

SURNAME OR CORPORATE NAME PRANG HOLDINGS LTD			
GIVEN NAMES (OR CORPORATE NAME CONTINUED)			M <input type="checkbox"/> F <input type="checkbox"/> YOUNG PERSON <input type="checkbox"/>
PROV./STATE	DRIVER'S LICENCE NUMBER	EXP. YY	BIRTHDATE YYYY MM DD
ADDRESS 6626 ANGUS DRIVE			
CITY VANCOUVER	PROV./STATE BC	POSTAL/ZIP CODE V6P 5H9	

YOU ARE HEREBY NOTIFIED THAT YOU ARE ALLEGED TO HAVE COMMITTED A VIOLATION OF A BY-LAW REGULATION OF THE CITY OF VANCOUVER.

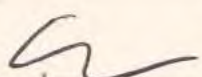
BY-LAW

- | | | |
|---|--|--------------------------------------|
| <input type="checkbox"/> 2849 STREET & TRAFFIC | <input type="checkbox"/> 4781 STREET VENDING | <input type="checkbox"/> 6555 NOISE |
| <input checked="" type="checkbox"/> 4450 LICENCE | <input type="checkbox"/> 6066 VEH. FOR HIRE | <input type="checkbox"/> 9535 HEALTH |
| <input type="checkbox"/> PARKS CONTROL | <input type="checkbox"/> 9344 VEHICLE NOISE | <input type="checkbox"/> OTHER |
| <input type="checkbox"/> 5462 STDS OF MAINTENANCE | | |

DESCRIPTION OF VIOLATION		SECTION
Property Owner permitting or allowing Unlicensed Short-term Rental of Premises		3(C6)
ON THE DATE OF	VIOLATION DATE YY MM DD 19/10/28	AT THE TIME OF (24hr Clock) 15:22
		IN THE PROVINCE OF BRITISH COLUMBIA

ON _____
HIGHWAY (IF APPLICABLE)AT OR NEAR **575 E. 5th Ave**

VANCOUVER

INVOLVING THE VEHICLE BEARING LICENCE PLATE	PROV./STATE	PLATE NUMBER	MAKE	COLOUR
ENFORCEMENT OFFICER'S NUMBER 57229162	SIGNATURE 			

TICKET
NUMBER

PE 31912

**Revised 1/2/20 order and
print of 16/11/20
CF-2019-011120**

As Of: Jun 7, 2022 10:19:46

Case File: CF-2019-011120: Closed

311 Case File Ref

Brief Description

Delisted
Void
BVN and Order
Final Warning
BVN and Order
Expired
Internal Case File Creation
19-163495 (unpaid)

Business License Number

Completed Date

Description

Case File CF-2019-011120: Closed (License By-law - Delisted Void BVN and Order Final Warning BVN and Order Expired Internal Case File Creation)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Andrew Menzies

dup_Fine

0.00

Enforcement Stream

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

STR Compliance

Relationship

STR CD

Violation Updated Date

Jan 6, 2020 14:20:03

Notes

General Note (Unlocked)

19-163495 unpaid. BVN and Order submitted for approval 8/15
(Last updated on Aug 15, 2019 15:48:32 by Andrew Menzies)

General Note (Unlocked)

<https://www.airbnb.ca/rooms/15840160>
(Last updated on Aug 21, 2019 09:01:09 by Andrew Menzies)

General Note (Unlocked)

BVN/Order sent 8/22 - RN 433 618 622 CA
(Last updated on Aug 22, 2019 14:08:06 by Andrew Menzies)

General Note (Unlocked)

34 day follow-up: PE31341 unpaid. Listing active and bookable for 1 night:

<https://www.airbnb.ca/rooms/15840160>

Second evidence taken and uploaded. Final warning – operator unpaid- submitted for approval 9/24

General Note (Unlocked)

(Last updated on Sep 24, 2019 09:39:59 by Andrew Menzies)

General Note (Unlocked)

Warning letter approved- follow up in 30 days
(Last updated on Sep 30, 2019 14:01:35 by Andrew Menzies)
PE31341 still unpaid. Listing active and bookable short-term; STR BL GOBed.

General Note (Unlocked)

Brief updated.
(Last updated on Oct 10, 2019 12:52:40 by Andrew Menzies)
From CF-2019-011093: PUI Alvin Martin wrote the following under Findinds on 9/13/19:

"2019 Sept 13: § 22(1) DOES NOT operate a STR here. § 22(1) was annoyed when I informed § 22(1) that there is an STR B/L under the name § 22(1) or Unit § 22(1). § 22(1) noted that § 22(1) is § 22(1). Otherwise, § 22(1) be over there knocking on his door.

Not sure if this was a mix-up in the addressing or what. In any case, Unit § 22(1) does not operate a STR, and § 22(1) is NOT in this unit.

B/L referred to GOB Tray."

As such, we have removed § 22(1) from the "Additional Location Information" field and have rewritten the order, bvsn and evidence to show only 575 E 5th Avenue. The intent is to ticket the owner only, allowing them to make the connection between the unit number and '§ 22(1)' whom is the host on the listing.

General Note (Unlocked)

Submitted ticket for approval 10/29
(Last updated on Oct 29, 2019 14:10:18 by Andrew Menzies)

General Note (Unlocked)

BVN mailed- rn 449 898 117 ca
(Last updated on Oct 30, 2019 10:58:08 by Andrew Menzies)
Called § 22(1) said § 22(1) no longer operates STR. Edu on how to request a GOB via email. Edu to pay BVN and delist. Edu that we are moving to prosecution
(Last updated on Nov 19, 2019 11:07:39 by Andrew Menzies)

General Note (Unlocked)

See email and reply to § 22(1) Re:FW: Account activity: Listing deactivated at § 22(1) 575 E 5th Avenue, Vancouver,BC V5T1H8"
(Last updated on Nov 20, 2019 13:51:27 by Andrew Menzies)

General Note (Unlocked)

§ 22(1) requested a called back as per Short-Term Rental Inquiry Case - Case ref: 101013528453 (see documents)

General Note (Unlocked)

General Note (Unlocked)

General Note (Unlocked)

Processes

Assign Investigation (Completed on Aug 15, 2019 15:48:37 by Andrew Menzies with outcome "Assigned")

Perform Investigation (Completed on Aug 22, 2019 14:05:02 by Andrew Menzies with outcome "Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Called back 11/21 at 1:50 PM- edu that § 22(1) had ten days to pay \$500 fee, that it increased to \$1000 August 31. edu to email us GOB request or to pay licence fee and renew for 2020. § 22(1) stated § 22(1) does not intend to operate STR in the future.

Offered extension of \$500 reduced rate to EOD November 22 but § 22(1) declined. Edu we have to proceed with enforcement

(Last updated on Nov 21, 2019 13:56:09 by Andrew Menzies)

§ 22(1) requested call-back: Said § 22(1) andlord gave him the 3(6) ticket and asked to pay. Edu § 22(1) will need to discuss that with landlord or RTB. Reiterated we need written communication to close licence

(Last updated on Nov 25, 2019 14:24:50 by Andrew Menzies)

34 day follow up. Neither BVN paid.

HC data shows 11/22 delisting. Follow up in 30 days to allow for BVN payment and to ensure compliance.

If still down on 1/3 we will close this CF and void tickets

(Last updated on Dec 3, 2019 09:14:05 by Andrew Menzies)

Closing CF as Delisted

PE31912 and PE31341 will be voided

(Last updated on Jan 6, 2020 14:19:36 by Andrew Menzies)

Fine Per Period
Fine To Assess (NOV)
Fine To Assess (Order)
Frequency
Frequency
Grace Period (days)
Grace Period (days)
Issue Warning/Violation
Life Safety
Priority
Resolution Date
Resolve By Date
Result
Special Instructions
Violation Date

0
0
Warning

Jan 6, 2020 00:00:00

Dismissed

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Send Notification (Completed on Aug 22, 2019 14:06:05 by Andrew Menzies with outcome "Order Sent")

Actual Start Date
Comments
Date Completed
Description
Follow-up Investigation Date
Outcome
Route Order
Scheduled Complete Date
Scheduled Start Date
Staff Assigned Id List

Aug 22, 2019 14:06:05

Sep 24, 2019 00:00:00
Order Sent

Aug 22, 2019 14:05:02

Assignments

Andrew Menzies

Relationships

Shadow Process: 105670553

Referenced ObjectID

105670551

Perform Investigation (Completed on Sep 24, 2019 09:40:07 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Sep 26, 2019 00:00:00

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Perform Investigation (Completed on Sep 27, 2019 15:11:16 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Sep 30, 2019 00:00:00

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Perform Investigation (Completed on Sep 30, 2019 14:03:24 by Andrew Menzies with outcome "Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violations: VI-2019-06708

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

final warning

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Send Notification (Completed on Sep 30, 2019 14:03:35 by Andrew Menzies with outcome "Letter Sent")

Actual Start Date

Comments

Date Completed

Sep 30, 2019 14:03:35

Description

Follow-up Investigation Date	Oct 10, 2019 00:00:00
Outcome	Letter Sent
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Sep 30, 2019 14:03:24
Staff Assigned Id List	

Assignments

Andrew Menzies

Relationships

Shadow Process: 107777934

Referenced ObjectId	107777932
---------------------	-----------

Perform Investigation (Completed on Oct 10, 2019 12:52:49 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date	Oct 24, 2019 00:00:00
-----------------------	-----------------------

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?	N
---------------------	---

Assess Fine on Order?	N
-----------------------	---

Description	unpaid 2019 BL= 1 operator
-------------	----------------------------

Fees Assessed	N
---------------	---

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 6, 2020 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	
Violation Date	Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violations: VI-2019-06708

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	final warning
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 6, 2020 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Perform Investigation (Completed on Oct 30, 2019 10:56:10 by Andrew Menzies with outcome "Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violations: VI-2019-06708

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

final warning

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Send Notification (Completed on Oct 30, 2019 10:56:20 by Andrew Menzies with outcome "Order Sent")

Actual Start Date

Comments

Date Completed

Oct 30, 2019 10:56:20

Description

Follow-up Investigation Date	Dec 3, 2019 00:00:00
Outcome	Order Sent
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Oct 30, 2019 10:56:10
Staff Assigned Id List	

Assignments

Andrew Menzies

Relationships

Shadow Process: 109770558

Referenced ObjectId	109770556
---------------------	-----------

Perform Investigation (Completed on Dec 3, 2019 08:38:12 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date	Jan 3, 2020 00:00:00
-----------------------	----------------------

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?	N
---------------------	---

Assess Fine on Order?	N
-----------------------	---

Description	unpaid 2019 BL= 1 operator
-------------	----------------------------

Fees Assessed	N
---------------	---

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 6, 2020 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	
Violation Date	Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violations: VI-2019-06708

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	final warning
Fees Assessed	N
Fine Per Period	
Fine Per Period	
Fine To Assess (NOV)	
Fine To Assess (Order)	
Frequency	
Frequency	
Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Jan 6, 2020 00:00:00
Resolve By Date	
Result	Dismissed
Special Instructions	

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Perform Investigation (Completed on Jan 6, 2020 14:20:03 by Andrew Menzies with outcome "Infraction(s) Cleared")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Violations: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violations: VI-2019-06708

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

final warning

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Relationships

Document: 105272250

Document: 105272273

Document: 105273067

Document: 105273184

Document: 105273534

Document: 107443794

Document: 107444128

Document: 109254765

Document: 109255351

Document: 109256461

Document: 111181720

Document: 111215124

Document: 111344705

Document: 114534425

Enforcement Stream: Short Term Rental

Investigator: Andrew Menzies

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Violation: VI-2019-06012

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

unpaid 2019 BL= 1 operator

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Aug 15, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Violation: VI-2019-06708

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

final warning

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

Jan 6, 2020 00:00:00

Resolve By Date

Result

Dismissed

Special Instructions

Violation Date

Sep 30, 2019 00:00:00

Relationships

Violation Type: Licence Bylaw No. 4450

Noise Complaint

Case number: 101013350056

Case created: 2019-09-21, 12:45:00 PM

Channel: Phone

Request Details

1. **Type of noise:**
Leaf blower
2. **Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number):**
The individual is s.22(1) uses the leaf blower every single day and ignores anyone that confronts s.22(1)
3. **When is it happening?**
11AM-4PM Monday to Sunday
4. **How often is it happening?**
Every day since the leaves have started to fall
6. **Did you speak to the person or company making the noise?**
s.22(1)
7. **If yes, what happened?**
The individual using the leaf blower, s.22(1)
8. **Did you tell the police about your concern?**
No
11. **(Don't ask, just record - did caller indicate they want a call back?)**
No

Additional Details

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Alt. Phone:

Email:

Preferred contact method: Either

Case Notes

Map and Photo

- no picture -

-

EN

FYA to:

FYI to:

Noise Complaint

Case number: 101013359169

Case created: 2019-09-24, 03:34:00 PM

Channel: WEB

Request Details

1. **Type of noise:**
Leafblower
2. **Describe the noise and who is making it:***
s.22(1)
3. **When is it happening?***
Everyday for at least an hour, sometimes three during the day
6. **Have you spoken with the person or company making the noise?***
No
10. **Please verify address of the property:***
555 E 5th ave

Additional Details

PS#: 6826950

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address: 555 E 5th Ave

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

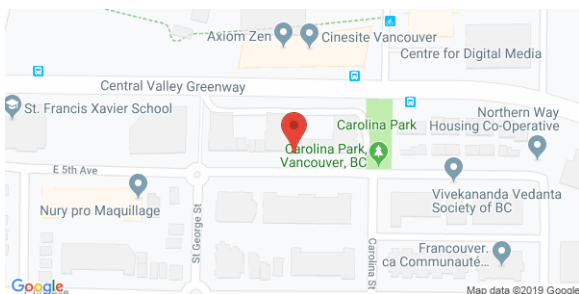
Alt. Phone:

Email: Anonymous@Anonymous.ca

Preferred contact method: Either

Case Notes

Map and Photo



EN

FYA to:

FYI to:

As Of: Jun 7, 2022 10:20:38

Case File: CF-2019-012880: Closed

311 Case File Ref	101013350056
Brief Description	Leaf blower x 2 complaints
Business License Number	
Completed Date	
Description	Case File CF-2019-012880: Closed (Noise By-law - Leaf blower x 2 complaints) 555 E 5TH AVENUE, Vancouver, BC
dup_DefaultInvestigator	Alvin Martin, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	

Processes

- Assign Investigation (Completed on Sep 23, 2019 09:43:28 by Jennifer Holloway, Property Use Inspector with outcome "Assigned")
- Perform Investigation (Completed on Oct 9, 2019 09:00:06 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

2019 Oct 08: Spoke to complainant, noting that most of the times that are described in the complaint are allowable times under the Noise Control By-Law. The only exception is Sundays, which I will speak to the building manager about. The complainant asked me to speak to s.22(1) about keeping the setting on 'low noise' as well, which I will do.

2019 Oct 09: Spoke to building manager Ben (778-895-9723). s.22(1) s.22(1) . I asked s.22(1) to ensure that the activity doesn't happen on Sundays or holidays. I also asked s.22(1) to ensure that the leaf blower is set to 'low noise'.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 107342179

Document: 107535314

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 2/26/2020 2:06:20 PM
Subject: CITY OF VANCOUVER - Audit Notification Letter (Short-term Rental Business Licence 20-161129)
Attachments: DBL - STR - CF-2019-015889- Audit Notification Mail-in.pdf

Dear s.22(1)

Please review the attached Audit Notification Letter from the City of Vancouver concerning your Short-term Rental Business License.

Regards,

Andrew
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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February 26, 2020
CF-2019-015889

s.15(1), s.19(1), s.22(1)

EMAIL
s.22(1)

Dear s.22(1)

REGISTERED MAIL

**RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161129 (Short-term Rental)**

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

Section 25.1(14) of License By-law 4450 requires a licensed Short-term Rental operator to produce records relating to the business licence conditions of a Short-term Rental accommodation to the Chief Licence Inspector upon request. Further, you declared on your Short-term Rental business licence application that you will comply with Licence By-law 4450 and all other applicable City by-laws, and accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

Per the conditions of your business licence, you are hereby required to submit the following documents within **30 days** of the date of this letter:

Proof of principal residency:

- A. A copy of one of the following government-issued photo I.D. for each name listed above:
- a. BC Driver's Licence (*see note below*)
 - b. B.C. Identification Card (*see note below*)
 - c. B.C. Services Card (*see note below*)
 - d. Other government-issued I.D. listing your current mailing address

NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
 - b. Correspondence from a government authority regarding the receipt of benefits such as pension, unemployment benefits, housing benefits, etc.
 - c. All ICBC vehicle insurance and registration policies
 - d. Official Medical Services Plan (MSP) monthly invoice.
 - e. Utility bills issued no earlier than twelve (12) weeks prior to the date of this letter (i.e. official BC Hydro or Fortis invoices).

AND

Proof of authorization from landlord or property owner (required if you are a renter):

- C. A letter of authorization, with contact details, from the property owner, licensed property manager or authorized agent of the property owner of this premise confirming that Short-term Rental accommodation business activity is permitted.

AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

Please submit the required documentation **via registered mail** to the following address:

Short-term Rental Office
c/o Alexandra Holmes
City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4

It is important that you take action. If you do not submit **all** required documents within **30 days** of the date of this letter, under Section 25.1 (14) of the License By-law 4450 and Section 277 of the Vancouver Charter, your licence will be suspended until further notice. If you have not yet renewed your licence for the current year, your licence application will not be supported.

After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 5/29/2020 10:47:41 AM
Subject: CITY OF VANCOUVER – Licence Suspension Letter (Short-term Rental Business Licence 20-161129)
Attachments: DBL - STR - CF-2019-015889- Audit Notification Mail-in.pdf
STR - CF-2019-015889 - Notice of Licence Suspension.pdf

Dear s.22(1)

Please review the attached Licence Suspension Letter and Audit Notification Letter from the City of Vancouver concerning your Short-term rental business licence.

Regards,

David
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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Acknowledging the unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations.

From: City of Vancouver - Short-term Rentals
Sent: Wednesday, February 26, 2020 2:06 PM
To: s.22(1)
Subject: CITY OF VANCOUVER - Audit Notification Letter (Short-term Rental Business Licence 20-161129)

Dear s.22(1)

Please review the attached Audit Notification Letter from the City of Vancouver concerning your Short-term Rental Business License.

Regards,

Andrew

Short Term Rentals

Licensing and Community Standards

City of Vancouver | 515 W 10th Ave

3-1-1 | short.term.rentals@vancouver.ca



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February 26, 2020
CF-2019-015889

s.15(1), s.19(1), s.22(1)

EMAIL
s.22(1)

Dear s.22(1)

REGISTERED MAIL

**RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161129 (Short-term Rental)**

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

Section 25.1(14) of License By-law 4450 requires a licensed Short-term Rental operator to produce records relating to the business licence conditions of a Short-term Rental accommodation to the Chief Licence Inspector upon request. Further, you declared on your Short-term Rental business licence application that you will comply with Licence By-law 4450 and all other applicable City by-laws, and accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

Per the conditions of your business licence, you are hereby required to submit the following documents within **30 days** of the date of this letter:

Proof of principal residency:

- A. A copy of one of the following government-issued photo I.D. for each name listed above:
- a. BC Driver's Licence (*see note below*)
 - b. B.C. Identification Card (*see note below*)
 - c. B.C. Services Card (*see note below*)
 - d. Other government-issued I.D. listing your current mailing address

NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
 - b. Correspondence from a government authority regarding the receipt of benefits such as pension, unemployment benefits, housing benefits, etc.
 - c. All ICBC vehicle insurance and registration policies
 - d. Official Medical Services Plan (MSP) monthly invoice.
 - e. Utility bills issued no earlier than twelve (12) weeks prior to the date of this letter (i.e. official BC Hydro or Fortis invoices).

AND

Proof of authorization from landlord or property owner (required if you are a renter):

- C. A letter of authorization, with contact details, from the property owner, licensed property manager or authorized agent of the property owner of this premise confirming that Short-term Rental accommodation business activity is permitted.

AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

Please submit the required documentation **via registered mail** to the following address:

Short-term Rental Office
c/o Alexandra Holmes
City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4

It is important that you take action. If you do not submit **all** required documents within **30 days** of the date of this letter, under Section 25.1 (14) of the License By-law 4450 and Section 277 of the Vancouver Charter, your licence will be suspended until further notice. If you have not yet renewed your licence for the current year, your licence application will not be supported.

After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

May 29th, 2020
CF-2019-015889

PLEASE REFER TO:
Alexandra Holmes
Enforcement Coordinator,
Short-term Rentals
604.871.6452

s.15(1), s.19(1), s.22(1)

EMAIL:

s.22(1)

REGISTERED MAIL

Dear s.22(1)

RE: s.15(1), s.19(1), s.22(1)
Business Licence No. 20-161129 (Short-term Rental)

The enclosed registered letter was sent to you at s.15(1), s.19(1), s.22(1) on February 26th, 2020 requiring you to submit the requested documents to the Short-term Rental Office within 30 days for an audit of your Short-term Rental business licence. This letter was also emailed to you at s.22(1) - which is associated with your Short-term Rental licence.

Section 25.1(14) of License By-law 4450 requires a licensed short-term rental operator to produce records relating to the business licence conditions of a short-term rental accommodation to the Chief Licence Inspector upon request. Further, on your short-term rental business licence application you declared that you will comply with License By-law 4450 and all other applicable City by-laws. During this process you also accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

As of the date of this letter, you have not submitted the requested documents for an audit. There is also no indication that you have completed all the necessary following alternative actions listed in your audit notification letter:

- Remove all listings advertising the premises from all short-term rental platforms
- Stop accepting current and future guest bookings
- Request to close your short-term rental business licence account

As you have not complied with the conditions of your short-term rental business licence and pursuant to Section 227(c) of the Vancouver Charter, your business licence 20-161129 will be **SUSPENDED effective immediately and until such time as you contact our office to satisfy the conditions of the License By-law 4450.**

To schedule a business licence audit review, please contact the Short-term Rental Office by calling 3-1-1 or email Short.term.rentals@Vancouver.ca. This licence suspension will remain in effect, at minimum, until the licence audit review has occurred.

You must immediately remove all online listings and advertisements for short-term rentals at this premise and cancel all existing reservations. If you operate a short-term rental accommodation without a valid licence, you will be subject to fines for each offence.

Section 12 of Procedure By-Law 12577 provides for an appeal to City Council for suspensions. Section 12.1 reads as follows:

Notice of Intention to Appeal

12.1 An interested person who wants a hearing by way of appeal must:

- (a) Submit to the City Clerk, within 10 days after the date of the suspension or revocation of the business licence, or refusal, suspension or cancellation of the chauffeur's permit, notice in writing of the person's intention to appeal; and
- (b) State concisely, in the notice, the grounds upon which the interested person is basing the appeal.

If you have any questions regarding the above, please contact Alexandra Holmes, Enforcement Coordinator at:

short.term.rentals@vancouver.ca

604.871.6452

Regards,



Koji Miyaji
Deputy Chief Licence Inspector

KM/dg

cc:

Claire Thompson, Manager of Proactive Enforcement
Alexandra Holmes, Enforcement Coordinator

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 5/7/2020 11:53:25 AM
Subject: CITY OF VANCOUVER - Short-term Rental Licence Audit
Attachments: DBL - STR - CF-2019-015889- Audit Notification Mail-in.pdf

Dear s.22(1)

On February 26, 2020, we mailed to you a notification stating that your short-term rental accommodation business licence 20-161129 has been selected for audit. We also emailed you on the same date in regards to this. The audit notification is attached here for your review. The audit process requires that you send the City documentation that supports that the premise of your rental is your primary residence. We required that you provide us this documentation within 30 days. We have not yet received any documentation from you.

If you wish to continue with this audit **your deadline to submit the requested documentation has been extended to May 22, 2020.**

Alternatively, if you wish to request to cancel your business licence account, you may do so by replying to this email.

Please note that any future licence application at this premise will require a review prior to issuance of a Short-term Rental Licence. This review will include the necessity to provide supporting documentation.

For any question or concern, please contact the Short-term Rentals Office by email at short.term.rentals@vancouver.ca or by phoning 3-1-1.

If we do not hear from you prior to the deadline, issuance of your business licence will not be supported until such time as you contact our office and an audit is completed.

Regards,

Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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From: City of Vancouver - Short-term Rentals

Sent: Monday, March 30, 2020 10:06 AM

To: 'account user'

Subject: RE: [EXTERNAL] AIR BNB AUDIT

Good morning, s.22(1)

Your documents may be submitted by email, however the City does not recommend sending confidential personal information by email.

If you have further questions, please do not hesitate to contact us at

short.term.rentals@vancouver.ca or call 3-1-1.

Regards,

Andrew

Short Term Rentals

Licensing and Community Standards

City of Vancouver | 515 W 10th Ave

3-1-1 | short.term.rentals@vancouver.ca



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From: account user [mailto:s.22(1)]

Sent: Friday, March 27, 2020 2:36 PM

To: City of Vancouver - Short-term Rentals

Subject: Re: [EXTERNAL] AIR BNB AUDIT

I would like to keep my Airbnb account, even tho I won't be renting in the foreseeable future.

What steps do I need to do to complete this? Is there another way without having to physically send in documents at this time? Can I send photos? Or can we just postpone until I'm feeling better or this pandemic is under control?

Thanks for the fast reply and sorry about this confusion I just don't want to risk anything.

Thank you.

On Fri, Mar 27, 2020 at 2:20 PM City of Vancouver - Short-term Rentals

<Short.Term.Rentals@vancouver.ca> wrote:

Good afternoon, s.22(1)

Thank you for your email.

Your documents may be submitted by email, however the City does not recommend sending confidential personal information by email.

Alternatively, if you no longer believe you comply with the conditions of your licence- or no longer plan to operate your business- you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue.

Regards,

Andrew

Short Term Rentals

Licensing and Community Standards

City of Vancouver | 515 W 10th Ave

3-1-1 | short.term.rentals@vancouver.ca



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From: account user [mailto:s.22(1)]

Sent: Friday, March 27, 2020 11:54 AM

To: City of Vancouver - Short-term Rentals

Subject: [EXTERNAL] AIR BNB AUDIT

Hello, my name is s.22(1) I received an audit in the mail for my Airbnb listing (which hasn't been active this year).

I need to provide the info requested in the letter s.22(1)

All the photo copying places are closed as well, so even if I wanted I could print copies of said info I can't...

I'm more than willing to comply and I've been living in my apartment for s.22(1) I just don't know what the appropriate action is during this pandemic.

If someone could direct me in the right direction that would be amazing! I would appreciate any help in this trying time.

Thanks, s.22(1)

February 26, 2020
CF-2019-015889

s.15(1), s.19(1), s.22(1)

EMAIL
s.22(1)

Dear s.22(1)

REGISTERED MAIL

RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161129 (Short-term Rental)

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

Section 25.1(14) of License By-law 4450 requires a licensed Short-term Rental operator to produce records relating to the business licence conditions of a Short-term Rental accommodation to the Chief Licence Inspector upon request. Further, you declared on your Short-term Rental business licence application that you will comply with Licence By-law 4450 and all other applicable City by-laws, and accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

Per the conditions of your business licence, you are hereby required to submit the following documents within **30 days** of the date of this letter:

Proof of principal residency:

- A. A copy of one of the following government-issued photo I.D. for each name listed above:
- a. BC Driver's Licence (*see note below*)
 - b. B.C. Identification Card (*see note below*)
 - c. B.C. Services Card (*see note below*)
 - d. Other government-issued I.D. listing your current mailing address

NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
 - b. Correspondence from a government authority regarding the receipt of benefits such as pension, unemployment benefits, housing benefits, etc.
 - c. All ICBC vehicle insurance and registration policies
 - d. Official Medical Services Plan (MSP) monthly invoice.
 - e. Utility bills issued no earlier than twelve (12) weeks prior to the date of this letter (i.e. official BC Hydro or Fortis invoices).

AND

Proof of authorization from landlord or property owner (required if you are a renter):

- C. A letter of authorization, with contact details, from the property owner, licensed property manager or authorized agent of the property owner of this premise confirming that Short-term Rental accommodation business activity is permitted.

AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

Please submit the required documentation **via registered mail** to the following address:

Short-term Rental Office
c/o Alexandra Holmes
City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4

It is important that you take action. If you do not submit **all** required documents within **30 days** of the date of this letter, under Section 25.1 (14) of the License By-law 4450 and Section 277 of the Vancouver Charter, your licence will be suspended until further notice. If you have not yet renewed your licence for the current year, your licence application will not be supported.

After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', is positioned above the printed name.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

From: "DBL License Office" <licenceoffice@vancouver.ca>
To: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
Date: 11/14/2019 10:55:51 AM
Subject: FW: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

Delaney Hendricks | Licence Office
Licensing & Community Standards
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver BC V5Z 4A8

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: Martin, Alvin
Sent: Thursday, November 14, 2019 8:56 AM
To: DBL License Office
Subject: RE: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

Sorry.

This is not FYI only.

I had copied and pasted my note from a Case File where the B/L was GOB'ed.

Alvin M

From: Martin, Alvin
Sent: Thursday, November 14, 2019 8:53 AM
To: DBL License Office
Subject: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

2019 Nov 13: FYI only. R/O agent Leslie Brock s.22(1) indicates that NO STR'S are allowed in 525-575 E 5th Ave.

I replied that STR B/L's were issued last year. ...And one account is still active. These B/L's would not have been issued, had there not been some form of R/O consent submitted with the application.

Noting that my role is strictly enforcement, I advised her to contact the License Office via 311.

I've added the same note to the Property File.

Alvin Martin
Property Use Inspections
City of Vancouver

(604) 873-7511
Alvin.martin@vancouver.ca

Short-Term Rental Complaint

Case number: 101013543858

Case created: 2019-11-26, 08:54:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. Complaint type:

Not allowed by landlord or strata

2. Provide unit number of property in question, if applicable:

s.22(1)

3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website):

Note:

Advise caller that they can email the

web address to the Short Term Rental Office at short.term.rentals@vancouver.ca

They must also include the case number and the street address of the property in the email. If a web address is not provided it is difficult for enforcement to proceed.

See 19-163387

4. Provide details of complaint:

If applicable, please include any reasons/evidence that leads the caller to believe that the property is operating a short-term rental (e.g. guests coming and going with luggage, noise or parking issues, etc.). Also indicate if the caller has spoken to any guests or to the property owner.

Via VC 7093854 - Short-term rentals are prohibited in the building. BL 19-163387

6. (Don't ask, just record - did caller indicate they want a call back?):

No

Additional Details

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Case Notes

Photo

- no picture -

May 29th, 2020
CF-2019-015889

PLEASE REFER TO:
Alexandra Holmes
Enforcement Coordinator,
Short-term Rentals
604.871.6452

s.15(1), s.19(1), s.22(1)

EMAIL:

s.22(1)

REGISTERED MAIL

Dear James Hills:

RE: s.15(1), s.19(1), s.22(1)
Business Licence No. 20-161129 (Short-term Rental)

The enclosed registered letter was sent to you at s.15(1), s.19(1), s.22(1) on February 26th, 2020 requiring you to submit the requested documents to the Short-term Rental Office within 30 days for an audit of your Short-term Rental business licence. This letter was also emailed to you at s.22(1) - which is associated with your Short-term Rental licence.

Section 25.1(14) of License By-law 4450 requires a licensed short-term rental operator to produce records relating to the business licence conditions of a short-term rental accommodation to the Chief Licence Inspector upon request. Further, on your short-term rental business licence application you declared that you will comply with License By-law 4450 and all other applicable City by-laws. During this process you also accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

As of the date of this letter, you have not submitted the requested documents for an audit. There is also no indication that you have completed all the necessary following alternative actions listed in your audit notification letter:

- Remove all listings advertising the premises from all short-term rental platforms
- Stop accepting current and future guest bookings
- Request to close your short-term rental business licence account

As you have not complied with the conditions of your short-term rental business licence and pursuant to Section 227(c) of the Vancouver Charter, your business licence 20-161129 will be **SUSPENDED effective immediately and until such time as you contact our office to satisfy the conditions of the License By-law 4450.**

To schedule a business licence audit review, please contact the Short-term Rental Office by calling 3-1-1 or email Short.term.rentals@Vancouver.ca. This licence suspension will remain in effect, at minimum, until the licence audit review has occurred.

You must immediately remove all online listings and advertisements for short-term rentals at this premise and cancel all existing reservations. If you operate a short-term rental accommodation without a valid licence, you will be subject to fines for each offence.

Section 12 of Procedure By-Law 12577 provides for an appeal to City Council for suspensions. Section 12.1 reads as follows:

Notice of Intention to Appeal

12.1 An interested person who wants a hearing by way of appeal must:

- (a) Submit to the City Clerk, within 10 days after the date of the suspension or revocation of the business licence, or refusal, suspension or cancellation of the chauffeur's permit, notice in writing of the person's intention to appeal; and
- (b) State concisely, in the notice, the grounds upon which the interested person is basing the appeal.

If you have any questions regarding the above, please contact Alexandra Holmes, Enforcement Coordinator at:

short.term.rentals@vancouver.ca

604.871.6452

Regards,

A handwritten signature in blue ink, appearing to read 'Koji Miyaji', with a long horizontal flourish extending to the right.

Koji Miyaji
Deputy Chief Licence Inspector

KM/dg

cc:

Claire Thompson, Manager of Proactive Enforcement
Alexandra Holmes, Enforcement Coordinator

As Of: Jun 7, 2022 10:22:07

Case File: CF-2019-015889: Closed

311 Case File Ref

Brief Description

Delisted
Suspended May 29
NPR Audit-1 Mail Sent Feb 26
Complaint
Internal Case File Creation
Unit 203

Business License Number

19-163387 / 20-161129

Completed Date

Description

Case File CF-2019-015889: Closed (License By-law - Delisted Suspended May 29 NPR
Audit-1 Mail Sent Feb 26 Complaint Internal Case File Creation Unit s.22(1)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Andrew Menzies

dup_Fine

0.00

Enforcement Stream

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Unit s.22(1)

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

STR Compliance

Relationship

STR CD

Violation Updated Date

Notes

General Note (Locked)

Audit notice sent- RN 474 426 159 CA
(Last updated on Feb 26, 2020 14:03:49 by Andrew Menzies)

General Note (Unlocked)

Note to self: Update Gage as per 2/25/20 Tactical List email
(Last updated on Feb 26, 2020 14:04:19 by Andrew Menzies)

General Note (Unlocked)

See email and reply to James re: audit documents by email
(Last updated on Mar 27, 2020 14:05:55 by Andrew Menzies)

General Note (Unlocked)

Last documented stay: January 2020

Listing key words: N/A

Safety concerns: N/A

(Last updated on Apr 27, 2020 14:38:43 by Andrew Menzies)

General Note (Unlocked)

See email uploaded, "3/30 STR reply to 3/27 email".
(Last updated on May 4, 2020 09:24:49 by Andrew Menzies)

General Note (Unlocked)

Sent No-Reply email w/ 2 week extension. Saved in docs tab
(Last updated on May 7, 2020 11:47:14 by Sara Mohtadi)

General Note (Unlocked)

No-reply suspension notice sent May 29. Tracking No. RN 497 790 248 CA
(Last updated on May 29, 2020 10:50:08 by David Gherghinoiu)

General Note (Unlocked)

Post suspension check: Listing down. No new listings located, nor any new BL apps.
Recheck in 30 days

(Last updated on Jun 5, 2020 08:41:33 by Andrew Menzies)

General Note (Unlocked)

Listing still down. Closing CF

(Last updated on Jul 6, 2020 08:54:32 by Andrew Menzies)

Processes

Assign Investigation (Completed on Dec 2, 2019 11:16:21 by Andrew Menzies with outcome "Assigned")

Perform Investigation (Completed on Dec 2, 2019 11:16:33 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Dec 31, 2019 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Jan 2, 2020 09:17:15 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Mar 1, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Feb 26, 2020 13:59:55 by Andrew Menzies with outcome "Send Notification")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Send Notification (Completed on Feb 26, 2020 14:00:44 by Andrew Menzies with outcome "Notified")

Actual Start Date

Comments

Date Completed

Feb 26, 2020 14:00:44

Description

Follow-up Investigation Date

Apr 1, 2020 00:00:00

Outcome

Notified

Route Order

Scheduled Complete Date

Scheduled Start Date

Feb 26, 2020 13:59:55

Staff Assigned Id List

Assignments

Andrew Menzies

Relationships

Shadow Process: 118950700

Referenced ObjectId

118950697

Perform Investigation (Completed on Apr 1, 2020 10:04:28 by Andrew Menzies with

outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

May 1, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on May 29, 2020 11:08:01 by David Gherghinoiu with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Follow up on no-reply email

Findings

Re-investigation Date

Jun 5, 2020 00:00:00

Route Order

Assignments

David Gherghinoiu

Perform Investigation (Completed on Jun 5, 2020 08:41:33 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Licence suspended, check for compliance

Findings

Re-investigation Date

Jul 6, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Jul 6, 2020 08:54:32 by Andrew Menzies with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Defendant (Person): James Hills

Relationship

Type

Document: 112406543

Document: 114951187

Document: 118956232

Document: 118956435

Document: 120710275

Document: 122491503

Document: 122784372

Document: 124069915

Document: 124070089

Enforcement Stream: Short Term Rental

Investigator: Andrew Menzies

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 2/26/2020 2:11:14 PM
Subject: CITY OF VANCOUVER - Audit Notification Letter (Short-term Rental Business Licence 20-161491)
Attachments: DBL - STR - CF-2019-015891- Audit Notification Mail-in.pdf

Dear s.22(1)

Please review the attached Audit Notification Letter from the City of Vancouver concerning your Short-term Rental Business License.

Regards,

Andrew
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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February 26, 2020
CF-2019-015891

s.15(1), s.19(1), s.22(1)

EMAIL

s.22(1)

Dear s.22(1)

REGISTERED MAIL

**RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161491 (Short-term Rental)**

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

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Per the conditions of your business licence, you are hereby required to submit the following documents within **30 days** of the date of this letter:

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- A. A copy of one of the following government-issued photo I.D. for each name listed above:
- a. BC Driver's Licence (*see note below*)
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NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
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AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

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Vancouver BC V5Y 1V4

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After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 5/25/2020 12:21:59 PM
Subject: CITY OF VANCOUVER – Licence Suspension Letter (Short-term Rental Business Licence 20-161491)
Attachments: DBL - STR - CF-2019-015891- Audit Notification Mail-in.pdf
STR - CF-2019-015891 - Notice of Licence Suspension.pdf

Dear s.22(1)

Please review the attached Licence Suspension Letter and Audit Notification Letter from the City of Vancouver concerning your Short-term rental business licence.

Regards,

David
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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Acknowledging the unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations.

From: City of Vancouver - Short-term Rentals
Sent: Wednesday, February 26, 2020 2:11 PM
To: s.22(1)
Subject: CITY OF VANCOUVER - Audit Notification Letter (Short-term Rental Business Licence 20-161491)

Dear s.22(1)

Please review the attached Audit Notification Letter from the City of Vancouver concerning your Short-term Rental Business License.

Regards,

Andrew
Short Term Rentals
Licensing and Community Standards
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DEVELOPMENT BUILDINGS & LICENSING
Licensing and Community Standards

February 26, 2020
CF-2019-015891

s.15(1), s.19(1), s.22(1)

EMAIL

s.22(1)

Dear s.22(1)

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Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

May, 25th, 2020
CF-2019-015891

PLEASE REFER TO:
Alexandra Holmes
Enforcement Coordinator,
Short-term Rentals
604.871.6452

s.15(1), s.19(1), s.22(1)

EMAIL: s.22(1)

REGISTERED MAIL

Dear s.22(1)

RE: s.15(1), s.19(1), s.22(1)
Business Licence No. 20-161491 (Short-term Rental)

The enclosed registered letter was sent to you at s.15(1), s.19(1), s.22(1) on February 26th, 2020 requiring you to submit the requested documents to the Short-term Rental Office within 30 days for an audit of your Short-term Rental business licence. This letter was also emailed to you at s.22(1) - which is associated with your Short-term Rental licence.

Section 25.1(14) of License By-law 4450 requires a licensed short-term rental operator to produce records relating to the business licence conditions of a short-term rental accommodation to the Chief Licence Inspector upon request. Further, on your short-term rental business licence application you declared that you will comply with License By-law 4450 and all other applicable City by-laws. During this process you also accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

As of the date of this letter, you have not submitted the requested documents for an audit. There is also no indication that you have completed all the necessary following alternative actions listed in your audit notification letter:

- Remove all listings advertising the premises from all short-term rental platforms
- Stop accepting current and future guest bookings
- Request to close your short-term rental business licence account

As you have not complied with the conditions of your short-term rental business licence, **issuance of your 2020 licence application for licence 20-161491 will not be supported until such time as you contact our office to satisfy the conditions of the License By-law 4450.**

To schedule a business licence audit review, please contact the Short-term Rental Office by calling 3-1-1 or email Short.term.rentals@Vancouver.ca. This licence suspension will remain in effect, at minimum, until the licence audit review has occurred.

You must immediately remove all online listings and advertisements for short-term rentals at this premise and cancel all existing reservations. If you operate a short-term rental accommodation without a valid licence, you will be subject to fines for each offence.

Section 12 of Procedure By-Law 12577 provides for an appeal to City Council for suspensions. Section 12.1 reads as follows:

Notice of Intention to Appeal

12.1 An interested person who wants a hearing by way of appeal must:

- (a) Submit to the City Clerk, within 10 days after the date of the suspension or revocation of the business licence, or refusal, suspension or cancellation of the chauffeur's permit, notice in writing of the person's intention to appeal; and
- (b) State concisely, in the notice, the grounds upon which the interested person is basing the appeal.

If you have any questions regarding the above, please contact Alexandra Holmes, Enforcement Coordinator at:
short.term.rentals@vancouver.ca
604.871.6452

Regards,



Koji Miyaji
Deputy Chief Licence Inspector

KM/dg

Attach.

cc: Claire Thompson, Manager of Proactive Enforcement
Alexandra Holmes, Enforcement Coordinator

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 5/4/2020 1:10:54 PM
Subject: CITY OF VANCOUVER - Short-term Rental Licence Audit
Attachments: DBL - STR - CF-2019-015891- Audit Notification Mail-in.pdf

Dear s.22(1)

On February 26, 2020, we mailed to you a notification stating that your short-term rental accommodation business licence 20-161491 has been selected for audit. We also emailed you on the same date in regards to this. The audit notification is attached here for your review. The audit process requires that you send the City documentation that supports that the premise of your rental is your primary residence. We required that you provide us this documentation within 30 days. We have not yet received any response from you.

If you wish to continue with this audit **your deadline to submit the requested documentation has been extended to May 19, 2020.**

Alternatively, if you wish to request to cancel your business licence account, you may do so by replying to this email.

Please note that any future licence application at this premise will require a review prior to issuance of a Short-term Rental Licence. This review will include the necessity to provide supporting documentation.

For any question or concern, please contact the Short-term Rentals Office by email at short.term.rentals@vancouver.ca or by phoning 3-1-1.

If we do not hear from you prior to the deadline, issuance of your 2020 business licence will not be supported until such time as you contact our office and an audit is completed.

Regards,

Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited

February 26, 2020
CF-2019-015891

s.15(1), s.19(1), s.22(1)

EMAIL

s.22(1)

Dear s.22(1)

REGISTERED MAIL

RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161491 (Short-term Rental)

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

Section 25.1(14) of License By-law 4450 requires a licensed Short-term Rental operator to produce records relating to the business licence conditions of a Short-term Rental accommodation to the Chief Licence Inspector upon request. Further, you declared on your Short-term Rental business licence application that you will comply with Licence By-law 4450 and all other applicable City by-laws, and accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

Per the conditions of your business licence, you are hereby required to submit the following documents within **30 days** of the date of this letter:

Proof of principal residency:

- A. A copy of one of the following government-issued photo I.D. for each name listed above:
- a. BC Driver's Licence (*see note below*)
 - b. B.C. Identification Card (*see note below*)
 - c. B.C. Services Card (*see note below*)
 - d. Other government-issued I.D. listing your current mailing address

NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
 - b. Correspondence from a government authority regarding the receipt of benefits such as pension, unemployment benefits, housing benefits, etc.
 - c. All ICBC vehicle insurance and registration policies
 - d. Official Medical Services Plan (MSP) monthly invoice.
 - e. Utility bills issued no earlier than twelve (12) weeks prior to the date of this letter (i.e. official BC Hydro or Fortis invoices).

AND

Proof of authorization from landlord or property owner (required if you are a renter):

- C. A letter of authorization, with contact details, from the property owner, licensed property manager or authorized agent of the property owner of this premise confirming that Short-term Rental accommodation business activity is permitted.

AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

Please submit the required documentation **via registered mail** to the following address:

Short-term Rental Office
c/o Alexandra Holmes
City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4

It is important that you take action. If you do not submit **all** required documents within **30 days** of the date of this letter, under Section 25.1 (14) of the License By-law 4450 and Section 277 of the Vancouver Charter, your licence will be suspended until further notice. If you have not yet renewed your licence for the current year, your licence application will not be supported.

After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes'.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

DEVELOPMENT BUILDINGS & LICENSING
Licensing and Community Standards

February 26, 2020
CF-2019-015891

s.15(1), s.19(1), s.22(1)

EMAIL

s.22(1)

Dear s.22(1)

REGISTERED MAIL

RE: AUDIT NOTIFICATION LETTER
Business Licence No. 20-161491 (Short-term Rental)

The City of Vancouver's Short-term Rental Office is writing to inform you that your Short-term Rental accommodation at s.15(1), s.19(1), s.22(1) for licence holder(s) s.22(1) has been selected for audit. At this time, the City would like to confirm that:

- The address serves as your principal residence; and
- You have obtained the licence with your landlord and strata's approval, if applicable.

Section 25.1(14) of License By-law 4450 requires a licensed Short-term Rental operator to produce records relating to the business licence conditions of a Short-term Rental accommodation to the Chief Licence Inspector upon request. Further, you declared on your Short-term Rental business licence application that you will comply with Licence By-law 4450 and all other applicable City by-laws, and accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

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- a. BC Driver's Licence (*see note below*)
 - b. B.C. Identification Card (*see note below*)
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 - d. Other government-issued I.D. listing your current mailing address

NOTE: An ICBC Residential Address History is also required if the above photo-ID is modified by a sticker or issued recently. The report can be obtained free of charge from ICBC's website at <https://onlinebusiness.icbc.com/clio/> or by visiting an ICBC Motor Vehicles Branch.

AND

- B. Copies of at least two of the following supporting documents belonging to the licence holder and displaying the current mailing address. All documents must be dated earlier than the date of this letter:
- a. First page of Canada Revenue Agency (CRA) Notice of Assessment (SIN and financial information can be redacted if preferred)
 - b. Correspondence from a government authority regarding the receipt of benefits such as pension, unemployment benefits, housing benefits, etc.
 - c. All ICBC vehicle insurance and registration policies
 - d. Official Medical Services Plan (MSP) monthly invoice.
 - e. Utility bills issued no earlier than twelve (12) weeks prior to the date of this letter (i.e. official BC Hydro or Fortis invoices).

AND

Proof of authorization from landlord or property owner (required if you are a renter):

- C. A letter of authorization, with contact details, from the property owner, licensed property manager or authorized agent of the property owner of this premise confirming that Short-term Rental accommodation business activity is permitted.

AND

- D. Tenancy agreement

AND

Proof of strata authorization (required if your premise is a strata lot):

- E. A letter of authorization from the Strata Council or authorized agent of the Strata Council at this premise, printed on official letterhead, confirming that Short-term Rental accommodations are permitted on the strata lot.

Please submit the required documentation **via registered mail** to the following address:

Short-term Rental Office
c/o Alexandra Holmes
City of Vancouver
453 West 12th Avenue
Vancouver BC V5Y 1V4

It is important that you take action. If you do not submit **all** required documents within **30 days** of the date of this letter, under Section 25.1 (14) of the License By-law 4450 and Section 277 of the Vancouver Charter, your licence will be suspended until further notice. If you have not yet renewed your licence for the current year, your licence application will not be supported.

After the requested documents have been received and reviewed, the Short-term Rentals Office will only be in contact if further action is required on your part.

Alternatively, if you no longer believe you comply with the conditions of your licence, you can voluntarily close your Short-term Rental business licence account. You must however, immediately cease all Short-term Rental business operations by removing all listings advertising the premises, and stop accepting current and future guest bookings. A request to close your Short-term Rental business licence account, can be submitted via email at short.term.rentals@vancouver.ca or in person at 515 West 10th Avenue. Please visit the City's website at <https://vancouver.ca/doing-business/close-your-business-licence-account.aspx> for further details.

If you do not take the steps outlined above and continue to operate a Short-term Rental accommodation without a valid business licence, you will be subject to fines of \$1,000 per offence.

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator, Short-term Rentals

July 6, 2020
CF-2019-015891

PRANG HOLDINGS LTD
6626 Angus Drive
Vancouver BC, V6P 5H9

To whom it may concern:

RE: WARNING LETTER
Suspected unlicensed short-term rental accommodation

The City of Vancouver's records indicate you are the registered owner of s.15(1),
s.19(1),
s.22(1) 575 E 5th Ave.

On July 6, 2020, the City's Short-term Rental Office reviewed online information indicating your property is marketed as an unlicensed short-term rental accommodation on the following Airbnb.ca listing:

<https://www.airbnb.ca/rooms/31004816>

Section 3(6) and 25.1 (2) of the *Licence By-law* 4450 state:

Section 3(6): *"No owner of any premises shall permit, suffer or allow the undertaking of any business, trade, profession or other occupation at said premises unless the person carrying on the business, trade, profession or other occupation holds a subsisting City licence therefor."*

Section 25.1 (2): *"No person shall market any Short Term Rental Accommodation unless they hold a licence as a Short Term Rental Accommodation Operator for that Short Term Rental Accommodation."*

The aforementioned platform listing(s) indicates that this property is currently not taking reservations.

If you are not currently operating a short-term rental accommodation at this premise, you must have the listing(s) removed immediately.

Failure to remove the listing(s) may result in our determination that you are operating a short-term rental accommodation at this premise without a business licence and subject to fines of up to \$1,000 per offence under Section 3(6) of the *Licence By-law* 4450.

A short-term rental accommodation of under 30 days is only permitted in a principal residence subject to the principal resident obtaining a business licence and displaying the business licence number in any listing used to market the short-term rental accommodation.

For more information on the City's short-term rental accommodation regulations, please visit the City's website at

<https://vancouver.ca/doing-business/short-term-rentals.aspx>

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator
Short-term Rentals

July 6, 2020
CF-2019-015891

s.15(1), s.19(1), s.22(1)

Dear s.22(1)

RE: WARNING LETTER
Suspected unlicensed short-term rental accommodation

On July 6, 2020, the City's Short-term Rental Office reviewed online information indicating 575 E 5th Ave is marketed as an unlicensed short-term rental accommodation on the following Airbnb.ca listing:

<https://www.airbnb.ca/rooms/31004816>

Section 25.1 (2) of the *Licence By-law* 4450 states:

Section 25.1 (2): "No person shall market any Short Term Rental Accommodation unless they hold a licence as a Short Term Rental Accommodation Operator for that Short Term Rental Accommodation."

The aforementioned platform listing(s) indicates that this property is currently not taking reservations.

If you are not currently operating a short-term rental accommodation at this premise, you must have the listing(s) removed immediately.

Failure to remove the listing(s) may result in our determination that you are operating a short-term rental accommodation at this premise without a business licence and subject to fines of up to \$1,000 per offence under Section 25.1(2) of the *Licence By-law* 4450.

A short-term rental accommodation of under 30 days is only permitted in a principal residence subject to the principal resident obtaining a business licence and displaying the business licence number in any listing used to market the short-term rental accommodation.

For more information on the City's short-term rental accommodation regulations, please visit the City's website at

<https://vancouver.ca/doing-business/short-term-rentals.aspx>

Please contact the Short-term Rental Office at 3-1-1 or email short.term.rentals@vancouver.ca if you have any questions on this matter.

Regards,

A handwritten signature in black ink, appearing to read 'Alexandra Holmes', written in a cursive style.

Alexandra Holmes
Enforcement Coordinator
Short-term Rentals

From: "DBL License Office" <licenceoffice@vancouver.ca>
To: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
Date: 11/14/2019 10:55:51 AM
Subject: FW: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

Delaney Hendricks | Licence Office
Licensing & Community Standards
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver BC V5Z 4A8

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From: Martin, Alvin
Sent: Thursday, November 14, 2019 8:56 AM
To: DBL License Office
Subject: RE: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

Sorry.

This is not FYI only.

I had copied and pasted my note from a Case File where the B/L was GOB'ed.

Alvin M

From: Martin, Alvin
Sent: Thursday, November 14, 2019 8:53 AM
To: DBL License Office
Subject: 525-575 E 5th Ave - Tenant STR B/L's NOT Permitted by the R/O

2019 Nov 13: FYI only. R/O agent Leslie Brock s.22(1) indicates that NO STR'S are allowed in 525-575 E 5th Ave.

I replied that STR B/L's were issued last year. ...And one account is still active. These B/L's would not have been issued, had there not been some form of R/O consent submitted with the application.

Noting that my role is strictly enforcement, I advised her to contact the License Office via 311.

I've added the same note to the Property File.

Alvin Martin
Property Use Inspections
City of Vancouver

(604) 873-7511
Alvin.martin@vancouver.ca

From: "City of Vancouver - Short-term Rentals" <Short.Term.Rentals@vancouver.ca>
To: s.22(1)
Date: 5/26/2020 11:08:34 AM
Subject: RE: CITY OF VANCOUVER – Licence Suspension Letter (Short-term Rental Business Licence 20-161491)
Attachments: STR - CF-2019-015891 - Notice of Licence Suspension.pdf

Dear s.22(1)

Please review the updated Licence Suspension Letter from the City of Vancouver concerning your Short-term rental business licence. Please disregard the Licence Suspension Letter sent in the previous email.

Regards,

David
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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Acknowledging the unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations.

From: City of Vancouver - Short-term Rentals
Sent: Monday, May 25, 2020 12:22 PM
To: s.22(1)
Subject: CITY OF VANCOUVER – Licence Suspension Letter (Short-term Rental Business Licence 20-161491)

Dear s.22(1)

Please review the attached Licence Suspension Letter and Audit Notification Letter from the City of Vancouver concerning your Short-term rental business licence.

Regards,

David
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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Acknowledging the unceded territories of the Musqueam, Squamish and Tsleil-Waututh nations.

From: City of Vancouver - Short-term Rentals
Sent: Wednesday, February 26, 2020 2:11 PM
To: s.22(1)
Subject: CITY OF VANCOUVER - Audit Notification Letter (Short-term Rental Business Licence 20-161491)

Dear s.22(1)

Please review the attached Audit Notification Letter from the City of Vancouver concerning your Short-term Rental Business License.

Regards,

Andrew
Short Term Rentals
Licensing and Community Standards
City of Vancouver | 515 W 10th Ave
3-1-1 | short.term.rentals@vancouver.ca



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May, 25th, 2020
CF-2019-015891

PLEASE REFER TO:
Alexandra Holmes
Enforcement Coordinator,
Short-term Rentals
604.871.6452

s.15(1), s.19(1), s.22(1)

EMAIL: s.22(1)

REGISTERED MAIL

Dear s.22(1)

RE: s.15(1), s.19(1), s.22(1)
Business Licence No. 20-161491 (Short-term Rental)

The enclosed registered letter was sent to you at s.15(1), s.19(1), s.22(1) on February 26th, 2020 requiring you to submit the requested documents to the Short-term Rental Office within 30 days for an audit of your Short-term Rental business licence. This letter was also emailed to you at s.22(1) - which is associated with your Short-term Rental licence.

Section 25.1(14) of License By-law 4450 requires a licensed short-term rental operator to produce records relating to the business licence conditions of a short-term rental accommodation to the Chief Licence Inspector upon request. Further, on your short-term rental business licence application you declared that you will comply with License By-law 4450 and all other applicable City by-laws. During this process you also accepted that the City of Vancouver may audit your licence and request evidence that supports the information in your application.

As of the date of this letter, you have not submitted the requested documents for an audit. There is also no indication that you have completed all the necessary following alternative actions listed in your audit notification letter:

- Remove all listings advertising the premises from all short-term rental platforms
- Stop accepting current and future guest bookings
- Request to close your short-term rental business licence account

As you have not complied with the conditions of your short-term rental business licence, **issuance of your 2020 licence application for licence 20-161491 will not be supported until such time as you contact our office to satisfy the conditions of the License By-law 4450.**

To schedule a business licence audit review, please contact the Short-term Rental Office by calling 3-1-1 or email Short.term.rentals@Vancouver.ca. This licence suspension will remain in effect, at minimum, until the licence audit review has occurred.

You must immediately remove all online listings and advertisements for short-term rentals at this premise and cancel all existing reservations. If you operate a short-term rental accommodation without a valid licence, you will be subject to fines for each offence.

Section 12 of Procedure By-Law 12577 provides for an appeal to City Council for suspensions. Section 12.1 reads as follows:

Notice of Intention to Appeal

12.1 An interested person who wants a hearing by way of appeal must:

- (a) Submit to the City Clerk, within 10 days after the date of the suspension or revocation of the business licence, or refusal, suspension or cancellation of the chauffeur's permit, notice in writing of the person's intention to appeal; and
- (b) State concisely, in the notice, the grounds upon which the interested person is basing the appeal.

If you have any questions regarding the above, please contact Alexandra Holmes, Enforcement Coordinator at:
short.term.rentals@vancouver.ca
604.871.6452

Regards,



Koji Miyaji
Deputy Chief Licence Inspector

KM/dg

Attach.

cc: Claire Thompson, Manager of Proactive Enforcement
Alexandra Holmes, Enforcement Coordinator

Short-Term Rental Complaint

Case number: 101013543866

Case created: 2019-11-26, 09:00:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. Complaint type:

Not allowed by landlord or strata

2. Provide unit number of property in question, if applicable:

s.22(1)

3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website):

Note:

Advise caller that they can email the

web address to the Short Term Rental Office at short.term.rentals@vancouver.ca

They must also include the case number and the street address of the property in the email. If a web address is not provided it is difficult for enforcement to proceed.

See 19-172792

4. Provide details of complaint:

If applicable, please include any reasons/evidence that leads the caller to believe that the property is operating a short-term rental (e.g. guests coming and going with luggage, noise or parking issues, etc.). Also indicate if the caller has spoken to any guests or to the property owner.

Via VC 7093869 - Short-term rentals are prohibited in the building. Please investigate license 19-172792.

6. (Don't ask, just record - did caller indicate they want a call back?):

No

Additional Details

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Case Notes

Photo

- no picture -

As Of: Jun 7, 2022 10:23:40

Case File: CF-2019-015891: Closed

311 Case File Ref

Brief Description

Delisted
Non-bookable General Warning
Suspended 5/25
NPR Audit-1 Mail Sent 2/26/20
Internal Case File Creation - Complaint
Unit s.22(1)

Business License Number

19-172792

Completed Date

Description

Case File CF-2019-015891: Closed (License By-law - Delisted Non-bookable General Warning Suspended 5/25 NPR Audit-1 Mail Sent 2/26/20 Internal Case File Creation - Complaint Unit s.22(1)
575 E 5TH AVENUE, Vancouver, BC

dup_DefaultInvestigator

Andrew Menzies

dup_Fine

0.00

Enforcement Stream

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Unit s.22(1)

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

STR Compliance

Relationship

STR CD

Violation Updated Date

Notes

General Note (Locked)	Audit mail notice- RN 474 426 145 CA (Last updated on Feb 26, 2020 14:08:34 by Andrew Menzies)
General Note (Unlocked)	Note to self: Updated Gage as per 2/25/20 Tactical List email (Last updated on Feb 26, 2020 14:08:57 by Andrew Menzies)
General Note (Unlocked)	Requires no reply suspension. On hold until 5/1 (Last updated on Apr 1, 2020 10:03:16 by Andrew Menzies)
General Note (Unlocked)	Last documented stay: January 2020 Listing key words: N/A Safety concerns: N/A
General Note (Unlocked)	(Last updated on Apr 27, 2020 14:37:36 by Andrew Menzies) Sent No-Reply email w/ 2 week extension. Saved in docs tab (Last updated on May 4, 2020 13:18:28 by Sara Mohtadi)
General Note (Unlocked)	No reply suspension notice sent via email on May 25. Letter to be sent via registered mail on May 26. (Last updated on May 25, 2020 12:23:25 by David Gherghinoiu)
General Note (Unlocked)	Tracking RN 497 789 871 CA (Last updated on May 26, 2020 10:47:37 by Sara Mohtadi)
General Note (Unlocked)	Post suspension check: HC data shows 1/12/20 delist. No new listings found. Recheck in 30 days (Last updated on Jun 2, 2020 16:33:14 by Andrew Menzies) Listing back up but unbookable: https://www.airbnb.ca/rooms/31004816 No recent stays- looks to be an automatic repost after a delist. Warning letter drafted for approval: both RO and licence holder s.22(1) (Last updated on Jul 6, 2020 08:57:43 by Andrew Menzies)
General Note (Unlocked)	Letter approved; sent by regular mail Follow-up in 30 days (Last updated on Jul 6, 2020 13:31:45 by Andrew Menzies)
General Note (Unlocked)	30 days have passed since Unbookable warning letter sent... Listing still active, no change in calendar. HC data shows removal on 1/12/20- perhaps that is the date the calender was changed. Either way, there have been no stays since 1/2/20 Will check once more in 30 days; if no status change, we will close CF as Abandoned (Last updated on Aug 6, 2020 10:31:15 by Andrew Menzies)
General Note (Unlocked)	Last stay remains 1/2/20- HC data now shows a 1/12/20 delist despite previous checks showing reposting. Likely an issue with HC data because either way, the last documented was 8 months ago. Closing CF as Delisted (Last updated on Sep 1, 2020 11:33:11 by Andrew Menzies)

Processes

Assign Investigation (Completed on Dec 2, 2019 11:17:59 by Andrew Menzies with outcome "Assigned")

Perform Investigation (Completed on Dec 2, 2019 11:18:15 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Dec 31, 2019 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Feb 26, 2020 14:07:39 by Andrew Menzies with outcome "Send Notification")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Send Notification (Completed on Feb 26, 2020 14:07:57 by Andrew Menzies with outcome "Notified")

Actual Start Date

Comments

Date Completed

Feb 26, 2020 14:07:57

Description

Follow-up Investigation Date

Apr 1, 2020 00:00:00

Outcome

Notified

Route Order

Scheduled Complete Date

Scheduled Start Date

Feb 26, 2020 14:07:40

Staff Assigned Id List

Assignments

Andrew Menzies

Relationships

Shadow Process: 118956668

Referenced ObjectId

118956667

Perform Investigation (Completed on Apr 1, 2020 10:03:37 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

May 1, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on May 25, 2020 12:09:17 by David Gherghinoiu with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Follow up on no-reply email

Findings

Re-investigation Date

Jun 1, 2020 00:00:00

Route Order

Assignments

David Gherghinoiu

Perform Investigation (Completed on Jun 2, 2020 16:33:14 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Licence suspended, check for compliance

Findings

Re-investigation Date

Jul 3, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Jul 3, 2020 11:19:40 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Jul 6, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Jul 6, 2020 13:31:45 by Andrew Menzies with outcome "Send Notification")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Send Notification (Completed on Jul 6, 2020 13:36:26 by Andrew Menzies with outcome "Notified")

Actual Start Date

Comments

Date Completed

Jul 6, 2020 13:36:26

Description

Follow-up Investigation Date

Aug 6, 2020 00:00:00

Outcome

Notified

Route Order

Scheduled Complete Date

Scheduled Start Date

Jul 6, 2020 13:31:45

Staff Assigned Id List

Assignments

Andrew Menzies

Relationships

Shadow Process: 126092325

Referenced ObjectId

126092324

Perform Investigation (Completed on Aug 6, 2020 10:31:15 by Andrew Menzies with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Sep 6, 2020 00:00:00

Route Order

Assignments

Andrew Menzies

Perform Investigation (Completed on Sep 1, 2020 11:33:11 by Andrew Menzies with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Andrew Menzies

Relationships

Defendant (Person): Alice Chan

Relationship

Type

Document: 112406772

Document: 114951166

Document: 118956999

Document: 118957008

Document: 122526169

Document: 123768880

Document: 123769457

Document: 123859556

Document: 126056458

Document: 126056465

Enforcement Stream: Short Term Rental

Investigator: Andrew Menzies

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

From: "Parcon, Ruby" <ruby.parcon@vancouver.ca>
To: "McLellan, Mark" <Mark.McLellan@vancouver.ca>
Date: 1/6/2020 12:32:55 PM
Subject: FW: 525 E 5th Ave - Elevator

From: Martin, Alvin
Sent: Monday, January 06, 2020 11:17 AM
To: McLellan, Mark
Cc: Parcon, Ruby
Subject: RE: 525 E 5th Ave - Elevator

Hi, Mark;

I'm just looking at the same note. I wasn't aware of that confirmation by Len while I was away.

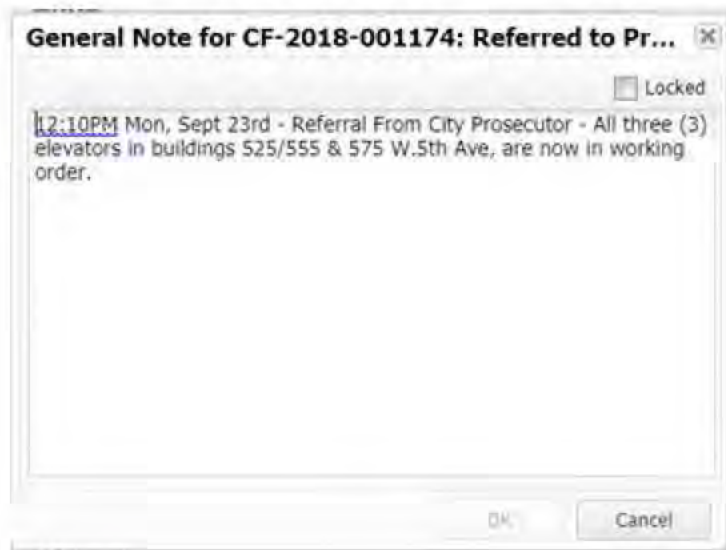
2020 Jan 06: Property Manager Ben (778-895-9723) confirms that 525 is indeed up and running. The other two are operational as well, 555 and 575.

Alvin Martin
Property Use Inspections
City of Vancouver
(604) 873-7511
Alvin.martin@vancouver.ca

From: McLellan, Mark
Sent: Monday, January 06, 2020 11:00 AM
To: Parcon, Ruby; Martin, Alvin
Subject: RE: 525 E 5th Ave - Elevator

Thanks Ruby.

Alvin – I just found this note from Len in the following CF. We just need to validate that they are still operational.



Thanks,

Mark

From: Parcon, Ruby
Sent: Monday, January 6, 2020 10:44 AM
To: McLellan, Mark; Martin, Alvin
Subject: RE: 525 E 5th Ave - Elevator

CF-2020-000215 created.

Thanks,
Ruby

From: McLellan, Mark
Sent: Monday, January 06, 2020 10:34 AM
To: Martin, Alvin
Cc: Parcon, Ruby
Subject: 525 E 5th Ave - Elevator

Hello Alvin,

I don't know if you have any background re an issue with the elevator at 525 E 5th Ave, if so, can you provide an update? If not, could you have a closer look.

All that I'm aware of is that there has been an on-going issue with the elevator since September 2019 and for some reason Legal believes that the issue has been corrected, but I have no way to validate this.

Ruby – can you create a CF for this, as I'd like to have a record for this property.

Thanks,

Mark

Mark McLellan, Manager
[City of Vancouver](#)
Property Use
Development, Buildings & Licensing
Phone: 604.873.7174
mark.mclellan@vancouver.ca

As Of: Jun 7, 2022 10:25:31

Case File: CF-2020-000215: Closed

311 Case File Ref

Brief Description

Elevator issue

Business License Number

Completed Date

Description

Case File CF-2020-000215: Closed (Standards of Maintenance By-law - Elevator issue)
525 E 5TH AVENUE, Vancouver, BC V5T 1H8

dup_DefaultInvestigator

Alvin Martin, Property Use Inspector

dup_Fine

0.00

Enforcement Stream

Findings

Invoice Due Date

Issue Date

Job Location

Location

Location Description

Location Type

Addressed

Parcel Owner is Defendant

N

Parent Job (Internal ID)

PRISM BU Permit Number

PRISM DB Permit Number

PRISM DE Permit Number

Proposed Investigator (Proposed Assignee)

Reason for Case File

Internal Department Referral

Relationship

STR CD

Violation Updated Date

Processes

Assign Investigation (Completed on Jan 6, 2020 10:38:04 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Jan 6, 2020 11:18:09 by Alvin Martin, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

2020 Jan 06: Property Manager Ben (778-895-9723) confirms that 525 is indeed up and running. The other two are operational as well, 555 and 575.

I'm closing this redundant Case File. I can't close the other one, until we get it back from Law.

Re-investigation Date

Route Order

Assignments

Alvin Martin, Property Use Inspector

Relationships

Document: 114511258

Document: 114522508

Enforcement Stream: Property Use

Investigator: Alvin Martin, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

COVID-19 - Enforcement Request Case

Case number: 101014668371

Case created: 2020-12-31, 08:18:00 PM

Channel: WEB

Incident Location

Address: 555 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address: 555 E 5th Ave

Request Details

1. **Type of violation:***
House party
2. **Where is the violation occurring:***
Private Property - Residence
3. **Confirm address where violation is occurring (including suite number, if applicable):***
555 E 5th Ave
4. **When was the violation observed:***
Now, dec 31, 8:15pm
5. **Is the event or activity currently in progress?***
Yes
6. **If business is in violation, provide the business name:**
7. **If park or beach, provide name:**
8. **Provide details regarding the violation:***
Too many people in a 600 sq foot apartment, obnoxious music, none of them have masks
10. **Your name:**
s.22(1)
11. **Phone number:***
s.22(1)
12. **Email address:**
s.22(1)
99. **Attachments**
0

Additional Details

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone:
Alt. Phone:

Email: s.22(1)
Preferred contact method: Either

Case Notes

Photo

- no picture -

Noise Complaint

Case number: 101014582853

Case created: 2020-11-28, 01:54:00 AM

Channel: WEB

Incident Location

Address: s.22(1)

Address2:

Location name:

Original Address: s.22(1)

Request Details

1. **Type of noise:**
Peopleexcessiveresidentialorpartynoise
2. **Describe the noise:***
Shouted conversation, foul language, excessive radio/tv volume
3. **When is it happening?***
Between 10pm through 5am almost every single night
6. **Have you spoken with the person or company making the noise?***
Yes
10. **Please verify address of the property:***
555 East 5th Avenue

Additional Details

PS#: 9159880

Contact Details

Name: No Name No Name (ps)

Address: ,

Address2:

Phone: s.22(1)

Alt. Phone:

Email: s.22(1)

Preferred contact method: Either

Case Notes

Photo

As Of: Jun 7, 2022 10:26:36

Case File: CF-2020-017046: Closed

311 Case File Ref	101014582853
Brief Description	Shouted conversation, excessive radio/tv volume x 2 complaints
Business License Number	
Completed Date	
Description	Case File CF-2020-017046: Closed (Noise By-law - Shouted conversation, excessive radio/tv volume x 2 complaints) 555 E 5TH AVENUE, Vancouver, BC
dup_DefaultInvestigator	Eric Kai, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	

Processes

- Assign Investigation (Completed on Dec 1, 2020 16:48:40 by Ruby Parcon with outcome "Assigned")
- Perform Investigation (Completed on Jan 8, 2021 13:27:48 by Colin Durcan, Property Use Inspector with outcome "Follow-up Investiaation Scheduled")

Additional Instructions

Comments

Description

Findings

I phoned the complainant on Jan 8, 2021 to discuss, and left a voicemail call back message

Re-investigation Date

Jan 15, 2021 00:00:00

Route Order

Assignments

Eric Kai, Property Use Inspector

Perform Investigation (Completed on Mar 23, 2021 10:40:35 by Eric Kai, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

3/23/21: No further complaints since Jan 6

Re-investigation Date

Route Order

Assignments

Eric Kai, Property Use Inspector

Relationships

Document: 135236423

Document: 138147970

Enforcement Stream: Property Use

Investigator: Eric Kai, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

RentalUnitMaintenance

Case number: 101014724041

Case created: 2021-01-20, 11:42:00 AM

Channel: Phone

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. Type of concern (if multiple concerns, select primary and provide details in question 2):

Rental Unit - Maintenance

2. If Other selected or there are multiple issues, provide details:

Mold in the bedroom closet - all over the shoes, looks to be coming from the wall and then by livingroom window is another area of mold from the floor and wall. Might might more but these are the main areas.

5. If Illegal Suite, is the suite(s) tenanted?

6. If Illegal Suite, do you believe the suite(s) could put someone@€™'s life in danger?

7. If a Rental Unit concern selected, was the landlord advised of the issue?

Yes

8. If Yes selected, what happened?

s.22(1)

The building Manager did come and look but nothing has been done.

10. Caller's daytime phone number:

s.22(1)

11. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"

12. (Don't ask, just record - did caller indicate they want a call back?)

Yes

14. VFRS - Is this a board-up request?

15. VFRS - Is this a report of "no business licence"?

Additional Details

s.22(1)

hat will be calling having the same issue.

Contact Details

s.22(1)

Name:

Address:

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Case Notes

Photo

- no picture -

As Of: Jun 7, 2022 10:27:42

Case File: CF-2021-001096: Closed

311 Case File Ref	101014724041
Brief Description	Mold
Business License Number	
Completed Date	
Description	Case File CF-2021-001096: Closed (Standards of Maintenance By-law - Mold) 525 E 5TH AVENUE, Vancouver, BC V5T 1H8
dup_DefaultInvestigator	Eric Kai, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	

Processes

- Assign Investigation (Completed on Jan 20, 2021 15:33:07 by Ruby Parcon with outcome "Assigned")
- Perform Investigation (Completed on Jul 14, 2021 16:05:07 by Eric Kai, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

7/14/21: Called the building manager 604.838.4487 to get a status update. The manager told me it has been fixed, and no further complaint since Jan 20.

Re-investigation Date

Route Order

Assignments

Eric Kai, Property Use Inspector

Relationships

Document: 139780031

Enforcement Stream: Property Use

Investigator: Eric Kai, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Noise Complaint

Case number: 101015003320

Case created: 2021-05-05, 04:08:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of noise:**
Loud music
2. **Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number):**
s.22(1) is banging, jumping and playing extremely loud music s.22(1)
3. **When is it happening?**
10pm to 4am
4. **How often is it happening?**
Almost every night.
6. **Did you speak to the person or company making the noise?**
s.22(1)
7. **If yes, what happened?**
s.22(1) however the loud noise is still on going.
8. **Did you tell the police about your concern?**
Yes
11. **(Don't ask, just record - did caller indicate they want a call back?)**
Unknown

Additional Details

s.22(1)

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Alt. Phone:

Email:

Preferred contact method: Either

Case Notes

Photo

- no picture -

As Of: Jun 7, 2022 10:28:40

Case File: CF-2021-006403: Closed

311 Case File Ref	101015003320
Brief Description	Unit s.22(1) banging, jumping and playing extremely loud music
Business License Number	
Completed Date	
Description	Case File CF-2021-006403: Closed (Noise By-law - Unit s.22(1) banging, jumping and playing extremely loud music) 575 E 5TH AVENUE, Vancouver, BC
dup_DefaultInvestigator	Eric Kai, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	

Processes

- Assign Investigation (Completed on May 7, 2021 15:29:32 by Ruby Parcon with outcome "Assigned")
- Perform Investigation (Completed on Jul 9, 2021 11:33:13 by Eric Kai, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

7/9/21: No further complaint since May 7

Re-investigation Date

Route Order

Assignments

Eric Kai, Property Use Inspector

Relationships

Document: 147399914

Enforcement Stream: Property Use

Investigator: Eric Kai, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Rats

Case number: 101015230902

Case created: 2021-07-24, 08:18:00 AM

Channel: Phone

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of concern (if multiple concerns, select primary and provide details in question 2):**
Rats
5. **If Illegal Suite, is the suite(s) tenanted?**
6. **If Illegal Suite, do you believe the suite(s) could put someone's life in danger?**
7. **If a Rental Unit concern selected, was the landlord advised of the issue?**
11. **If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"**
12. **(Don't ask, just record - did caller indicate they want a call back?)**
Yes
14. **VFRS - Is this a board-up request?**
15. **VFRS - Is this a report of "no business licence"?**

Additional Details

Citizen has called in the past about this issue. s.22(1) says the building has mice and other pests issues. It has not been maintained. There is also mold in the units. Window doesn't open and door barely opens.

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Alt. Phone:

Email: s.22(1)

Preferred contact method: Either

Case Notes

2021-07-24 16:03:22 Rajwant Khaira

Another citizen calling to report the violation at this house. Citizen says s.22(1) walks every morning and see them doing this everyday.

Photo

- no picture -

RentalUnitMaintenance

Case number: 101015391450

Case created: 2021-09-24, 04:48:00 PM

Channel: Phone

Incident Location

Address: 525 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of concern (if multiple concerns, select primary and provide details in question 2):**
Rental Unit - Maintenance
5. **If Illegal Suite, is the suite(s) tenanted?**
6. **If Illegal Suite, do you believe the suite(s) could put someone's life in danger?**
7. **If a Rental Unit concern selected, was the landlord advised of the issue?**
Yes
8. **If Yes selected, what happened?**
s.22(1) emailed the property management company with pictures of the mold before this call. This has been an ongoing issue. Previous case number 101014724041 is from Jan 2021. It was assigned to Eric Kai.
10. **Caller's daytime phone number:**
s.22(1)
11. **If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"**
12. **(Don't ask, just record - did caller indicate they want a call back?)**
Yes
14. **VFRS - Is this a board-up request?**
15. **VFRS - Is this a report of "no business licence"?**

Additional Details

There is mold in the wall between the kitchen and living room. It is coming from the bottom and it is 3 feet high. There is also mold in the front window in the corner. Floor is lifting up from the ground. Wood laminate flooring is popping out. In addition, there is mold in s.22(1) says the Sahotas will not address the issue. s.22(1) would like a follow up via email. s.22(1) says the mold is affecting s.22(1) health.

Contact Details

Name: s.22(1)

Address:

Address2:

Phone:

Alt. Phone:

Email: s.22(1)

Preferred contact method: Either

Case Notes

Photo

- no picture -

RentalUnitMaintenance

Case number: 101015615327

Case created: 2021-12-22, 02:18:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of concern (if multiple concerns, select primary and provide details in question 2):**
Rental Unit - Maintenance
2. **If Other selected or there are multiple issues, provide details:**
Black mold in behind the walls of main foyer entrance, bathroom, kitchen, bedroom closet and 2 closets in the foyer. Constantly wiping with the bleach and it keeps reappearing.
5. **If Illegal Suite, is the suite(s) tenanted?**
6. **If Illegal Suite, do you believe the suite(s) could put someone's life in danger?**
7. **If a Rental Unit concern selected, was the landlord advised of the issue?**
Yes
8. **If Yes selected, what happened?**
Reported to Owners: Pacific Quorum Properties Inc
1777 W 75th Ave
604-685-3828 s.22(1) had asked that they come back for further inspection of the black mold problem; the management company response: issue is signed off, be lucky you have an apartment to come back to.
10. **Caller's daytime phone number:**
s.22(1)
11. **If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"**
12. **(Don't ask, just record - did caller indicate they want a call back?)**
Yes
14. **VFRS - Is this a board-up request?**
15. **VFRS - Is this a report of "no business licence"?**

Additional Details

Building caretaker: Ben and Rhonda 778-895-9723. This issue commenced about 2 years ago when the s.22(1) was doing some plumbing and ruptured the watermain. 2500 gallons of water was released. To repair the water damage, appliances and such were replaced, however, the walls were not removed to address the moisture behind the walls where a device detector had detected moisture. These areas were marked with green tape which are still on the walls and were never addressed. s.22(1)

Contact Details

Name: s.22(1)
Address:
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Phone

Case Notes

Photo

- no picture -

As Of: Jun 7, 2022 10:30:30

Case File: CF-2021-010481: Closed

311 Case File Ref	101015230902, 101015391450, 101015615327
Brief Description	Mice and pests issues, there's mold in the units, window and door barely opens x3
Business License Number	
Completed Date	
Description	Case File CF-2021-010481: Closed (Standards of Maintenance By-law - Mice and pests issues, there's mold in the units, window and door barely opens x3) 525 E 5TH AVENUE, Vancouver, BC V5T 1H8
dup_DefaultInvestigator	Eric Kai, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	
Notes	
General Note (Unlocked)	Owners: Pacific Quorum Properties Inc. 604-685-3828 Rental Manager: Vito (Last updated on Jan 11, 2022 13:39:56 by Eric Kai, Property Use Inspector)

Processes

Assign Investigation (Completed on Jul 26, 2021 14:37:18 by Ruby Parcon with outcome "Assigned")

Perform Investigation (Completed on Jan 11, 2022 13:44:22 by Eric Kai, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

Called and left vm for rental manager Vito. Called the complainant and s.22(1)

Re-investigation Date

Route Order

Assignments

Eric Kai, Property Use Inspector

Relationships

Document: 152302049

Document: 156162619

Document: 163458588

Enforcement Stream: Property Use

Investigator: Eric Kai, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Unapproved Use

Case number: 101015645910

Case created: 2022-01-05, 12:45:00 PM

Channel: Phone

Incident Location

Address: 575 E 5TH AV, Vancouver, V5T 1H8

Address2:

Location name:

Original Address:

Request Details

1. **Type of concern (if multiple concerns, select primary and provide details in question 2):**
Unapproved use (violating zoning or business licence restrictions)
5. **If Illegal Suite, is the suite(s) tenanted?**
6. **If Illegal Suite, do you believe the suite(s) could put someone's life in danger?**
7. **If a Rental Unit concern selected, was the landlord advised of the issue?**
10. **Caller's daytime phone number:**
s.22(1)
11. **If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"**
12. **(Don't ask, just record - did caller indicate they want a call back?)**
Unknown
14. **VFRS - Is this a board-up request?**
15. **VFRS - Is this a report of "no business licence"?**

Additional Details

Unit s.22(1) has been operating Personal Training sessions in his unit for almost s.22(1) It is very disrupting when they drop the weights. Contact with the building manager for access - Ben 778-895-9723 - BUZZ s.22(1) Ben is available from 9am on. Business name: Dillan Simard Personal Training 604-500-6320. Building is run by Pacific Quorum Properties.

Contact Details

Name: 2022, January, Anonymous

Address: ,

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Case Notes

Photo

- no picture -

Any web links (URLs) in this case have been altered so that they cannot be opened, as a security measure to protect against malicious links. If you believe a link to be safe please replace the "hxxp" at the beginning with "http" and open in a browser window. If you're unsure if the link is safe to open and you need to open it, please contact the Service Desk.



March 28, 2022
CF-2022-000352

PRANG HOLDINGS LTD
6626 ANGUS DR
VANCOUVER BC V6P 5H9

RE: 575 E 5TH AVENUE – UNIT s.22(1) (525 – 575 E 5TH AVENUE)

City records show that you are the registered owner of the above-cited building. This letter is to advise you of concerns about the Zoning and Development By-law. Please contact me on or before April 28, 2022, at the email or telephone number listed below, to arrange for an inspection of your unit s.22(1). Please ensure that someone is present to provide access to all the buildings on the property.

We thank you in advance for your voluntary compliance. Please note, failure to comply may lead to enforcement action.

Yours truly,

A handwritten signature in grey ink, appearing to read "Eric Kai".

Eric Kai, Property Use Inspector
eric.kai@vancouver.ca
(604) 871-6088



Dillan Simard Personal Training

Activity

Fitness Gyms



Address 575 5Th Ave E, V5T 1H8

Vancouver

British Columbia



Phone

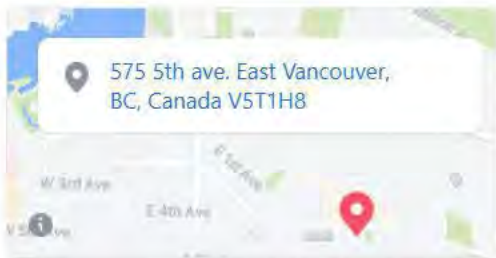
604-500-6320


City of Vancouver - FOI 2022-300 - Page 261 of 284





About


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 1 FREE Session & consultation. Take the first step and make an appointment.


 79 people like this

 81 people follow this

 130 people checked in here


 (604) 500-6320

 Typically replies within a day
[Send message](#)

 Price range · Not Applicable

 dillansimard@gmail.com

ver - FOI 2022-300 - Page 262 of 284

 **Permanently Closed**

 [Sports & Fitness Instruction](#)

Dillan Simard Personal Training

in Toronto, ON

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Dillan Simard Personal T...

575 5Th Ave E, Vancouver, BC V5T 1H8

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 Phone Number ▾

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DETAILS

Dillan Simard Personal Training - 575 5Th Ave E, Vancouver, BC

Located at 575 5Th Ave E in Vancouver, *Dillan Simard Personal Training* is a company inside the gymnasiums section of Canpages website.

Dial 604-500-6320 to get in touch with *Dillan Simard Personal Training* that is in your neighbourhood.

Finally, you can send this page to your friends by accessing [Facebook](#) or [Twitter](#) links.

OPENING HOURS

City of Vancouver - FOI 2022-300 - Page 263 of 284

CATEGORIES

McLeary's Canadian Made Quality Furniture & Mattresses

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OPEN

Dillan Simard Personal Training

[British Columbia, Canada](#)



Place Types : [Sports & Fitness Instruction](#)

Address : 575 5th ave. East, Vancouver, British Columbia V5T1H8

Coordinate : [49.2663387, -123.0915517](#)

Phone : 6045006320

Email :

Rating : 5.00

Social : [facebook.com/740498679451682](#)

Opening Hours :

Monday: 08:00 - 11:00

Tuesday: 08:00 - 11:00

Wednesday: 08:00 - 11:00

Thursday: 09:00 - 21:00

Friday: 09:00 - 21:00

Saturday: 09:00 - 21:00



DILLAN SIMARD

PERSONAL TRAINING

[See photos](#)

Emily Carr
University of
Art + Design

Great Northern Way
E 5th Ave



[See outside](#)

Temporarily closed



[Suggest an edit](#)

D is temporarily closed. If that's wrong, you can suggest an edit.

D

[Directions](#)

[Save](#)

5.0 ★★★★★ 4 Google reviews

Gym in Vancouver, British Columbia

Address: 575 E 5th Ave, Vancouver, BC V5T 1H8

Province: British Columbia

s.22(1)





As Of: Jun 7, 2022 10:32:33

Case File: CF-2022-000352: Closed

311 Case File Ref	101015645910
Brief Description	Private gym in unit s.22(1) with out business licence
Business License Number	
Completed Date	
Description	Case File CF-2022-000352: Closed (Zoning and Development By-law - Private gym in unit s.22(1) with out business licence) 575 E 5TH AVENUE, Vancouver, BC
dup_DefaultInvestigator	Eric Kai, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	May 2, 2022 15:13:57

Processes

- Assign Investigation (Completed on Jan 11, 2022 15:08:46 by Tim Tam, Property Use Inspector with outcome "Assigned")
- Perform Investigation (Completed on Mar 7, 2022 09:09:43 by Eric Kai, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Database: posprd

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 2, 2022 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

access required

Violation Date

Mar 25, 2022 00:00:00

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

Send Notification (Completed on Mar 30, 2022 10:22:24 by Arlene Tio with outcome "Letter Sent")

Actual Start Date

Comments

Date Completed

Mar 30, 2022 10:22:24

Description

30 Day Access Letter - Unit s.22(1)

Follow-up Investigation Date

Apr 29, 2022 00:00:00

Outcome

Letter Sent

Route Order

Scheduled Complete Date

Scheduled Start Date

Mar 25, 2022 09:59:14

Staff Assigned Id List

Assignments

Arlene Tio

Relationships

Shadow Process: 171024008

Referenced ObjectId

171024006

Relationships

Letter: 171281662 : CE - Inspec - Access/Detailed

Perform Investigation (Completed on May 3, 2022 12:19:19 by Eric Kai, Property Use Inspector with outcome "Infraction(s) Cleared")

Additional Instructions

Comments

Description

No violation found

Findings

5/2/22: Met with manager Ben on site. There are some gym equipment in one corner of s.22(1) However, the tenant Dillan says it's for personal use. Checked online, both Google and Facebook shows the business as "Closed".

No BL found in Amanda.

No result found in BC Online for "Dillan Simard Personal Training".

No proof of business running here.

Re-investigation Date

Route Order

Assignments

Eric Kai, Property Use Inspector

Relationships

Violations: VI-2022-01252

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Unable to gain access for unit s.22(1) from tenant or property manager.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 2, 2022 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

access required

Violation Date

Mar 25, 2022 00:00:00

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

Relationships

Contact: Ronda s.22(1)

Type

Address

Contact Type

Email Address

Name

Ronda

Phone Number

s.22(1)

Postal Code

Role

Agent for Owner

Role

WorkSafeBC Blast Certificate Number

Document: 164523029

Document: 171348854

Document: 173897577

Enforcement Stream: Property Use

Investigator: Eric Kai, Property Use Inspector

Parcel: 007-645-309 - Parcel: 525 E 5TH AVENUE, Vancouver, BC V5T 1H8 (3)

Violation: VI-2022-01252

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Unable to gain access for unit s.22(1) from tenant or property manager.

Fees Assessed

N

Fine Per Period

Fine Per Period

Fine To Assess (NOV)

Fine To Assess (Order)

Frequency

Frequency

Grace Period (days)

0

Grace Period (days)

0

Issue Warning/Violation

Warning

Life Safety

Priority

Resolution Date

May 2, 2022 00:00:00

Resolve By Date

Result

Corrected

Special Instructions

access required

Violation Date

Mar 25, 2022 00:00:00

Relationships

Violation Type: Zoning & Development Bylaw No. 3575

requesttype	CASEID	StreetFrom	STREETNAME	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	DATECREATED	closeddate	Preferred_Queue	EventNotes	
PUI Property Use Complaint Case	101010425243	555	E 5TH AV	VST 1H8		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details: 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 6. If Yes selected, what happened? 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number: s.22(1) 9. Please verify address of the property (for VanConnect requests only): 10. (Don't ask, just record - did caller indicate they want a call back?) Yes	s.22(1)	s.22(1)	11/15/17 12:53	11/15/17 16:23	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2017-11-15 16:23:51.18 Assigned Alvin Martin 87511		
PUI Noise Complaint Case	101010482797	525	E 5TH AV	VST 1H8	app version: 2.31 original address: 555 E 5th Ave alias: 555 E 5TH AVE full: 525 E 5TH AVE, VANCOUVER, BC	1. Type of noise: People (excessive residential or party noise) 2. Describe the noise and who is making it: Playing the drums in an apartment building s.22(1) s.22(1) saws wood and hammers a lot during the day, for months. s.22(1) excessive noise and disturbs my peace during the day and evening and prevents sleep overnight. Is there anything you can do? 3. When is it happening? all times of the day and night. s.22(1) 4. How often is it happening? wherever s.22(1), especially during cheque issue week. s.22(1) and doesn't care what time it is. It is sporadically after 11pm, sometimes it is at 3am. s.22(1) 6. Have you spoken with the person or company making the noise? am woken up often around 3am and 5-6am. s.22(1) 29 Please verify address of the property: s.22(1) 11. Did caller indicate they want a call back? Unknown	PS# : 3475138-qy<Click images below to expand-qy>img src="http://maps.google.ca/maps/api/staticmap?markers=49.2664485%2C-123.0919735&size=600x300&key=AltaSyOfghN3B7_h2oKLa8uSbZv5yVPcyazU" alt="mapof" width="300" height="300"> http://www.publicstuff.com/request/view/3475138</p>	s.22(1)	s.22(1)	11/25/17 23:15	11/27/17 15:44	DBL - Property Use Inspections	Agent Created Case: Public Stuff request id: PS03475138 Agent Finished: Case Closed. Closed date : 2017-11-27 15:42:00.33 Assigned Alvin Martin 87511 Address corrected from 525 E 5th Ave to 555 E 5th Ave Unit 401 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-11-27 15:44:56.937 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Hoarding Inquiry Case - Inspections	101010515011	575	E 5TH AV	VST 1H8		1. Type of inquiry: Hoarding Task Force Inquiry 2. Provide inquiry details: Citizen would like to ask questions to the task force regarding his own apartment. He would like to get help in clearing his apartment but would like someone s.22(1) s.22(1) 3. (Don't ask, just record - did caller indicate they want a call back?): Yes	s.22(1)	s.22(1)	12/2/17 11:36	12/4/17 9:00	IDI Compulsive Hoarding	Agent Created Case: Agent Updated Case Details: Reallocated to queue: IDI Compulsive Hoarding Agent Finished: Case Closed. Closed date : 2017-12-04 09:00:43.3 Assigned Referred to the HART VCH team members for thier follow up.		
ZZ OLD - Urgent Holding Stray Case	101010702401	525	E 5TH AV	VST 1H8		1. Animal Type: Other 2. If Other, provide details: Cat 3a. Breed: 3b. Tag Number: 3c. Tattoo Number: 4. Animal Colour: Unknown 5. Provide animal's exact location details: In unit s.22(1) at 525 E 5th Avenue. 6. Provide details if there are any time constraints for animal pick-up e.g. animal must be picked up after 5 pm): ASAP 7. Is request urgent? Yes 8. If Yes, provide details: Cats been left behind after a police incident. 9. (Don't ask, just record - did caller indicate they want a call back?): No	3 cats have been left here. The police are still there and are all aware of the cats' whereabouts.	Ecomm/VPO Dispatch **USE THIS PROFILE ONLY**	s.22(1)	s.22(1)	1/13/18 15:57	1/13/18 16:11	DBL - Animal Services Administration	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2018-01-13 16:11:14.093 Assigned Assigned ACO 288 s.22(1) DG 18-502134
Mayor and Council Feedback Case	101010717345	555	E 5TH AV	VST 1H8		1. Describe details (who, what, where, when, why): s.21(1) 2. Type of feedback: Negative 3. Department: Mayor and Council 4. Were any other cases or service requests created as a result of this feedback? No 5. If Yes, provide case number(s) or other relevant details: 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Select category: Housing and Homelessness 8. Select topic: Rental Housing General 9. Specific area of concern: Renoviction 10. Neighbourhood: Mount Pleasant 11. Original Client: 12. Original Email address: 13. Original address:	s.22(1)	s.22(1)	1/16/18 13:32	5/31/18 9:00	C5_Mayor and Council Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Agent Finished: Case Closed. Closed date : 2018-01-31 09:00:56.243 No Service Provided		
PUI Property Use Complaint Case	101010763451	525	E 5TH AV	VST 1H8		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Other 2. If Other selected or there are multiple issues, provide details: VPO recently inspected 525, 555 and 575 East 5th Avenue which are three buildings connected with the same hallway. On the northside of the building there is a 4 storey drop. Crews were concerned the existing wooden railings do not appear to be structurally sound. 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 6. If Yes selected, what happened? 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number: s.22(1) 9. Please verify address of the property (for VanConnect requests only): 10. (Don't ask, just record - did caller indicate they want a call back?) No	s.22(1)	s.22(1)	1/24/18 11:58	1/25/18 12:23	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-01-25 12:23:45.937 Assigned Alvin Martin 87511 Alternate: James Phanthoupheng 88419		
PUI Property Use Complaint Case	101010936274	555	E 5TH AV	VST 1H8		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details: 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? s.22(1) 6. If Yes selected, what happened? s.22(1) 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number: s.22(1) 9. Please verify address of the property (for VanConnect requests only): 10. (Don't ask, just record - did caller indicate they want a call back?) No	s.22(1)	s.22(1)	3/2/18 12:29	3/2/18 14:07	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-02-14 07:26.03 Assigned Alvin Martin 87511		
Street Tree Work Request - Urban Forestry Case	101011153651	575	E 5TH AV	VST 1H8		1. Type of tree request: Prune 2. Provide details: Multiple trees along the back side of the property (at Great Northern Way) need to be pruned. Some are partially attached, some are getting in the way of pedestrian access along the sidewalk. This is along the east side of Great Northern Way. Please call beforehand so he can be on site for the pruning. 3. VPO incident Number (if available): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Neighbourhood: Mount Pleasant 6. Street Tree After Hours Superintendent Area: North	s.22(1)	s.22(1)	4/23/18 15:45	4/24/18 5:42	PR8 - Street Tree Work Request	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PR8 - Street Tree Work Request Case added to VanTree's Queue: Case added to VanTree's 311 Incoming Service Request Queue Case added to VanTree's Queue: Case added to VanTree's 311 Incoming Service Request Queue Agent Finished: Case Closed. Closed date : 2018-04-24 05:42:26.66 Accepted by Parks Department and closed VanTree Service Request #: 166241 at 4/24/2018 5:41:38 AM		

PUI Property Use Complaint Case	101011264179	575 E 5TH AV	VST 1H8	<div>1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details: 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? 6. If Yes selected, what happened? 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number: 9. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" 10. (Don't ask, just record - did caller indicate they want a call back?) 11. Confirm Property Address: 12. VFRS - Is this a board-up request? 13. VFRS - Is this a report of "no business licence"? 14. Contact number: 15. Contact name: 16. Email address: 17. VFRS Badge Number:</div>	Citizen has had an issue with mold in s.22(1)ement for the past 4 or 5 years s.22(1) s.22(1) s.22(1)	s.22(1)	5/16/18 11:54	5/17/18 9:12	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-05-17 09:12:44.367 Assigned: Alvin Martin 87511
Street - Repair	101011346288	525 E 5TH AV	VST 1H8	<div>1. Type of repair: Dip or hump 2. Location: Lane 4. Describe issue and location in detail: The driveway and steps from grant northern way. Re .49 steps to 6th ave is not in good repair. It is total disrepair. Both steps and driveway. 8. (Don't ask just record - Did caller indicate they want a call back?) Unknown</div> <div>2018/06/03 09:35:30 -- Public Stuff -- Public Stuff comment by s.22(1) If we could discuss this further. Call me at s.22(1) &#x26;#x2A;P58: 4270343-gp/>Click images below to expand-gp/>=img src='http://maps.googlemaps.com/maps/api/staticmap?markers=49.2663005%2C-123.0918604&size=600x300&key=Alaska5y0fghN387_h20Kxdu58zVz65yVpCyastU' alt='map' width='300' height='300'>=http://www.publicstuff.com/rquest/view/4270343-gp/></div>	app version: 2.31 original address: 553 E 5th Ave alias: 553 E 5TH AVE full: 525 E 5TH AVE, VANCOUVER, BC	s.22(1)	5/31/18 15:08	6/14/18 15:22	Eng_Streets Operations	Agent Created Case: Public Stuff request id: PSD4270343 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1295368 created / updated at Thursday, May 31, 2018 3:09:45 PM Hansen Change in Comments: Comments: 525 E 5TH AV Jun 1/18 - Referred to M Biagini. Added on 01/06/2018 7:23:02 AM. Hansen Service Request has been reviewed: Case reviewed on 01/06/2018 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 01/06/2018 12:00:00 AM. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1295368 created / updated at Sunday, June 03, 2018 9:37:44 AM Service Provided: 10 - Service Provided. Jun 13/18 - Filled in tripping hazards with concrete - Crew 1. Resolved on 13/06/2018 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2018-06-14 15:16:17.527 Service Provided 10 - Service Provided. Jun 13/18 - Filled in tripping hazards with concrete - Crew 1. Resolved on 13/06/2018 12:00:00 AM. Case Responed: Responed for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-06-14 15:20:05.883 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Responed: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1295368 created / updated at Thursday, June 14, 2018 3:20:11 PM Agent Finished: Case Closed. Closed date : 2018-06-14 15:20:12.903 Back to previous status Closing case after 'Add Event' Case Responed: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1295368 created / updated at Thursday, June 14, 2018 3:22:01 PM Agent Finished: Case Closed. Closed date : 2018-06-14 15:22:02.75 Back to previous status Closing case after 'Add Event'
FPB_General Inquiry Case	101011476305	575 E 5TH AV	VST 1H8	<div>1. Type of Inquiry: Fire Extinguisher 2. If Other selected, provide details: 3. Exact location in Building/Property if applicable: 4. Describe inquiry in detail: The fire alarm did not go off either. Please follow up. 5. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	s.22(1)	s.22(1)	6/26/18 9:05	6/26/18 9:30	Fire Prevention	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention Agent Finished: Case Closed. Closed date : 2018-06-26 09:30:57.253 Acknowledged Spoke with manager who told me he will replace missing fire extinguisher today
FPB_General Inquiry Case	101011516673	525 E 5TH AV	VST 1H8	<div>1. Type of Inquiry: Other 2. If Other selected, provide details: Open Air Fire Bulletin 3. Exact location in Building/Property if applicable: Main courtyard 4. Describe inquiry in detail: s.22(1) has indicated the building has a decorative 18 inch burning fire bowl (propane operated) that is sitting on top of a cement coffee table, in the main courtyard. s.22(1) has read up on the Bulletin 2014-001-FI (Open Air Fires) Link: https://vancouver.ca/files/cov/open-air-fire-bulletin-2014.pdf On Page 3 of the bulletin it states: "Portable decorative fire bowl or fireplace that burns propane to produce a fire used for cooking food" s.22(1) would like to know if the decorative fire bowl (propane operated) is not being used to cook food, is it acceptable to use without obtaining a permit? The fire bowl is just used merely for decorative heat only, but could possibly be used to cook food. If a permit is required, how is it obtained and how much does it cost? Please follow up with s.22(1) regarding his inquiry.) 5. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	s.22(1)	s.22(1)	7/3/18 15:45	7/3/18 16:04	Fire Prevention	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention Agent Finished: Case Closed. Closed date : 2018-07-03 16:04:02.82 Assigned: Brett Cooke
Free Paint Voucher Request	101012095780	525 E 5TH AV	VST 1H8	<div>1. Have you received a letter from the Property Use Department regarding graffiti? No 2. If yes, provide the file number starting with "EN" or "G": 3. Type of ID to be presented at the Dulux paint store: Driver's Licence 4. Name of person picking up the paint: s.22(1) 5. Store location for paint pickup: 1520 Kingsway 6. Select and provide caller with the voucher expiration date two weeks from today: 11/22/2018 7. Have you filed a police report? No 8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)	s.22(1)	11/8/18 13:46	5/29/19 13:46	Eng_Graffiti Management - Free Paint Program	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Free Paint Program Agent Finished: Case Closed. Closed date : 2019-05-29 13:46:46.013
PUI General Inquiry Case	101012135364	555 E 5TH AV	VST 1H8	<div>1. Type of inquiry: Bylaw 2. If Other selected, provide details: 3. (Don't ask, just record - did caller indicate they want a call back?): Yes Caller would like to</div>	s.22(1)	s.22(1)	11/18/18 11:06	11/19/18 11:31	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-11-19 11:31:41.207 Assigned: Alvin Martin 87511 Alternate: Len Sagle 87584
Dog Licence Changes Case	101012175920	525 E 5TH AV	VST 1H8	<div>1. Dog Name: s.22(1) 2. Count or tag number: s.22(1) 3. Owner name (if caller is not the owner): 4. Change details (for contact information changes, provide the old and new information): Moved from s.22(1) 5. If address change at renewal, does caller need a replacement dog tag? No 6. (Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)	s.22(1)	11/27/18 12:46	11/27/18 14:33	DBL - Animal Services Administration	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2018-11-27 14:33:29.287 Service Provided
Traffic Management - General Inquiries Case	101012611519	575 E 5TH AV	VST 1H8	<div>1. Type of Inquiry No stopping anytime sign 2. Describe Inquiry in detail: Caller is hoping to find out why the no stopping anytime signs have been placed eliminating at least 8 spots for parking in this congested area. The signs have been up a couple of weeks at the edge of the driveway of this building and extend to beyond the small park at the foot of Carolina. Please contact caller with follow up. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	s.22(1)	s.22(1)	3/8/19 10:10	3/8/19 11:49	Eng_Traffic and Data Management	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Data Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1420864 created / updated at Friday, March 08, 2019 10:13:21 AM Service Provided: 10 - Service Provided. Explained to citizen the NSA signage was installed to make for safer crossing for people using the park in this neighbourhood.. Resolved on 08/03/2019 11:47:00 AM. Agent Finished: Case Closed. Closed date : 2019-03-08 11:49:27.57 Service Provided 10 - Service Provided. Explained to citizen the NSA signage was installed to make for safer crossing for people using the park in this neighbourhood.. Resolved on 08/03/2019 11:47:00 AM.

				<div>app version: 2.31 original address: 524-564 Great Northern Way alias: 524-564 GREAT NORTHERN WAY full: 525 E 5TH AVE, VANCOUVER, BC</div> <div>1. Type of plant: Ornamental Grass 2. Provide details: I'm not sure if this is the best place to make this request, but I am curious why there are no street trees and vegetation planted in the center meridian along great northern way. plenty of space to do so and no wires about to restrict trees. This stretch of road is prone to flooding. It would be ideal to allow this space to absorb some rain water rather</div> <div>PS Description: request for median trees-</div>
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PUI Noise Complaint Case	101013359169	525 E 5TH AV	VST 1HB	<div> <div> <div>Phone number: § 22(1)</div> <div>1. Type of noise: Leafblower</div> <div>2. Describe the noise and who is making it: § 22(1)</div> <div>3. When is it happening? Everyday for at least an hour, sometimes three during the day</div> <div>6. Have you spoken with the person or company making the noise? No</div> <div>10. Please verify address of the property: 555 E 5th ave</div> </div> <div> <div>app version: 2.31 original address: 555 E 5th Ave alias: 555 E 5TH AVE full: 525 E 5TH AVE, VANCOUVER, BC</div> </div> </div>	<div> <div>PS#: 6826950-gp/<Click images below to expand-gp/>-a href="http://maps.googlemaps.com/maps/api/staticmap?markers=49.2663029%2C-123.091733&size=600x300&key=Ata5yQchLl_DVw7N-55scsAdHrfTnKLIUVvKc&signature=qv0XtrLxv8duU3oLNYMTt6B->" alt="mapurl" width=300" height=300"/>-a-gp/>-a href="http://www.publicstuf.com/request/view/6826950">http://www.publicstuf.com/r/quest/view/6826950-gp/>-a-gp/></div> <div>No Name No Name (ps)</div> </div>	<div> <div>§ 22(1)</div> <div>9/24/19 15:34</div> <div>9/25/19 11:14</div> <div>DBL - Property Use Inspections</div> </div>	<div> <div>Agent Created Case: Public Staff request id: PSD6826950 Agent Finished: Case Closed. Closed date : 2019-09-25 11:14:05.34 Assigned Alvin Martin&#60; 7511</div> <div>Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2019-09-25 11:14:58.093 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> </div>
ZZ OLD - Licence Payment Request Case	101013476257	525 E 5TH AV	VST 1HB	<div> <div>1. Type of payment: Licence copy request payment</div> <div>2. Licence Number: § 22(1)</div> <div>3. Transaction Number: § 22(1)</div> <div>4. Request Details: Requesting a copy of the 2019 short term rental licence, as it cannot be found. Please send to § 22(1) Please also update this to be the new email as the one file is no longer in use.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>6. Name:</div> <div>7. Address:</div> <div>8. Phone number:</div> <div>9. Email address:</div> </div>	<div> <div>§ 22(1)</div> </div>	<div> <div>§ 22(1)</div> <div>11/4/19 14:54</div> <div>11/4/19 14:58</div> <div>DBL - LO - Licence Office</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Licence Office</div> <div>Agent Finished: Case Closed. Closed date : 2019-11-04 14:58:01.233</div> </div>
Dog Licence Changes Case	101013479045	575 E 5TH AV	VST 1HB	<div> <div>1. Dog Name: § 22</div> <div>2. Account or tag number: § 22(1)</div> <div>3. Owner name (if caller is not the owner):</div> <div>4. Change details (for contact information changes, provide the old and new information): New address: § 22(1)</div> <div>5. If address change at renewal, does caller need a replacement dog tag? Yes</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div> </div>	<div> <div>§ 22(1)</div> </div>	<div> <div>§ 22(1)</div> <div>11/5/19 12:09</div> <div>11/5/19 12:29</div> <div>DBL - Animal Services Administration</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Animal Services Administration</div> <div>Agent Finished: Case Closed. Closed date : 2019-11-05 12:29:29.123 Service Provided Updated folder to reflect move, mailed out receipt with new acct number - DB</div> </div>
Street - Surface Water Flooding	101013513058	525 E 5TH AV	VST 1HB	<div> <div>1. Flooding is causing: Traffic obstruction</div> <div>3. Is the water: Flooding</div> <div>4. Location of flooding: Street (including bike lane)</div> <div>6. Where is the water coming from? Other</div> </div> <div> <div>app version: 2.31 original address: 555 E 5th Ave alias: 555 E 5TH AVE full: 525 E 5TH AVE, VANCOUVER, BC</div> </div>	<div> <div>PS#: 7082182-gp/<Click images below to expand-gp/>-a href="http://maps.googlemaps.com/maps/api/staticmap?markers=49.266318%2C-123.091733&size=600x300&key=Ata5yQchLl_DVw7N-55scsAdHrfTnKLIUVvKc&signature=qPyjllCQe_089CDi4G68_HRskQ->" alt="mapurl" width=300" height=300"/>-a-gp/>-a href="http://www.publicstuf.com/request/view/7082182">http://www.publicstuf.com/r/quest/view/7082182-gp/>-a-gp/></div> <div>No Name No Name (ps)</div> </div>	<div> <div>§ 22(1)</div> <div>11/17/19 8:25</div> <div>11/17/19 14:09</div> <div>Eng_Streets Operations</div> </div>	<div> <div>Agent Created Case: Public Staff request id: PSD7082182 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1542503 created / updated at Sunday, November 17, 2019 8:25:12 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1542503 created / updated at Sunday, November 17, 2019 8:26:18 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to 50 (Sewer Operations) on 17/11/2019 2:04:25 PM. Service Provided: 10 - Service Provided. Resolved on 17/11/2019 2:05:00 PM. Hansen Change in Comments: Comments: cleared - Added on 17/11/2019 2:05:15 PM. Hansen Service Request Assigned: Case was assigned on 17/11/2019 12:00:00 AM. Hansen Change in Comments: Comments: Dispatched to SC. Added on 17/11/2019 2:04:40 PM. Hansen Service Request has been reviewed: Case reviewed on 01/01/2001 12:00:00 AM. Hansen Change in Comments: Comments: dispatched crew 65. Added on 17/11/2019 2:05:04 PM. Hansen Service Request has been reviewed: Case reviewed on 17/11/2019 2:04:00 PM. Agent Finished: Case Closed. Closed date : 2019-11-17 14:05:54.67 Service Provided 10 - Service Provided. Resolved on 17/11/2019 2:05:00 PM.</div> <div>Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2019-11-17 14:09:43.633 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1542503 created / updated at Sunday, November 17, 2019 2:09:52 PM Agent Finished: Case Closed. Closed date : 2019-11-17 14:09:53.85 Back to previous status Closing case after 'Add Event'</div> </div>
Short-Term Rental Inquiry Case	101013528453	575 E 5TH AV	VST 1HB	<div> <div>1. Type of inquiry: General inquiry</div> <div>2. Licence number (if applicable):</div> <div>3. Inquiry details: § 22(1) had a few questions regarding the recent violation notice he was sent, he mentioned that he had previously spoken with Andrew. He asked if he could receive a call back from the department as he has some general questions regarding the payment.</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>5. Contact name:</div> <div>6. Contact number:</div> <div>7. Email address:</div> </div>	<div> <div>§ 22(1)</div> </div>	<div> <div>§ 22(1)</div> <div>11/21/19 12:59</div> <div>11/21/19 13:02</div> <div>DBL - LO - Short-Term Rentals</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - LO Short-Term Rentals</div> <div>Agent Finished: Case Closed. Closed date : 2019-11-21 13:02:03.44</div> </div>
PUI Short Term Rental Complaint Case	101013543858	575 E 5TH AV	VST 1HB	<div> <div>1. Complaint type: Not allowed by landlord or strata</div> <div>2. Provide unit number of property in question, if applicable: § 22(1)</div> <div>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Advise caller that they can email the web address to the Short Term Rental Office at short.term.rentals@vancouver.ca See 19-163387</div> <div>4. Provide details of complaint: If applicable, please include any reasons/evidence that leads the caller to believe that the property is operating a short-term rental (e.g. guests coming and going with luggage, noise or parking issues, etc.). Also indicate if the caller has spoken to any guests or to the property owner. Via VC 7093854 - Short-term rentals are prohibited in the building. Bk 19-163387.</div> <div>5. Please verify address of the property (for web form and VanConnect submissions only):</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Original client (populated by webform):</div> <div>8. Original email (populated by webform):</div> <div>9. Original phone (populated by webform):</div> </div> <div> <div>Note: They must also include the case number and the street address of the property in the email if a web address is not provided it is difficult for enforcement to proceed.</div> </div>	<div> <div>§ 22(1)</div> </div>	<div> <div>11/26/19 20:54</div> <div>12/2/19 11:15</div> <div>DBL - PUI Short-Term Rentals</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</div> <div>Agent Finished: Case Closed. Closed date : 2019-12-02 11:15:53.3 Acknowledged</div> </div>
PUI Short Term Rental Complaint Case	101013543866	575 E 5TH AV	VST 1HB	<div> <div>1. Complaint type: Not allowed by landlord or strata</div> <div>2. Provide unit number of property in question, if applicable: § 22(1)</div> <div>3. Provide exact web address of the property's rental listing (e.g. on Airbnb's website): Advise caller that they can email the web address to the Short Term Rental Office at short.term.rentals@vancouver.ca See 19-172792</div> <div>4. Provide details of complaint: If applicable, please include any reasons/evidence that leads the caller to believe that the property is operating a short-term rental (e.g. guests coming and going with luggage, noise or parking issues, etc.). Also indicate if the caller has spoken to any guests or to the property owner. Via VC 7093869 - Short-term rentals are prohibited in the building. Please investigate license 19-172792.</div> <div>5. Please verify address of the property (for web form and VanConnect submissions only):</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Original client (populated by webform):</div> <div>8. Original email (populated by webform):</div> <div>9. Original phone (populated by webform):</div> </div> <div> <div>Note: They must also include the case number and the street address of the property in the email if a web address is not provided it is difficult for enforcement to proceed.</div> </div>	<div> <div>§ 22(1)</div> </div>	<div> <div>11/26/19 21:00</div> <div>12/2/19 11:18</div> <div>DBL - PUI Short-Term Rentals</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - PUI Short-Term Rentals</div> <div>Agent Finished: Case Closed. Closed date : 2019-12-02 11:18:04.117 Acknowledged</div> </div>
Hot Topic Case	101013659184	555 E 5TH AV	VST 1HB	<div> <div>1. Topic: Balmoral Hotel</div> <div>2. Type of feedback: Opinion</div> <div>3. Provide details: The citizen called regarding the recent takeover of two Sahota owned properties - The Balmoral & Regent hotels. He said that since this has happened, tenants in other buildings owned by these people have been paying the price § 22(1) owned by the same people and feels that they have been harassing tenants. He said that the owners are not above board are that there are so many complaints against these people. He hopes that someone at the City is actually doing their job and he hopes that the City will send someone inside their other buildings. He said that if the tenants have to fight, he hopes that the City will help. Note: He declined to give his name because on previous complaints when he did give his name, it was given to his landlord.</div> <div>4. (Don't ask just record - Did caller indicate they want a call back?) No</div> </div>	<div> <div>2020 January, Anonymous</div> </div>	<div> <div>1/9/20 9:17</div> <div>1/9/20 9:22</div> <div>Hot Topic Feedback</div> </div>	<div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2020-01-09 09:22:37.983</div> </div>

Street Light - Out	101013676069	575 E 5TH AV	VST 1HB	<div>1. What is the problem with the light? Light Out</div> <div>2. If Other, provide details: 3. How many lights are out? 1</div> <div>4. Provide light pole number (if available): 125</div> <div>5. Where is the light pole located? In front of the address indicated</div> <div>6. Was this issue occurred before? Unknown</div> <div>7. (Don't ask just record - Did caller indicate they want a call back?) No</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	1/14/20 12:49	1/15/20 12:53	Eng_Traffic and Electrical - Street Lighting
				<div>1. Describe details (who, what, where, when, why): s.22(1) said her vehicle was side swiped by a truck today. The side of the vehicle was damaged along with the sideview mirror. She believes that it was a City truck that may have hit her. Agent advised to contact ICBC, but the car is a rental through Avis. s.22(1) said she did not get a plate number nor did she get a truck number. She said she believes the vehicle was picking up garbage from across the road and that the truck said Vancouver on it. She believes the colour was green or white but doesn't know. Her question is whether a City Sanitation truck was on her block today around 3:00pm and hit her car. She also advised that the truck would have been picking up garbage from across the road from her.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Sanitation - Collections</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	2/22/20 16:36	2/22/20 16:50	Feedback
Citizen Feedback Case	101013802861	525 E 5TH AV	VST 1HB	<div>1. Pothole location: Street (including bike lane)</div> <div>2. What is the size of the pothole? Medium - 30-60 cm (12-24 in)</div> <div>3. What is the depth of the pothole? Medium - 5-10 cm (2-4 in)</div> <div>6. What part of lane or shoulder is the pothole located?</div> <div>7. What direction were you travelling?</div> <div>9. Is this request due to Motor Vehicle Accident? Unknown</div> <div>11. (Don't ask just record - Did caller indicate they want a call back?): No</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	3/4/20 23:48	3/11/20 8:30	Eng_Streets Operations
				<div>1. Type of building: Apartment</div> <div>2. If apartment, townhouse, or suite in home selected, provide unit number: s.22(1)</div> <div>3. Does alleged hoarder own or rent? Rent</div> <div>4. Have you been inside the property recently? Yes</div> <div>5. Describe concern in detail: s.22(1) During a recent visit citizen considered the clutter rating between 6 to 7...closer to 7. Hallway is very crowded, so access is very limited if not unavailable. Front door is the only way out of the unit, because the windows are blocked with boxes. There is no access to the livingroom besides possibly a chair. Resident can only get to the kitchen sink and bed. s.22(1) With very limited access to the unit, there is a concern emergency services will not be able to get to her in times of distress.</div> <div>6. Provide contact information for alleged hoarder (full name and phone number): s.22(1)</div> <div>7. Additional Contacts (provide name, phone, and relationship to alleged hoarder)</div> <div>8. Alleged hoarder's date of birth or approximate age: s.22(1)</div> <div>9. Are there concerns about the alleged hoarder's health? s.22(1)</div> <div>10. What is the general appearance of the alleged hoarder (i.e. well-kept, dishevelled): Dishevelled</div> <div>11. Are there children/dependents in the alleged hoarder's residence? No</div> <div>11. a) If yes, provide ages:</div> <div>12. Relationship of caller to alleged hoarder: Other</div> <div>12. a) If other, provide details: s.22(1)</div> <div>13. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>14. Contact name:</div> <div>15. Contact number:</div> <div>16. Email address:</div> <div>17. Provide property address:</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	3/6/20 13:29	3/6/20 16:11	IDU Compulsive Hoarding
Hoarding Concern Case - Fire	101013836194	555 E 5TH AV	VST 1HB	<div>1. Topic (if applicable):</div> <div>2. Subtopic (if applicable):</div> <div>3. Type of feedback or inquiry: Complaint</div> <div>4. Provide details: s.22(1) He said, that he went to throw away his garbage in the garbage room in apartment and the manager took a picture of him. He said that who is suppose to throw away his garbage if he doesn't do it. Citizen also said that the buzzer doesn't work and nobody is able to come up and drop off food for him. I asked him if he has communicated this information with the building manager and he said no. I addressed his issues with possible solutions. For his garbage, I asked him if he can store it in his balcony and he said he could but the manager would not be happy with the smell. I advised that these are not normal circumstances and he should communicate with building manager. I asked him if he can have family member/friends or order food online and he said that with buzzer not working they would not be able to drop off at his door. He said he did not have any friends or family and I asked him to try to make an arrangement with building manager to pay him/her to possibly pick up groceries. He wanted to find out if he can go stay at a shelter because s.22(1) and I advised that the shelters the city currently has is for homeless people. He has already contacted Vancouver Coastal Health and they referred him to 311. I provided him with the phone number for 311 but also advised him that he needs to communicate these issues with the building manager and work something out so he is able to get his food and dispose of his garbage without breaking the isolation rules. He also said, that because they are seniors if something were to happen to them nobody would know. I advised if he can have someone check up on him and he he has nobody, I again asked if he can speak to the building manager to follow up with him everyday.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	4/7/20 7:38	4/17/20 14:35	ZZ OLD - EDC - No Action Required
COVID-19 Case	101013911044	575 E 5TH AV	VST 1HB	<div>1. Topic (if applicable):</div> <div>2. Subtopic (if applicable):</div> <div>3. Type of feedback or inquiry: Complaint</div> <div>4. Provide details: s.22(1) He said, that he went to throw away his garbage in the garbage room in apartment and the manager took a picture of him. He said that who is suppose to throw away his garbage if he doesn't do it. Citizen also said that the buzzer doesn't work and nobody is able to come up and drop off food for him. I asked him if he has communicated this information with the building manager and he said no. I addressed his issues with possible solutions. For his garbage, I asked him if he can store it in his balcony and he said he could but the manager would not be happy with the smell. I advised that these are not normal circumstances and he should communicate with building manager. I asked him if he can have family member/friends or order food online and he said that with buzzer not working they would not be able to drop off at his door. He said he did not have any friends or family and I asked him to try to make an arrangement with building manager to pay him/her to possibly pick up groceries. He wanted to find out if he can go stay at a shelter because s.22(1) and I advised that the shelters the city currently has is for homeless people. He has already contacted Vancouver Coastal Health and they referred him to 311. I provided him with the phone number for 311 but also advised him that he needs to communicate these issues with the building manager and work something out so he is able to get his food and dispose of his garbage without breaking the isolation rules. He also said, that because they are seniors if something were to happen to them nobody would know. I advised if he can have someone check up on him and he he has nobody, I again asked if he can speak to the building manager to follow up with him everyday.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	4/7/20 7:38	4/17/20 14:35	ZZ OLD - EDC - No Action Required
				<div>1. Topic (if applicable):</div> <div>2. Subtopic (if applicable):</div> <div>3. Type of feedback or inquiry: Complaint</div> <div>4. Provide details: s.22(1) He said, that he went to throw away his garbage in the garbage room in apartment and the manager took a picture of him. He said that who is suppose to throw away his garbage if he doesn't do it. Citizen also said that the buzzer doesn't work and nobody is able to come up and drop off food for him. I asked him if he has communicated this information with the building manager and he said no. I addressed his issues with possible solutions. For his garbage, I asked him if he can store it in his balcony and he said he could but the manager would not be happy with the smell. I advised that these are not normal circumstances and he should communicate with building manager. I asked him if he can have family member/friends or order food online and he said that with buzzer not working they would not be able to drop off at his door. He said he did not have any friends or family and I asked him to try to make an arrangement with building manager to pay him/her to possibly pick up groceries. He wanted to find out if he can go stay at a shelter because s.22(1) and I advised that the shelters the city currently has is for homeless people. He has already contacted Vancouver Coastal Health and they referred him to 311. I provided him with the phone number for 311 but also advised him that he needs to communicate these issues with the building manager and work something out so he is able to get his food and dispose of his garbage without breaking the isolation rules. He also said, that because they are seniors if something were to happen to them nobody would know. I advised if he can have someone check up on him and he he has nobody, I again asked if he can speak to the building manager to follow up with him everyday.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>s.22(1)</div>	<div>s.22(1)</div>	4/7/20 7:38	4/17/20 14:35	ZZ OLD - EDC - No Action Required

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1568442 created / updated at Tuesday, January 14, 2020 12:50:18 PM

Hansen Service Request has been reviewed: Case reviewed on 15/01/2020 12:39:00 PM

Hansen Work Order Created: Work order 1157740 has been initiated on 15/01/2020 12:50:00 PM. Work Order type is TligReact.

Dispatched to Crew: 44 - Work Order created for Crew. 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. Resolved on 15/01/2020 12:50:00 PM.

Agent Finished: Case Closed.

Closed date : 2020-01-15 12:53:20:397

Dispatched to Crew

44 - Work Order created for Crew. 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. Resolved on 15/01/2020 12:50:00 PM.

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Feedback

Agent Finished: Case Closed.

Closed date : 2020-02-22 16:50:03:057

Case created in error by Contact Centre

Please see case notes.

Agent Created Case:
Public Staff request id: PS07575687

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1590398 created / updated at Wednesday, March 04, 2020 11:48:22 PM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1590398 created / updated at Wednesday, March 04, 2020 11:49:12 PM

Hansen Service Request has been reviewed: Case reviewed on 05/03/2020 12:13:00 AM.

Hansen Change in Comments: Comments: Dispatched to Sanitation (Christina) @0:12. Added on 05/03/2020 12:13:46 AM.

Hansen Service Request Assigned: Case was assigned on 06/03/2020 12:41:00 PM.

Hansen Change in Comments: Comments: Mar 5/20 - 525 E 5th Ave - Pothole - caused damage to care. Investigate could not locate - Sanitation Emergency Crew Log Sheet. Added on 10/03/2020 9:46:47 AM.

Hansen Work Order Created: Work order 1178236 has been initiated on 11/03/2020 12:00:00 AM. Work Order type is RHWReact.

Service Provided: 10 - Service Provided. Resolved on 09/03/2020 12:00:00 AM.

Agent Finished: Case Closed.

Closed date : 2020-03-11 08:26:38:183

Service Provided:

10 - Service Provided. Resolved on 09/03/2020 12:00:00 AM.

Case Reopened: Reopened for Public Staff Feedback

Agent Finished: Case Closed.

Closed date : 2020-03-11 08:29:46:083

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 : 1590398 created / updated at Wednesday, March 11, 2020 8:30:02 AM

Agent Finished: Case Closed.

Closed date : 2020-03-11 08:30:03:86

Back to previous status

Closing case after 'Add Event'

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: IDU Compulsive Hoarding

Agent Finished: Case Closed.

Closed date : 2020-03-06 16:11:45:113

Assigned

HART

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Feedback

Agent Took Ownership of Case:

Agent Finished: Reallocated to queue: EDC

Incorrect queue

Agent Finished: Reallocated to queue: EDC - No Action Required

Feedback accepted

Agent Finished: Case Closed

Bulk-Closed in Lagan

[illegible]

Abandoned Vehicle Request	101014263815	525 E 5TH AV	VST 1H8	<div>1. Where is the vehicle parked? North Side of Street</div> <div>2. What is the vehicle license plate number? § 22(1)</div> <div>3. What is the plate jurisdiction (B.C., Alberta, etc.)? British Columbia</div> <div>4. What is the vehicle make? § 22(1)</div> <div>5. What is the vehicle colour? § 22(1)</div> <div>6. What is the expiry date on the plate? 06/14/2020</div> <div>7. What is the Vehicle Identification Number (if known)?</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Abandoned vehicle with a flat tire.	§ 22(1)	§ 22(1)	8/11/20 18:15	8/13/20 7:13	Eng_Parking Ops and Enforcement - Abandoned Vehic	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Parking Ops and Enforcement - Abandoned Vehicles</div> <div>Hansen Service Case Created / Updated: Hansen Service Request Number : 1658701 created / updated at Tuesday, August 11, 2020 6:17:14 PM</div> <div>Service Provided: 10 - Service Provided. . Resolved on 13/08/2020 7:11:00 AM.</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2020-08-13 07:13:37.23</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 13/08/2020 7:11:00 AM.</div>
Hoarding Concern Case - Fire	101014368262	575 E 5TH AV	VST 1H8	<div>1. Specify building type: Apartment</div> <div>2. If available, provide unit number: § 22(1)</div> <div>3. Provide property address: 575 East 5th Avenue</div> <div>4. Have you been inside the property recently? Yes</div> <div>6. If available, provide contact information for the resident you're calling about (full name and phone number): 11. Do children reside in the residence? No</div> <div>12. What is your relationship to the resident? Property Manager</div> <div>13. (Don't ask, just record - did caller indicate they want a call back?) Yes</div> <div>14. Your name: Rhonda Friesen</div> <div>15. Phone number: § 22(1)</div> <div>16. Email address: prangholdings@gmail.com</div> <div>12a. If other, provide details: 12b. Provide details regarding concern: This tenant has an insane amount of garbage and stuff in his unit. Our building hallways smell like his garbage. I would assume it to be unfit to live in there.</div>	Rhonda Friesen	§ 22(1)	9/17/20 11:25	9/17/20 12:49	IDL Compulsive Hoarding	<div>Agent Created Case:</div> <div>Public Staff request id: PS000</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2020-09-17 12:49:58.4</div> <div>Assigned</div> <div>HART</div>	
COVID-19 - Enforcement Request Case	101014668371	555 E 5TH AV	VST 1H8	<div>1. Type of violation: House party</div> <div>2. Where is the violation occurring: Private Property - Residence</div> <div>3. Confirm address where violation is occurring (including suite number, if applicable): 555 E 5th Ave</div> <div>4. When was the violation observed: Now, Dec 31, 8:15pm</div> <div>5. Is the event or activity currently in progress? Yes</div> <div>6. If business is in violation, provide the business name:</div> <div>7. If park or beach, provide name:</div> <div>8. Provide details regarding the violation: Too many people in a 600 sq foot apartment, obnoxious music, none of them have masks</div> <div>10. Your name: § 22(1)</div> <div>11. Phone number: § 22(1)</div> <div>12. Email address: § 22(1)</div> <div>99. Attachments 0</div>	No Name No Name (ps)	§ 22(1)	12/31/20 20:18	1/6/21 9:21	DBL - Property Use Inspections	<div>Agent Created Case:</div> <div>Public Staff request id: PS000</div> <div>Agent Task Ownership of Case:</div> <div>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</div> <div>Description updated to: Word print email sent to: colin.durcan@vancouver.ca</div> <div>Agent Finished: Case released</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2021-01-06 09:21:22.51</div> <div>Duplicate Request</div> <div>Eric Kai&#x0D; 86088&#x0D; Colin Durcan - 86423&#x0D; Mike Elliston - 86968</div>	
Dog Licence Changes Case	101014679211	575 E 5TH AV	VST 1H8	<div>1. Dog Name:</div> <div>2. Account or tag number: § 22(1)</div> <div>3. Owner name (if caller is not the owner):</div> <div>4. Change details (for contact information changes, provide the old and new information): § 22(1)</div> <div>5. If address change at renewal, does caller need a replacement dog tag? No</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div>	§ 22(1)	§ 22(1)	1/5/21 16:45	1/5/21 17:42	DBL - Animal Services Administration	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: DBL - Animal Services Administration</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2021-01-05 17:42:14.147</div> <div>Service Provided</div> <div>Updated folder with new address - SK</div>	
PLU Property Use Complaint Case	101014724041	525 E 5TH AV	VST 1H8	<div>1. Type of concern (If multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance</div> <div>2. If Other selected or there are multiple issues, provide details: Mold in the bedroom closet - all over the shoes, looks to be coming from the wall and then by livingroom window is another area of mold from the floor and wall. Might might more but these are the main areas.</div> <div>3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:</div> <div>4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):</div> <div>5. If Illegal Suite, is the suite(s) tenanted? undefined</div> <div>6. If Illegal Suite, do you believe the suite(s) could put someone&#x27;s life in danger? undefined</div> <div>7. If a Rental Unit concern selected, was the landlord advised of the issue? Yes</div> <div>8. If Yes selected, what happened? Yes has called them and is sending an email today. The building Manager did come and look but nothing has been done.</div> <div>9. If Sign selected, provide sign size, wording or identifying details:</div> <div>10. Caller's daytime phone number: § 22(1)</div> <div>11. If VPRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" undefined</div> <div>12. (Don't ask, just record - did caller indicate they want a call back?) Yes</div> <div>13. Confirm Property Address:</div> <div>14. VPRS - Is this a board-up request? undefined</div> <div>15. VPRS - Is this a report of "no business licence"? undefined</div> <div>16. Contact number:</div> <div>17. Contact name:</div> <div>18. Email address:</div> <div>19. VPRS Badge Number:</div>	§ 22(1) hat will be calling having the same issue.	§ 22(1)	§ 22(1)	1/20/21 11:42	1/20/21 15:33	DBL - Property Use Inspections	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</div> <div>Title updated to: RentalUnitMaintenance</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2021-01-20 15:33:47.553</div> <div>Assigned</div> <div>Eric Kai&#x0D; 86088&#x0D;</div>
ZZ OLD - Licence Payment Request Case	101014729279	525 E 5TH AV	VST 1H8	<div>1. Type of payment: Licence copy request payment</div> <div>2. Licence Number: § 22(1)</div> <div>3. Transaction Number: § 22(1)</div> <div>4. Request Details: Caller didn't receive the licence. It's not in the spam box. Please resend licence to § 22(1)</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>6. Name:</div> <div>7. Address:</div> <div>8. Phone number:</div> <div>9. Email address:</div>	§ 22(1)	§ 22(1)	1/21/21 14:19	1/21/21 14:21	DBL - LO - Licence Office	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: DBL - Licence Office</div> <div>Agent Finished: Case Closed</div> <div>Closed date : 2021-01-21 14:21:35.94</div>	

[illegible]

[illegible]

				<div>1. Type of Encroachment issue: Shrubs 2. If Other, provide details: 3. Describe the issue and location in detail: From VanConnect: vines and shrubbery has overgrown and is obstructing over half of the sidewalk on South side of Great 4. (Don't ask just record - Did caller indicate they want a call back?) No 5. Confirm Address: undefined 6. Safety concern present? undefined 7. Remediation recommended? undefined 8. If yes, provide details: 9. Parks able to assist in remediation? undefined 10. If yes, provide quoted cost for remediation: 11. Park Board Inspector name: 12. Inspector contact number: 13. Email address:</div>	<div>2022/03/15 16:43:13 "" Duc Cun "" Please see attachment.&#x26;#xA;VanConnect case: 101015859765</div>	<div>No Name [ps], No Name</div>	<div>3/15/22 16:40</div>	<div>3/18/22 11:45</div>	<div>Eng_Streets Operations</div>	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1925874 created / updated at Tuesday, March 15, 2022 4:41:22 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1925874 created / updated at Tuesday, March 15, 2022 4:44:12 PM Hansen Change in Comments: Comments: Mar 16/22 - Referred to V Santorelli. Added on 2022-03-16 7:38:59 AM. Hansen Service Request has been reviewed: Case reviewed on 2022-03-16 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2022-03-16 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector. Mar 16/22 - 525 E. 5th - This portion of Great Northern Way is maintained by property owner. - h khan. Resolved on 2022-03-16 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2022-03-18 13:45:29.65 Attended by Inspector 43 - Attended by Inspector. Mar 16/22 - 525 E. 5th - This portion of Great Northern Way is maintained by property owner. - h khan. Resolved on 2022-03-16 12:00:00 AM.</div>
Trees and Vegetation Encroachment - City Property	101015859842	525 E 5TH AV	VST 1H8							

				<div>1. Animal type: Rabbit 2. If Other selected, provide details: 3. Sex: Unknown 4. Is the animal fixed (i.e. spayed/neutered) or intact? Unknown 5. Breed: 6. Colour: black 7. Provide identification details (i.e. licence, wearing a collar/coat): 8. Tattoo or micro-chip number: 9. Provide details about the location where the pet was last seen: 10. Provide date and time the pet was last seen: 11. Name of pet: 12. If caller is not the pet owner, provide owner's name and contact number(s). 13. (Don't ask, just record - did caller indicate they want a call back?): Unknown 14. Name: 15. Address: 16. Phone number: 17. Email address:</div>	<div>There is a lost rabbit hopping around in front of this address and under a car right now. It is tame, but would not allow for the citizen to pick it up. If Animal Services can arrive to collect it.</div>	<div>§ 22(1)</div>	<div>§ 22(1)</div>	<div>5/16/22 16:30</div>	<div>5/16/22 16:44</div>	<div>DBL - Animal Services Administration</div>	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Animal Services Administration Agent Finished: Case Closed. Closed date : 2022-05-16 16:44:54.443 No Service Provided No service provided as we cannot take in any rabbits due to hemorrhagic outbreak. Confirmed with ACS 37 - DL</div>
Lost Pets Case	101016024424	525 E 5TH AV	VST 1H8								