



File No.: 04-1000-20-2022-595

November 25, 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 November 16, 2022 under the *Freedom of Information and Protection of Privacy Act (the Act)* for:

Report regarding water leaking issues at 250 W Pender Street (VCC) – Case #20100092272, dated November 10, 2022.

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

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2022-595); 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,

[Signed by Cobi Falconer]

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)

:dl



311 Service Request Status

311 Case #: 201000192272

Service Request #: 2049647

Request Type: SBackupFlood

Sub Type:

Sewage Backup/Flooding

Call Date: 2022/11/09 3:42 PM

Request Date: 2022/11/09 3:42 PM

Reviewed Date: 2022/11/10 7:46 AM

Crew Assignment Date: 2022/11/09 3:56 PM

Due Date: 2022/11/10 10:12 AM

Resolved Date: 2022/11/10 7:09 AM

Request Status: Resolved

Resolution Code and Description: 10 - Service Provided

Request Location: 250 W PENDER ST

Contact Name: Rai

Contact First, Mi: Rupinder

Contact Phone: 5.22(1)

Contact E-mail: rrai@acml.ca

Lagan Case Details:

Location: 250 W PENDER ST

Location Vanmap Link

Lagan eForm:

- Location: 250 W PENDER ST
- 2. Where is the location of the backup/flooding? Outside
- 3. What is your relationship with the property? Building/property manager
- If homeowner does not have email: "The owner agrees to pay all costs in accordance with the sewer and watercourse by-law. The findings will be included with the invoice."Yes email
- 5. Advise the customer of the possibility of charges: true
- Is this sewer backup/blockage/flooding threatening property damage? Yes property damage**
- 7. What type of property is this? Business
- 8. What kind of access to the plumbing system is available? Indoor sewer clean-out
- 9. Did private plumber attend: Yes
- 10. Provide details: Went 150 feet but wasn't able to clear.
- (Don?t ask just record, does the customer require contact?): No

Service Request Log Results

Log Type	Started Date	Hansen User Name	Comments
Lagan ECM	2022/11/09 3:57 PM	CHRISTINA GALLOVICH (ENYACG)	Dispatched to Dong Chhim.
Lagan EGM	2022/11/09 4:39 PM	CHRISTINA GALLOVICH (ENYACG)	Terms and conditions sent. I told Rupinder that I would be sending crew after. I received email from him. When crew arrived, he said he wanted crew to come tomorrow. Please call him in the morning to set up a time. Would prefer crew at 8 am.
InspResult	2022/11/10 7:09 AM	WONYOUNG SON (LUC10)	EES1629546 created
ResolComm	2022/11/10 7:09 AM	WONYOUNG SON (LUC10)	
Lagan ECM	2022/11/10 7:43 AM	SASHVEER KAUR VIRK (YIV5521)	Spoke with property manager, dispatched D 1371



311 Service Request Status

Related Work Orders

Work Order#	Activity	Description	Created Date	Initiated Date	Completed Date
1629546	SMaintain	SCUT	2022/11/10 7:08 AM	2022/11/10 7:08 AM	
1629552	SMaintain	250 W PENDER SLBAccepted T and C. I/s access.	2022/11/10 7:17 AM	2022/11/10 12:00 AM	2022/11/10 7:24 AM



VSTS_22989

Work Slip

SAP Charge #	Address & Lo	cation:	250 W	J pender	ST		Responsible			
Work Order#			Work C	Order Activity			Created Date			
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Group Project #	FIODI	Problem Sub Activity Assigned To								
Work Order Comr	ments:		SCI	/	8		70			
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Reference #2										
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Service Request#	#S.R 7	04964	17							
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Page 1 of 1

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SUPT SIGNATURE:

CITY OF VANCOUVER

City Engineer Per Chhim Dong

Engineering Services

GST Reg # 121361042

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White - Applicant Copy Yellow - Office/Accounting

City of Vancouver - FOI 2022-595-7-2005 of 1/2

Date: NOV 9 20 22	
Time Started 4:15 AM/PM AM/PM	Applicant's Initial R. R
/	(Owner's name and address if not the applicant)
Applicant Rupin pul	Owner
Property Address	Address 250 W Pender 31
Postal Co Phone No	Postal Co Phone No
For more information about Sewers & Dr	ainage Systems, please visit us at:
sanitary and storm drainage systems as per the Vand AE-010-02, & Workers Compensation Act. 2. City crews may work from a toilet stub if there is not sewer line, and the toilet must be removed prior to 3. If the applicant/owner is physically unable to remove service if the toilet is clean and in good condition, it to the applicant/owner reading and signing the Toil understanding of the waiver and that the City accept reinstalling the toilet. 4. The applicant/owner agrees to pay all costs in accordant a summary of findings will be included with the invention of the City crews cannot advise if potential charges will or the undersigned hereby releases and discharges the City employees, servants or agents (the "City") and covenant from and against all claims, losses, actions, builders' lie of use and damages arising out of delays) which may arise corporation against the City or which the City may pay, have been incurred but for the conduct of the work, or a the opinion of the City Engineer is the responsibility of the Without limiting the generality of the foregoing, the unconducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by City employees at or in the vicinity of the originating from the property or by any damage to the second conducted by Ci	the toilet, the crew may consider performing this posing no foreseeable issue for reinstallation, and subject et Removal Waiver to acknowledge his/her its no liability for damages when removing and/or redance with the Sewer And Watercourse By-law 8093. Doice. Will not apply related to the cause of the blockage of Vancouver and its respective officials, officers, its and agrees to indemnify and save harmless the City ins, indirect or consequential damages (and including loss is eo raccrue to the undersigned or any person, firm or incur, sustain or be put to and that arise or would not any portion thereof, by City employees, which work in the undersigned or any third party other than the City. Hersigned will be responsible for the cost of any work property which is necessitated by an obstruction
I also in department assess as also of the same	l and distant
I, the undersigned, agree to the above terms and	
Applicant	Date

CITY OF VANCOUVER

Engineering Services

GST Reg # 121361042

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White - Applicant Copy Yellow - Office/Accounting

Date: 1019 20 27
Time Started Time Finished AM/PM Applicant's Initial Applicant's Initial Applicant's Initial
(Owner's name and address if not the applicant)
Applicant Rupinger Owner_
Property Address Address 250 W Pender ST
Postal Co Phone No Postal Co Phone No s.22(1)
For more information about Sewers & Drainage Systems, please visit us at: vancouver.ca/home-property-development/water-and-sewer.aspx
16
Terms & Conditions TR Was NOT Here TO Signed CRWIN
Terms & Conditions Was not there of Signed (IW) 1. It is the responsibility of the applicant/owner to provide a safe, accessible clean out to the building's sanitary and storm drainage systems as per the Vancouver Building By-law & City of Vancouver OH&S Policy AE-010-02, & Workers Compensation Act.
2. City crews may work from a toilet stub if there is no other suitable or available access to the building's main
sewer line, and the toilet must be removed prior to the crew's arrival. 3. If the applicant/owner is physically unable to remove the toilet, the crew may consider performing this service if the toilet is clean and in good condition, posing no foreseeable issue for reinstallation, and subject to the applicant/owner reading and signing the Toilet Removal Waiver to acknowledge his/her understanding of the waiver and that the City accepts no liability for damages when removing and/or reinstalling the toilet.
 The applicant/owner agrees to pay all costs in accordance with the Sewer And Watercourse By-law 8093. A summary of findings will be included with the invoice.
5. City crews cannot advise if potential charges will or will not apply related to the cause of the blockage
The undersigned hereby releases and discharges the City of Vancouver and its respective officials, officers, employees, servants or agents (the "City") and covenants and agrees to indemnify and save harmless the City from and against all claims, losses, actions, builders' liens, indirect or consequential damages (and including loss of use and damages arising out of delays) which may arise or accrue to the undersigned or any person, firm or corporation against the City or which the City may pay, incur, sustain or be put to and that arise or would not have been incurred but for the conduct of the work, or any portion thereof, by City employees, which work in the opinion of the City Engineer is the responsibility of the undersigned or any third party other than the City. Without limiting the generality of the foregoing, the undersigned will be responsible for the cost of any work conducted by City employees at or in the vicinity of the property which is necessitated by an obstruction originating from the property or by any damage to the sewer lines caused by the undersigned or a third party other than the City regardless of whether the obstructed or damaged sewer lines are located on private property or on City of Vancouver property. Eng 586(20)
Lity see(Le)
I, the undersigned, agree to the above terms and conditions
ApplicantDateI/9_20_2_2
70.00 /

City Engineer Per Chhim Dong

City of Vancouver - FOI 2022-597-9 2016 1/12



Work Slip

SAP Charg	e# Address &	Location: 250	W PENDER ST V	AN VOC INSTIT	TUT	F	Responsible				
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VSTS_22989

Work Slip

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Page 1 of 1

CONTACT:						PHONE: INVOICE #:						
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ADDRESS:					DAT			ACTIVI	ΓY	EQUIPME	NT USE)
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WORKED FROM		ADDITIONAL	ACCESS LOCA	TION DETAIL	S	PRECONDI	40.4	SLB		ROTO-ROOTER		
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STACK						POOR		CCTV		BRUSH		
c/o 🗆						REQUIRE TO	CLEAN	TV FOR REUSE		FLUSHER		
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LIGHT 🗆		INSIDE PL		M to	м	SAN CONN		GOOD		BLOCKED:	YES	
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CITY, SIDE REPLACED			PL OFFSET	17	. M	N S E W of	NS		DEPTH @	HOUSE	_	M
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FOR OFFICE USE OF CIPP CANDIDATE CCTV SEND LETTER #		MAINTAIN SCI FULL SURVEY CHANGE FRE 6 MTH 18 MTH	REQ		INVITI REMO CHAN	O SLM PROGRAM TO SLM W/SIG VE FROM PROG GE WITHOUT to W GE WITH to WITHO		SHARE CHARGE ATURE	0 0 0	INVOICE CANCELL DATE INVOICE CA	LED BY:	
**************************************	-	· (-)							2,00			
	-						INITIALS	:	DATE:			
SUPT COMMENTS:						1	City of \	/ancouver - FOI	2022-59	5 - Page 10 of 12		

SUPT SIGNATURE:

Engineering Services

58051 U

VANCOUVER

City Engineer Per

GST Reg # 121361042

White - Applicant Copy Yellow - Office/Accounting

, the undersigned, agree to the above terms ar	d conditions	Erig 366(20)
The undersigned hereby releases and discharges the Ci employees, servants or agents (the "City") and covena from and against all claims, losses, actions, builders' life use and damages arising out of delays) which may accorporation against the City or which the City may pay have been incurred but for the conduct of the work, or the opinion of the City Engineer is the responsibility of Without limiting the generality of the foregoing, the unconducted by City employees at or in the vicinity of the originating from the property or by any damage to the other than the City regardless of whether the obstruction on City of Vancouver property.	nts and agrees to indemnify ens, indirect or consequent rise or accrue to the unders , incur, sustain or be put to any portion thereof, by Cit the undersigned or any thir ndersigned will be responsibe e property which is necessit sewer lines caused by the u	and save harmless the City ial damages (and including loss igned or any person, firm or and that arise or would not by employees, which work in d party other than the City. The for the cost of any work lated by an obstruction undersigned or a third party
5. City crews cannot advise if potential charges will o		A conduction that the conduction
 The applicant/owner agrees to pay all costs in accordance. A summary of findings will be included with the in 	voice.	
service if the toilet is clean and in good condition, to the applicant/owner reading and signing the To understanding of the waiver and that the City accer reinstalling the toilet.	posing no foreseeable issue ilet Removal Waiver to ackr	e for reinstallation, and subject nowledge his/her
 City crews may work from a toilet stub if there is sewer line, and the toilet must be removed prior t If the applicant/owner is physically unable to rem 	o the crew's arrival.	
sanitary and storm drainage systems as per the Va AE-010-02, & Workers Compensation Act.	ncouver Building By-law & (City of Vancouver OH&S Policy
It is the responsibility of the applicant/owner to p		
Ferms & Conditions		
For more information about Sewers & D vancouver.ca/home-property-o		
Postal Co Phone No		
Property Address	Address 250 C	N PENDER 5
Applicant	Owner	
	(Owner's name an	nd address if not the applicant)
Time Finished 10:30 AM/PM	Applicant's Initia	ıl
Time Started AMPM	Applicant's Initia	L

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CITY OF VANCOUVER

City Engineer Per_

Engineering Services

58051 U

GST Reg # 121361042

White - Applicant Copy Yellow - Office/Accounting

Date: Nov 10 20 22						
Time Started AM/PM Time Finished O: 30 AM/PM	Applicant's Initial					
	(Owner's name and address if not the applicant)					
Applicant	Owner					
Property Address	Address 250 W PENDER ST					
Postal Co Phone No	Postal Co Phone No					
For more information about Sewers & Drainage Systems, please visit us at: vancouver.ca/home-property-development/water-and-sewer.aspx						
Terms & Conditions						
 It is the responsibility of the applicant/owner to provide a safe, accessible clean out to the building's sanitary and storm drainage systems as per the Vancouver Building By-law & City of Vancouver OH&S Policy AE-010-02, & Workers Compensation Act. City crews may work from a toilet stub if there is no other suitable or available access to the building's main sewer line, and the toilet must be removed prior to the crew's arrival. If the applicant/owner is physically unable to remove the toilet, the crew may consider performing this service if the toilet is clean and in good condition, posing no foreseeable issue for reinstallation, and subject to the applicant/owner reading and signing the Toilet Removal Waiver to acknowledge his/her understanding of the waiver and that the City accepts no liability for damages when removing and/or reinstalling the toilet. The applicant/owner agrees to pay all costs in accordance with the Sewer And Watercourse By-law 8093. A summary of findings will be included with the invoice. City crews cannot advise if potential charges will or will not apply related to the cause of the blockage undersigned hereby releases and discharges the City of Vancouver and its respective officials, officers, employees, servants or agents (the "City") and covenants and agrees to indemnify and save harmless the City from and against all claims, losses, actions, builders' liens, indirect or consequential damages (and including loss of use and damages arising out of delays) which may arise or accrue to the undersigned or any person, firm or corporation against the City or which the City may pay, incur, sustain or be put to and that arise or would not have been incurred but for the conduct of the work, or any portion thereof, by City employees, which work in the opinion of the City Engineer is the responsibility of the undersigned or any third party other than the City employees at or in the vicinity of the property which is nec						
I, the undersigned, agree to the above terms and						
Applicant	Date20					