

File No.: 04-1000-20-2023-640

November 28, 2023

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 October 16, 2023 under the ***Freedom of Information and Protection of Privacy Act*** for:

The following records regarding 405 Heatley Avenue:

- 1. External and Internal correspondence within the Development, Buildings & Licencing Department regarding complaints or concerns about property use, the condition of the property, or requests for property inspections in relation to complaints from October 1, 2021 to May 31, 2022;**
- 2. Property inspection records from May 1, 2021 to August 31, 2022;**
- 3. A log of all complaints to 3-1-1 made between October 1, 2021 to May 31, 2022.**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(a) & (l), s.22(1), and s.22(3)(d) 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 (#04-1000-20-2023-640); 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. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm

From: [Erin Kim](#)
To: [Parcon, Ruby](#)
Subject: [EXT] RE: 405 Heatley Ave - Heatley Apartments - Standards of Maintenance Letter dated October 13, 2021
Date: Thursday, October 14, 2021 1:51:01 PM
Attachments: [405 Heatley Ave - Property Use SRA Inspection Report - October 5, 2021 Inspection.pdf](#)
[405 Heatley Ave - Heatley Apartments - SRA SofM Letter dated October 13, 2021.pdf](#)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good afternoon Ruby,

Please kindly be informed that Atira Property Management haven't owned the Heatley Block in long time. APMI managed it for awhile, but no longer managing it anymore.

Thank you,

Erin Kim

Office Manager

[caring property management for your community \[atira.ca\]](#)

Atira Property Management Inc.
405 Powell Street, Vancouver, BC V6A 1G7



[\[can01.safelinks.protection.outlook.com\]](#)



[\[can01.safelinks.protection.outlook.com\]](#) [www.atira.ca](#) [\[atira.ca\]](#)

T: 604 439 8848 (ext. 1261) | **F:** 604 439 8804

From: Parcon, Ruby <ruby.parcon@vancouver.ca>
Sent: October 13, 2021 2:50 PM
To: Info-AtiraCA <Info@atira.ca>
Subject: 405 Heatley Ave - Heatley Apartments - Standards of Maintenance Letter dated October 13, 2021

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please see attached SRA Standards of Maintenance Letter dated October 13, 2021 in regards to 405 Heatley Ave – Heatley Apartments.

I have also attached the Property Use SRA Inspection Report from October 5, 2021 inspection.

Should you have any questions, please contact your Property Use Inspector, Charlene Cranton at 604-871-6922 or via email at charlene.cranton@vancouver.ca.

Thank you,

Ruby Parcon | Clerk III, Bylaw Compliance and Administration
Development, Buildings and Licensing | City of Vancouver

ruby.parcon@vancouver.ca

604-873-7416

From: [Parcon, Ruby](#)
To: ["info@atira.ca"](mailto:info@atira.ca)
Subject: 405 Heatley Ave - Heatley Apartments - Standards of Maintenance Letter dated October 13, 2021
Date: Wednesday, October 13, 2021 2:50:00 PM
Attachments: [405 Heatley Ave - Property Use SRA Inspection Report - October 5, 2021 Inspection.pdf](#)
[405 Heatley Ave - Heatley Apartments - SRA SofM Letter dated October 13, 2021.pdf](#)

Please see attached SRA Standards of Maintenance Letter dated October 13, 2021 in regards to 405 Heatley Ave – Heatley Apartments.

I have also attached the Property Use SRA Inspection Report from October 5, 2021 inspection.

Should you have any questions, please contact your Property Use Inspector, Charlene Cranton at 604-871-6922 or via email at charlene.cranton@vancouver.ca.

Thank you,

Ruby Parcon | Clerk III, Bylaw Compliance and Administration
Development, Buildings and Licensing | City of Vancouver
ruby.parcon@vancouver.ca

604-873-7416

Property Address <u>405 Heatley</u>	Name of Building <u>Heatley Apartments</u>	Inspection Date (yy/mm/dd) <u>21/10/05</u>
Business Licence (B/L) Number <u>Z1-130996</u>	Special Notes on B/L <u>\</u>	Security/Video <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Pest Management Company <u>Clean start</u>	Number of Units <u>16</u>	SRA Tenant Register <input checked="" type="checkbox"/> 24-hr Tenant Check <input checked="" type="checkbox"/>
Owner Information <u>643838</u> <u>BC Ltd.</u>	Building Representative <u>Rogan</u>	Inspectors Attending PUI: <u>Charlene Cranston</u>
Ph#	Ph# <u>604-500-3207</u>	Ph# <u>604-351-7682</u>

Standards of Maintenance By-law No. 5462

Building Exterior: fire escape / drainpipes / windows / finish

Common Areas: bathrooms / halls / kitchens / lighting / elevator / stairs / storage rooms

fire escape inspected.

Common Lobby - ceiling paint peeling

(1)

Recommendations:	Subtotal
	<u>1</u>
All noted deficiencies must be corrected by <u>NOV 5/21</u>	<u>4</u>
Hand delivered to <u>Rogan</u> (Signed) <u>Robert Rogan Sinclair</u>	Total # Violations <u>0</u>
	Total Life Safety Violations

Standards of Maintenance By-law No. 5462				Violations
Room No. <u>s.22(1)</u>	<input type="checkbox"/> Carpets/floor/baseboards - repair/replace/clean <input type="checkbox"/> Walls/ceiling/floors - repair/replace/clean/panel <input type="checkbox"/> Radiator/Electrical baseboard - repair/replace <input type="checkbox"/> Door-handset/hinges/frame/room# - repair/replace	<input type="checkbox"/> Window-pane/frame/trim/hardware - repair/replace/clean <input type="checkbox"/> Sink/plumbing/taps/leaks - repair/replace/unplug <input type="checkbox"/> Electrical outlets/fixtures/cover plates - repair or replace <input checked="" type="checkbox"/> Pest-rats/mice/roaches/bedbugs/fruit flies - pest control	1	
Clutter Y <input type="checkbox"/> Doorway 90° N <input type="checkbox"/> Informed Mgr <input type="checkbox"/> Notes:				
LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
Room No. <u>s.22(1)</u>	<input type="checkbox"/> Carpets/floor/baseboards - repair/replace/clean <input type="checkbox"/> Walls/ceiling/floors - repair/replace/clean/panel <input type="checkbox"/> Radiator/Electrical baseboard - repair/replace <input type="checkbox"/> Door-handset/hinges/frame/room# - repair/replace	<input checked="" type="checkbox"/> Window-pane/frame/trim/hardware - repair/replace/clean <input type="checkbox"/> Sink/plumbing/taps/leaks - repair/replace/unplug <input checked="" type="checkbox"/> Electrical outlets/fixtures/cover plates - repair or replace <input type="checkbox"/> Pest-rats/mice/roaches/bedbugs/fruit flies - pest control	2	
Clutter Y <input type="checkbox"/> Doorway 90° N <input type="checkbox"/> Informed Mgr <input type="checkbox"/> Notes:				
LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
Room No.	<input type="checkbox"/> Carpets/floor/baseboards - repair/replace/clean <input type="checkbox"/> Walls/ceiling/floors - repair/replace/clean/panel <input type="checkbox"/> Radiator/Electrical baseboard - repair/replace <input type="checkbox"/> Door-handset/hinges/frame/room# - repair/replace	<input type="checkbox"/> Window-pane/frame/trim/hardware - repair/replace/clean <input type="checkbox"/> Sink/plumbing/taps/leaks - repair/replace/unplug <input type="checkbox"/> Electrical outlets/fixtures/cover plates - repair or replace <input type="checkbox"/> Pest-rats/mice/roaches/bedbugs/fruit flies - pest control		
Clutter Y <input type="checkbox"/> Doorway 90° N <input type="checkbox"/> Informed Mgr <input type="checkbox"/> Notes:				
LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
Room No.	<input type="checkbox"/> Carpets/floor/baseboards - repair/replace/clean <input type="checkbox"/> Walls/ceiling/floors - repair/replace/clean/panel <input type="checkbox"/> Radiator/Electrical baseboard - repair/replace <input type="checkbox"/> Door-handset/hinges/frame/room# - repair/replace	<input type="checkbox"/> Window-pane/frame/trim/hardware - repair/replace/clean <input type="checkbox"/> Sink/plumbing/taps/leaks - repair/replace/unplug <input type="checkbox"/> Electrical outlets/fixtures/cover plates - repair or replace <input type="checkbox"/> Pest-rats/mice/roaches/bedbugs/fruit flies - pest control		
Clutter Y <input type="checkbox"/> Doorway 90° N <input type="checkbox"/> Informed Mgr <input type="checkbox"/> Notes:				
LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
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Clutter Y <input type="checkbox"/> Doorway 90° N <input type="checkbox"/> Informed Mgr <input type="checkbox"/> Notes:				
LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
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LIFE SAFETY <input type="checkbox"/> SMOKE ALARM <input type="checkbox"/> SPRINKLER LINE <input type="checkbox"/> DOOR CLOSER <input type="checkbox"/> HOLE IN WALL/FLOOR/CEILING (>1SQ.FT)				
Vacant	<u>s.22(1)</u>			3
No Access	<u>s.22(1)</u>			
Inspected	<u>s.22(1)</u>			
Notes:				Total
				3



October 13, 2021
CF-2021-013793

643838 BC LTD

s.22(1)

RE: 405 HEATLEY AVENUE - HEATLEY APARTMENTS

An inspection of the above-cited property on October 5, 2021, determined that your building is in contravention of Standards of Maintenance By-law No. 5462 (the By-law).

Enclosed is a copy of the Property Use SRA Inspection Report (Checklist) that lists the deficiencies observed during the inspection. The Checklist was also handed to the Building Manager, Rogan Sinclair, on the date of the inspection.

Therefore, in accordance with the By-law and to avoid further action, you are to correct the non-life safety deficiencies outlined in the enclosed Checklist **BY NOVEMBER 5, 2021**.

If you have any further questions or concerns, please feel free to contact me via phone or email. We thank you in advance for your voluntary compliance.

Yours truly,

A handwritten signature in black ink, appearing to read "Charlene Cranton".

Charlene Cranton, Property Use Inspector
charlene.cranton@vancouver.ca
(604) 871-6922

Enclosure

Copy: HEATLEY APARTMENTS
C/O ROGAN SINCLAIR, BUILDING MANAGER
405 HEATLEY AVENUE
VANCOUVER BC V6A 3G6

ATIRA WOMEN'S RESOURCE SOCIETY
info@atira.ca

As Of: Oct 23, 2023 12:22:04

Case File: CF-2021-013793: Closed

311 Case File Ref	
Brief Description	Annual SRO Inspection
Business License Number	
Completed Date	
Description	Case File CF-2021-013793: Closed (Standards of Maintenance By-law - Annual SRO Inspection) 405 HEATLEY AVENUE, Vancouver, BC Charlene Cranton, Property Use Inspector
dup_DefaultInvestigator	
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 22, 2021 09:13:53

Processes

Assign Investigation (Completed on Oct 5, 2021 09:13:24 by Charlene Cranton,

Property Use Inspector with outcome "Assigned")

Actual Start Date

Comments

Date Completed

Oct 5, 2021 09:13:24

Description

IsOutcomed

Y

Outcome

Assigned

Process Importance

ReBuildChecklist

N

Route Order

Scheduled Complete Date

Scheduled Start Date

Oct 5, 2021 09:13:10

Staff Assigned Id List

Assignments

Charlene Cranton, Property Use Inspector

Relationships

Shadow Process: 156519165

Referenced Objectid

156519153

Perform Investigation (Completed on Oct 6, 2021 09:38:01 by Charlene Cranton, Property Use Inspector with outcome "Send for Supervisor Review")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Charlene Cranton, Property Use Inspector

Supervisor Review (Completed on Oct 8, 2021 08:40:27 by Loris Volpe with outcome "Letter Required")

Actual Start Date

Comments

Date Completed

Oct 8, 2021 08:40:27

Description

30 Day SOFM Bylaw Letter

Outcome	Letter Required
Process Importance	
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Oct 6, 2021 09:38:01
Staff Assigned Id List	
Assignments	
Loris Volpe	
Relationships	
Shadow Process: 156613035	
Referenced ObjectId	156613034
Send Notification (Completed on Oct 13, 2021 14:56:03 by Ruby Parcon with outcome "Letter Sent")	
Actual Start Date	
Comments	
Date Completed	Oct 13, 2021 14:56:03
Description	30 Day SOFM Bylaw Letter
Follow-up Investigation Date	Nov 8, 2021 00:00:00
Outcome	Letter Sent
Route Order	
Scheduled Complete Date	
Scheduled Start Date	Oct 8, 2021 08:40:27
Staff Assigned Id List	
Assignments	
Lynn Wong	
Ruby Parcon	
Relationships	
Shadow Process: 156917548	
Referenced ObjectId	156917547
Relationships	
Letter: 157162432 : CE - PUI - S of M Order (SRAs)	
Perform Investigation (Completed on Nov 22, 2021 09:14:00 by Charlene Cranton, Property Use Inspector with outcome "Infraction(s) Cleared")	
Additional Instructions	
Comments	

Description

Recheck SRA SofM Letter dated October 13, 2021

Findings

Re-investigation Date

Route Order

Assignments

Charlene Cranton, Property Use Inspector

Relationships

Violations: VI-2021-04867

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Common Lobby - paint is peeling on the ceiling

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 9, 2021 00:00:00

Resolve By Date

Nov 9, 2021 00:00:00

Result

Corrected

Special Instructions

30 day S/M letter

Violation Date

Oct 5, 2021 00:00:00

Relationships

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

Violations: VI-2021-04868

Assess Fine on NOV?
Assess Fine on Order?
Description
Fees Assessed
Fine Per Period
Fine Per Period
Fine To Assess (NOV)
Fine To Assess (Order)
Frequency
Frequency

N
N
Room s.22(1) roaches
N

Grace Period (days)
Grace Period (days)
Issue Warning/Violation
Life Safety
Priority

0
0
Warning

Resolution Date
Resolve By Date
Result
Special Instructions
Violation Date

Nov 9, 2021 00:00:00
Nov 9, 2021 00:00:00
Corrected
30 day S/M letter
Oct 5, 2021 00:00:00

Relationships

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

Violations: VI-2021-04869

Assess Fine on NOV?
Assess Fine on Order?
Description
Fees Assessed
Fine Per Period
Fine Per Period
Fine To Assess (NOV)
Fine To Assess (Order)
Frequency
Frequency

N
N
Room s.22(1) - window will not close
N

Grace Period (days)	0
Grace Period (days)	0
Issue Warning/Violation	Warning
Life Safety	
Priority	
Resolution Date	Nov 9, 2021 00:00:00
Resolve By Date	Nov 9, 2021 00:00:00
Result	Corrected
Special Instructions	30 ay S/M letter
Violation Date	Oct 5, 2021 00:00:00

Relationships

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

Violations: VI-2021-04872

Assess Fine on NOV?	N
Assess Fine on Order?	N
Description	Room ^{s.22(1)} Electrical fixture is not working
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 9, 2021 00:00:00
Resolve By Date	Nov 9, 2021 00:00:00
Result	Corrected
Special Instructions	30 day S/M letter

Violation Date

Oct 5, 2021 00:00:00

Relationships

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

Relationships

Document: 156607808

Document: 157184033

Document: 157207045

Document: 157314691

Enforcement Stream: Property Use

Investigator: Charlene Cranton, Property Use Inspector

Parcel: 015-576-515 - Parcel: 684 E HASTINGS STREET, Vancouver, BC (10)

Violation: VI-2021-04867

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Common Lobby - paint is peeling on the ceiling

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 9, 2021 00:00:00

Resolve By Date

Nov 9, 2021 00:00:00

Result

Corrected

Special Instructions

30 day S/M letter

Violation Date

Oct 5, 2021 00:00:00

Relationships

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

Violation: VI-2021-04868

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Room s.22(1) - roaches

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 9, 2021 00:00:00

Resolve By Date

Nov 9, 2021 00:00:00

Result

Corrected

Special Instructions

30 day S/M letter

Violation Date

Oct 5, 2021 00:00:00

Relationships

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

Violation: VI-2021-04869

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Room s.22(1) - window will not close

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 9, 2021 00:00:00

Resolve By Date

Nov 9, 2021 00:00:00

Result

Corrected

Special Instructions

30 ay S/M letter

Violation Date

Oct 5, 2021 00:00:00

Relationships

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

Violation: VI-2021-04872

Assess Fine on NOV?

N

Assess Fine on Order?

N

Description

Room ^{s.22(1)} Electrical fixture is not working

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 9, 2021 00:00:00

Resolve By Date

Nov 9, 2021 00:00:00

Result

Special Instructions

Violation Date

Relationships

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

Corrected

30 day S/M letter

Oct 5, 2021 00:00:00

Property Use Complaint - Rats

Case number: 101015990080

Case created: 2022-05-01, 08:45:00 PM

Channel: Phone

Incident Location

Address: 405 HEATLEY AV, Vancouver, V6A 3G6

Address2:

Location name:

Original Address:

Request Details

1. **Type of concern (if multiple concerns, select primary and provide details in question 2):**
Rats
2. **If Other selected or there are multiple issues, provide details:**
Building 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?**
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

Please follow up with citizen.

Holes in unit and throughout the whole building. Cockroaches in building and mice/rats. Citizen said smell is bad in building but mainly calling about rodents in building. Citizen has pictures and videos if needed. Citizen said building maintenance is horrendous. Dead body in one of the units was not cleaned up and left odour. Advised building maintenance can be touched on but we don't handle the air quality component.

Emailed citizen case number to: s.22(1)

Contact Details

Name: s.22(1)

Address: s.22(1)

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

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.

From: s.22(1)

To: "Leung, Alvin" <alvin.leung@vancouver.ca>

Date: 6/18/2022 3:18:19 PM

Subject: [EXT] Hello city what is happening at 405 heatley

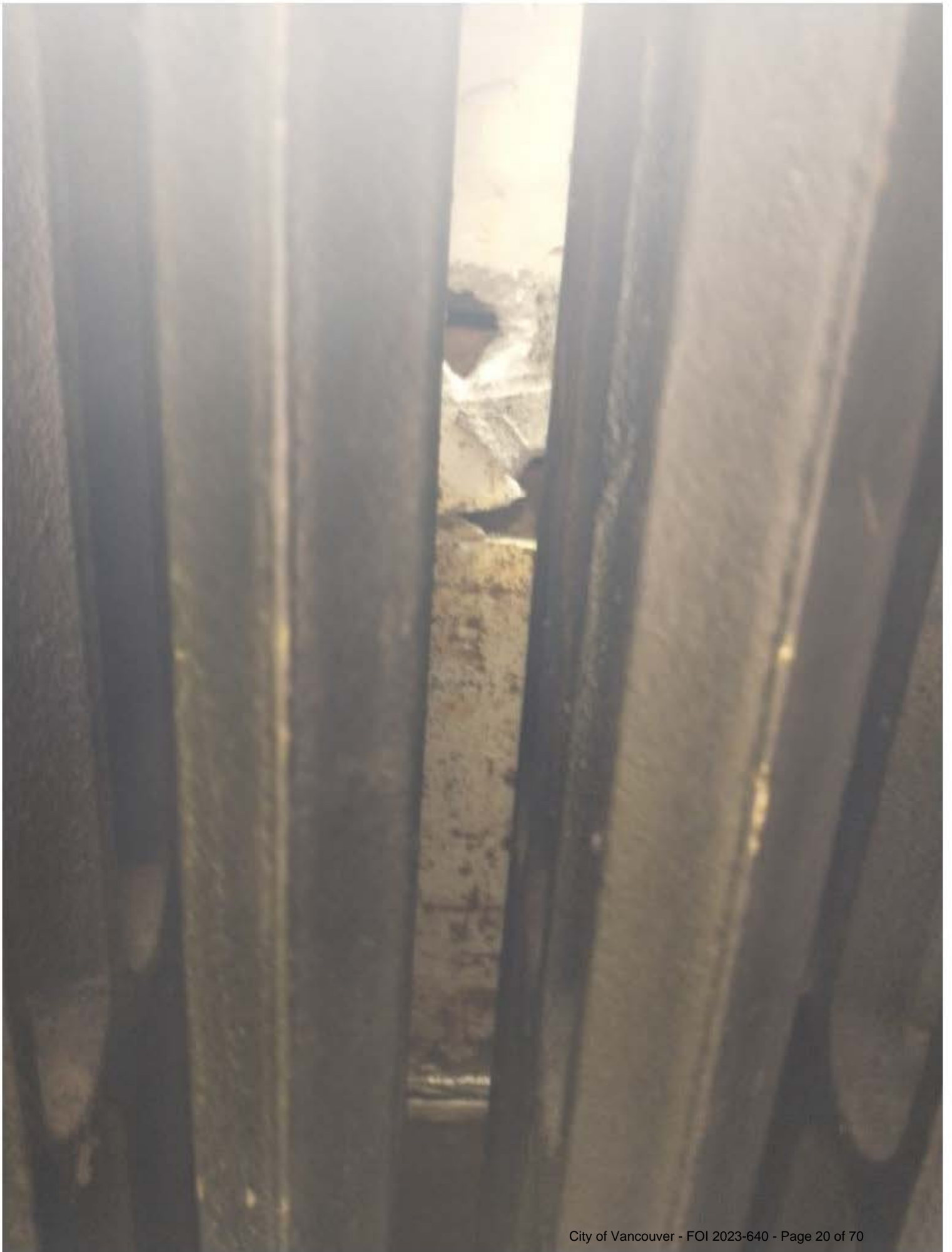
Attachments: IMG_20220616_124634791.jpg

IMG_20220616_124644710.jpg

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Why has nobody done anything yet, and is the city trying to hide their failed inspection?





From: "Ken Lee" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
CC: services@advancepests.ca
Date: 6/1/2022 1:59:12 PM
Subject: [EXT] Re: s.22(1) -405 Heatley Av

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Hello

The following is the report for 05/30/2022 for said location:

"On site and talked to Ragan, went to unit s.22(1)
05/30/2022"

Please feel free to contact me if you have any questions or concerns

Thank you
Ken

On Wed., Jun. 1, 2022, 12:07 p.m. Leung, Alvin, <alvin.leung@vancouver.ca> wrote:

Hi Ken,

As per our conversation, please provide me with your summary/report of your findings on Monday May 30th for room s.22(1)

This is in regards specifically to cockroaches and mice/rats.

Thanks,

Alvin Leung / Property Use Inspector

Property Use Inspections / City of Vancouver

alvin.leung@vancouver.ca

604-871-6009

From: "robert sinclair" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
Date: 10/18/2022 10:35:12 AM
Subject: [EXT] Re: 405 Heatley Av

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Alvin,
s.22(1)

Went up this morning to remove stove and he said he was leaving in 10 min. So we made an arrangement for tomorrow to remove that. I plan on taking lots of pictures with what i do when i get in there. s.22(1)
I will let you know tomorrow.

Rogan

From: Leung, Alvin <alvin.leung@vancouver.ca>
Sent: May 9, 2022 2:50 PM
To: s.22(1)
Subject: 405 Heatley Av

Hi Rogan,

As per our conversa on, I've spoken with s.22(1) and have advised him to prep his unit for Pest Control service and to give access when needed for it.

Please give him a heads up to notify him when this will take place.

He has mentioned he has holes in the unit that need to be filled to prevent pests from getting it. Please deal with those as well as the cockroaches and mice issues he has.

Also once Pest Control has come and done the service please send me their summary/report for s.22(1)

Thanks,

Alvin Leung / Property Use Inspector
Property Use Inspections / City of Vancouver
alvin.leung@vancouver.ca
604-871-6009

From: "robert sinclair" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
Date: 9/2/2022 7:54:15 AM
Subject: [EXT] Re: 405 Heatley Av

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good morning David,

I ran into s.22(1) outside my work last night or i should say early this morning. s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1) to make a long story short i arranged with him to go up there this afternoon after i sleep a bit, he said he was busy today and it would be hit and miss, so i will attempt it. I will update you as soon as i can connect.

Rogan

From: Leung, Alvin <alvin.leung@vancouver.ca>

Sent: May 9, 2022 2:50 PM

To: s.22(1)

Subject: 405 Heatley Av

Hi Rogan,

As per our conversa on, I've spoken with s.22(1) and have advised him to prep his unit for Pest Control service and to give access when needed for it.

Please give him a heads up to notify him when this will take place.

He has mentioned he has holes in the unit that need to be filled to prevent pests from getting it. Please deal with those as well as the cockroaches and mice issues he has.

Also once Pest Control has come and done the service please send me their summary/report for s.22(1)

Thanks,

Alvin Leung / Property Use Inspector
Property Use Inspections / City of Vancouver
alvin.leung@vancouver.ca
604-871-6009

From: "robert sinclair" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
Date: 6/21/2022 7:18:55 AM
Subject: [EXT] Re: 405 Heatley Av (Cockroaches & Rodents)

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Good morning Alvin,

Sorry s.22(1) I have posted a notice to him this morning to go in and plug and repair those holes tomorrow at 11 am. I also have 4 bait boxes to place in his room and sticky pads if he wants more.

I will wait to talk to him tomorrow before I book pest control as he has turned them away twice now. I will send you pictures of the repairs and the time/date of the booking to you.

Thanks, Rogan

From: Leung, Alvin <alvin.leung@vancouver.ca>
Sent: June 20, 2022 7:06 PM
To: robert sinclair s.22(1)
Subject: 405 Heatley Av (Cockroaches & Rodents)

Hi Rogan,

I left you a voice mail message earlier this morning. I got a hold of s.22(1) calling and emailing me.

His issues in his unit are cockroaches and rodents not bedbugs. He says he has bedbug issue dealt with himself. Please have Advance Pest Control come in specifically to treat the cockroaches and rodents. He sent me some photos of caught mice.

He also has at least 4 holes in the unit by the radiator that needs to not only be plugged but should completely filled and patched up.

Please let me know you received my voice message and this email.

I told s.22(1) that you'd be contacting him about this. I asked him to give his cooperation to get this done.

Thanks,

Alvin Leung / Property Use Inspector
Property Use Inspections / City of Vancouver
alvin.leung@vancouver.ca
604-871-6009

From: "robert sinclair" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
Date: 5/9/2022 2:08:13 PM
Subject: [EXT] Re: 405 Heatley Av

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

I have posted on his door the prep instructions and a notice for pest control coming may 20 between 11 am and 12 noon. He should have plenty of time to prep. Will send that to you after they come.
Thanks, Rogan

Sent from my iPhone

On May 9, 2022, at 1:50 PM, Leung, Alvin <alvin.leung@vancouver.ca> wrote:

\u-257 ?
Hi Rogan,

As per our conversation, I've spoken with s.22(1) and have advised him to prep his unit for Pest Control service and to give access when needed for it.

Please give him a heads up to notify him when this will take place.

He has mentioned he has holes in the unit that need to be filled to prevent pests from getting in. Please deal with those as well as the cockroaches and mice issues he has.

Also once Pest Control has come and done the service please send me their summary/report for s.22(1)

Thanks,

Alvin Leung / Property Use Inspector
Property Use Inspections / City of Vancouver
alvin.leung@vancouver.ca
604-871-6009

From: "robert sinclair" s.22(1)
To: "Leung, Alvin" <alvin.leung@vancouver.ca>
Date: 5/26/2022 8:24:32 AM
Subject: [EXT] Re: 405 Heatley Av

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Advance pest control will be back to s.22(1) 405 heatley on Monday between 10 and 11 am. Will send you the report right after that.

Thanks, Rogan

From: Leung, Alvin <alvin.leung@vancouver.ca>
Sent: May 9, 2022 2:50 PM
To: s.22(1)
Subject: 405 Heatley Av

Hi Rogan,

As per our conversation, I've spoken with s.22(1) and have advised him to prep his unit for Pest Control service and to give access when needed for it.

Please give him a heads up to notify him when this will take place.

He has mentioned he has holes in the unit that need to be filled to prevent pests from getting in. Please deal with those as well as the cockroaches and mice issues he has.

Also once Pest Control has come and done the service please send me their summary/report for s.22(1)

Thanks,

Alvin Leung / Property Use Inspector
Property Use Inspections / City of Vancouver
alvin.leung@vancouver.ca
604-871-6009



405



www.CorbelCommercial.com



**FOR
LEASE**

Retail Space

**Robert Tham
Marc Saul***

609.0882



405



s.22(1)



As Of: Oct 23, 2023 12:22:55

Case File: CF-2022-004528: Closed

311 Case File Ref	101015990080
Brief Description	Rats, mice and cockroaches
Business License Number	
Completed Date	
Description	Case File CF-2022-004528: Closed (Standards of Maintenance By-law - Rats, mice and cockroaches) 405 HEATLEY AVENUE, Vancouver, BC
dup_DefaultInvestigator	Alvin Leung, 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 (Locked)	s.22(1) (Last updated on Oct 19, 2022 14:56:14 by Alvin Leung, Property Use Inspector)
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General Note (Locked)	s.22(1) (Last updated on Jan 11, 2023 15:06:10 by Alvin Leung, Property Use Inspector) (Last updated on Jan 11, 2023 15:06:10 by Alvin Leung, Property Use Inspector)
General Note (Locked)	s.22(1) called Jan 10/23 (vm) I called s.22(1) Jan 13/23 (No answer and no vm set up) (Last updated on Jan 13, 2023 13:34:00 by Alvin Leung, Property Use Inspector)
General Note (Locked)	s.22 called Jan 30/23 (vm) s.22(1) emailed Jan 30/23 to call him Called s.22(1) back Jan 31/23 and he hung up on me (Last updated on Jan 31, 2023 16:23:54 by Alvin Leung, Property Use Inspector) Vern Toews, new manager s.22(1) s.22(1) (Last updated on Feb 2, 2023 13:43:52 by Alvin Leung, Property Use Inspector)
General Note (Locked)	

Processes

Assign Investigation (Completed on May 3, 2022 09:24:36 by Krystal Che with outcome "Assigned")	
Actual Start Date	
Comments	
Date Completed	May 3, 2022 09:24:36
Description	
IsOutcomed	Y
Outcome	Assigned
Process Importance	
ReBuildChecklist	N
Route Order	
Scheduled Complete Date	
Scheduled Start Date	May 3, 2022 09:24:31
Staff Assigned Id List	
Assignments	
Krystal Che	
Relationships	
Shadow Process: 173925269	
Referenced ObjectId	173925257
Perform Investigation (Completed on May 9, 2022 13:52:30 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")	
Additional Instructions	

Comments

Description

Findings

Pest Control required

Site Visit May 4/22: No access. Left my card with employee of ground floor Heatley Food and Drink. Corbel for lease sign with Robert Tham/Marc Saul (604-609-0882) as contacts on the building.

Called Robert and Marc May 5/22 (vm)

Rogan Sinclair, manager from 407 Heatley Av s.22(1), s.22(1) called May 5/22 (vm)

Called s.22(1) May 6/22 - s.22(1) s.22(1) Smells. Lots of pests and holes in his unit.

Called Rogan May 6/22 (vm): Asked him to call me back

Called & emailed Rogan May 9/22: s.22(1) and being investigated by the Police. He says they don't use Clean Start anymore. They now use Advance Pest Control when needed. Rogan says s.22(1) doesn't give access or prepare his unit for service. I called s.22(1) to advise him to give access for Pest Control and to prepare his unit for their arrival. I have asked Rogan to provide me with the Pest Control summary/report once completed.

May 25, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Jun 1, 2022 12:08:08 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Pest Control has been called to investigate

Email from Robert Rogan Sinclair, manager of 407 Heatley Av s.22(1), s.22(1) May 9/22: He has posted on the door of s.22(1) the prep instructions and a notice for pest control coming May 20 between 11am & 12pm.

Called Rogan May 25/22: He says Pest Control was cancelled for May 20th and rebooked for May 24th. There was confusion with the time so Advance Pest Control did not attend.

Rogan emailed May 26/22: Advance Pest Control will be back May 30th to treat s.22(1)

Called & emailed Rogan May 31/22 for an update (vm)

Rogan called June 1/22: He said Advance Pest Control came on May 30th but tenant in s.22(1) refused spraying and other measures that were recommended. He provided me with contact for Ken Lee, Advance Pest Control (s.22(1) services@advancepests.ca). Called Ken. He said s.22(1) complained about mice eating

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Jun 6, 2022 14:49:21 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Jun 20, 2022 18:13:33 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

food and holes in wall. He's ok and dealing with bedbugs. He didn't want to spray his unit which would be for bedbugs & cockroaches.

Jun 8, 2022 00:00:00

Pest control has been called to investigate

Email from Ken Lee, Advance Pest Control s.22(1) services@advancepest.ca) June 1/22 that tenant in s.22(1) refused pest control service

s.22(1), complainant/tenant of s.22(1) called June 4/22 (vm): He left a confusing message about bed bugs being dealt with on his own but cockroaches & rodents still an issue

Called Robert Rogan Sinclair, manager s.22(1) s.22(1) June 6/22: He says they will provide sticky traps for the cockroaches and fill holes in the wall (steel wool and add plate over holes).

Jun 21, 2022 00:00:00

Pest Control required

s.22(1) complainant/tenant in s.22(1) called June 16/22 (vm). I called back with no answer. He does not have vm set up.

s.22(1) emailed June 18/22 with photos of caught mice.

Called s.22(1) June 20/22: His concern is cockroaches and rodents. There are at least 4 holes around the radiator. I told him I'd contact Rogan to make sure Pest Control is set up for these specific issues and to fill/patch holes.

Called & emailed Rogan June 20/22 (vm)

Robert Rogan Sinclair, manager s.22(1) s.22(1)

Ken Lee, Advance Pest Control s.22(1) services@advancepest.ca)

Re-investigation Date

Route Order

Jul 6, 2022 00:00:00

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Jul 6, 2022 15:16:47 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Cover holes in the wall

Robert Rogan Sinclair, manager (s.22(1) s.22(1) emailed June 21/22: He has posted a notice to him this morning to go in and plug and repair those holes tomorrow at 11am. He also has 4 bait boxes to place in his room and sticky pads if he wants more. He will wait to talk to him tomorrow before he books pest control as he has turned them away twice now.

Emailed Rogan June 29/22 for an update

Called Rogan July 6/22: He says he has provided bait traps to s.22(1). The tenant doesn't want the unit sprayed for the cockroaches. Rogan was asking for instructions on the holes found behind the radiator that he has plugged. I told Rogan to plug the holes with steel wool, caulk around it and would be best to fill and drywall. Due to the awkward location of the holes behind the radiator we discussed covering all the holes with plywood and sealing around it.

Ken Lee, Advance Pest Control (s.22(1) services@advancepest.ca)

Jul 27, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Jul 29, 2022 10:34:06 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Cover holes in the wall

Emailed Robert Rogan Sinclair, manager (s.22(1) s.22(1) July 28/22 for an update

Called Rogan July 29/22 (vm)

Aug 10, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Aug 10, 2022 16:00:29 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Rogan, manager to monitor

Email from s.22(1) complainant Aug 9/22: complaining about the building

Called Robert Rogan Sinclair, manager s.22(1) s.22(1) Aug 9/22: s.22(1) He will reach out to s.22(1) today

Called Rogan Aug 10/22: He was attempting to make contact with s.22(1) in the morning and finally got thru. I called s.22(1) who acknowledged Rogan was there. Rogan emailed and said he spent about an hour in his room. He installed board behind radiator, placed 4 new bait boxes along with 4 snap traps. He gave him sticky pads and roach spray. Regarding the stove he found several droppings in oven. s.22(1) says he has not used it in about a year.; and there were some bits of insulation on the floor. Rogan swept all along his baseboards to be able to monitor for droppings. Rogan told him tomorrow we are going to remove his stove, seal up the base boards behind it and place another stove in there. s.22(1) also told Rogan of s.22(1) .
Sep 1, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Sep 15, 2022 17:01:25 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Rogan, manager to monitor

Called Robert Rogan Sinclair, manager s.22(1) , s.22(1) Aug 31/22: He says s.22(1)

Rogan emailed Sept 2/22: He says s.22(1) and he will try to speak with him today.

Called Rogan Sept 13/22 (vm)

Oct 12, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Oct 12, 2022 15:15:04 by Alvin Leung, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Findings

Rogan, manager to monitor

Called Robert Rogan Sinclair, manager s.22(1), s.22(1) Oct 3/22:
He says s.22(1)

s.22(1) called Oct 6/22 (vm) then I called Rogan for an update

Called Rogan Oct 11/22 (vm)

Nov 9, 2022 00:00:00

Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Perform Investigation (Completed on Oct 19, 2022 14:55:25 by Alvin Leung, Property Use Inspector with outcome "No Violation Found")

Additional Instructions

Comments

Description

Findings

No violation

Called s.22(1) complainant Oct 18/22: He says mice are eating his food. I told him I will come by his place tomorrow

Email and call from Robert Rogan Sinclair, manager s.22(1), s.22(1) Oct 18/22: Rogan says he will remove the stove tomorrow

removing the gas stove from the s.22(1). The holes in the wall located at back of the radiator has been covered up with a sheet of plywood. There were no visible holes. Sticky traps and bait traps are being used. Advised Rogan to have Pest Control as needed. Reminded s.22(1) to not leave food exposed, to place food in plastic containers and to keep his room tidy. No pests at this time. Re-investigation Date

Route Order

Assignments

Alvin Leung, Property Use Inspector

Relationships

Document: 173925483

Document: 174088996

Document: 174539801

Document: 175679427

Document: 176081125

Document: 177627206

Document: 177674807

Document: 181089269

Document: 182557163

Document: 185122501

Document: 185122599

Document: 185212945

Enforcement Stream: Property Use


Investigator: Alvin Leung, Property Use Inspector

Parcel: 015-576-515 - Parcel: 684 E HASTINGS STREET, Vancouver, BC (10)

From: ["McLellan, Mark" <Mark.McLellan@vancouver.ca>](mailto:Mark.McLellan@vancouver.ca)
To: ["Miyaji, Koji" <Koji.Miyaji@vancouver.ca>](mailto:Koji.Miyaji@vancouver.ca)
["Schwebs, Saul" <Saul.Schwebs@vancouver.ca>](mailto:Saul.Schwebs@vancouver.ca)
Date: 5/19/2022 3:39:00 PM
Subject: **s.15(1)(a)** - 405 Heatley

Hello Saul/Koji,

s.15(1)(a), s.22(3)(d)



Our annual inspection check sheet has a box for "24hr Tenant Check", which is pulled from S 19.3.4 of the Licence By-Law, which states:

- (4) Every person carrying on the business of a lodging house, or someone authorized by such person, shall once in every 24 hours satisfy himself or herself that every lodger on the premises is alive and able to call for medical help if necessary.

During our annual inspections, we inquire with the property manager if they have a process in place to check in with tenants every 24 hrs, it's a yes/no type of question.

If the answer is no, we educate the manager re their responsibilities under the by-law.

s.15(1)(a)

, so I don't expect

anything more to come of this.

However, I wanted to flag it just in case it did.

Thanks,

Mark

Mark McLellan, Manager

[City of Vancouver](#)

Property Use

Development, Buildings & Licensing

Phone:

604.873.7174

mark.mclellan@vancouver.ca

requesttype	CASEID	StreetFrom	STREETNAME_1	STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Illegal Dumping Report Case	101015665835	405	HEATLEY AV		V6A 3G6		1. Type of material: Other 2. If Other, provide details: Queen size mattress 3. Did you witness the garbage being dumped: Yes 4. If Yes, provide details: The citizen who lives in 405 Heatley Avenue reported that at 3pm today §.22(1) on the sidewalk on east side of the property on Heatley Street. The mattress was lying on the sidewalk, partially leaning against the building wall. 311 checked the parcel line and it's on the city property §.22(1) but §.22(1) and just left §.22(1) Blacktop with the license plate PK6554. He would like the city to track his lady down and take the appropriate action on her. 5. Do you know where the garbage came from? No 6. If Yes, provide details: 7. Location of garbage: Sidewalk 8. Caller has been informed that an inspector may contact them to fill out a witness statement. Yes 9. (Don't ask, just record - did caller indicate they want a call back?): No 9. Name (for VanConnect requests only): 10. Phone number or email address (for VanConnect requests only):	§.22(1)	§.22(1)	1	1/10/22 15:11	1/13/22 6:59	Eng_Solid Waste Management	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Solid Waste Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1891077 created / updated at Monday, January 10, 2022 3:17:46 PM Hansen Change in Comments: Comments: AS THERE IS NOT AN EXACT TIME AS TO WHEN THIS OCCURRED WE ARE NOT ABLE TO INVESTIGATE. Added on 2022-01-11 9:04:40 AM. Hansen Service request Case Type has changed: Case type changed to GabanMatCityProp on 2022-01-11 9:10:13 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to GSCI (Sanitation - St Cleaning Srvcs) on 2022-01-11 9:10:13 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to GM (Solid Waste Management) on 2022-01-11 9:15:02 AM. Hansen Service Request has been reviewed: Case reviewed on 2022-01-11 9:13:00 AM. Hansen Service Request has been reviewed: Case reviewed on 0001-01-01 12:00:00 AM. Hansen Service request Case Type has changed: Case type changed to GillegalDump on 2022-01-11 9:15:02 AM Hansen Service Request has been reviewed: Case reviewed on 2022-01-11 9:16:00 AM. Service Provided: 10 - Service Provided. . Resolved on 13/01/2022 06:56:47 AM. Agent Finished: Case Closed. Closed date : 2022-01-13 06:59:21.547 Service Provided 10 - Service Provided. . Resolved on 13/01/2022 06:56:47 AM.	
PUI Property Use Complaint Case	101015990080	405	HEATLEY AV		V6A 3G6		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rats 2. If Other selected or there are multiple issues, provide details: Building Maintenance 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 illegal Suite, is the suite(s) tenanted? undefined 6. If illegal Suite, do you believe the suite(s) could put someone's life in danger? undefined 7. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 8. If Yes selected, what happened? 9. If Sign selected, provide sign size, wording or identifying details: 10. Caller's daytime phone number: §.22(1) 11. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" undefined 12. (Don't ask, just record - did caller indicate they want a call back?) Yes 13. Confirm Property Address: 14. VFRS - Is this a board-up request? undefined 15. VFRS - Is this a report of "no business licence"? undefined 16. Contact number: 17. Contact name: 18. Email address: 19. VFRS Badge Number:	Please follow up with citizen. Holes in unit and throughout the whole building. Cockroaches in building and mice/rats. Citizen said smell is bad in building but mainly calling about rodents in building. Citizen has pictures and videos if needed. Citizen said building maintenance is horrendous. Dead body in one of the units was not cleaned up and left odour. Advised building maintenance can be touched on but we don't handle the air quality component. Emailed citizen case number to: §.22(1)	§.22(1)	§.22(1)	1	5/1/22 20:45	5/3/22 9:28	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Title updated to: Property Use Complaint - Rats Agent Finished: Case Closed. Closed date : 2022-05-03 09:28:25.367 Assigned Alvin Leung, Property Use Inspector 86009
Street - Surface Water Flooding	101015440903	407	HEATLEY AV		V6A 3G6	app version: 2.31 original address: 696 E Hastings St alias: 696 E HASTINGS ST full: 407 HEATLEY AVE, VANCOUVER, BC	1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other 3. Is the water: Flooding 4. Flooding location: Street (including bike lane) 6. Where is the water coming from? Catch Basin Not Draining 9. If catch basin, have you adopted this catch basin? No 10. (Don't ask just record - Did caller indicate they want a call back?): No	P5 Description: clear of leaves but water will not drain out basin inside drain is clogged. corner of heatley and hastings-cp/>P5#r: 10981719-cp/>Click images below to expand-cp/><p/>http://www.publicstuff.com/request/view/10981719/<p/> P5#r: 11651344-cp/>Click images below to expand-cp/><p/>Click images below to expand-cp/><p/>http://www.publicstuff.com/request/view/11651344/<p/>	No Name No Name (ps)		1	10/16/21 13:13	10/25/21 14:00	Eng_Streets Operations	Agent Created Case: Public Stuff request id: PSID11651344 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1852887 created / updated at Saturday, October 16, 2021 1:14:03 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1852887 created / updated at Saturday, October 16, 2021 1:14:23 PM Hansen Service Request has been reviewed: Case reviewed on 2021-10-18 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-10-18 12:00:00 AM. Hansen Change in Comments: Comments: Oct 18/21 - Referred to J Azuelos. Added on 2021-10-18 7:33:50 AM. Attended by Inspector: 43 - Attended by Inspector. Oct 22/21 - 407 Heatley - CB's appear clean and clear. - Crew 505. Resolved on 2021-10-22 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-25 13:56:14.857 Attended by Inspector 43 - Attended by Inspector. Oct 22/21 - 407 Heatley - CB's appear clean and clear. - Crew 505. Resolved on 2021-10-22 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-25 13:59:48.187 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 : 1852887 created / updated at Monday, October 25, 2021 1:59:59 PM Agent Finished: Case Closed. Closed date : 2021-10-25 14:00:00.873 Back to previous status Closing case after 'Add Event'
Abandoned Non-Recyclables Pickup Case	101015853772	407	HEATLEY AV		V6A 3G6	app version: 2.31 original address: 407 Heatley Ave alias: 407 HEATLEY AVE full: 407 HEATLEY AVE, VANCOUVER, BC	1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: South side of building 5. (Don't ask, just record - did caller indicate they want a call back?): No		Strathcona Paladin Security		1	3/13/22 13:10	3/15/22 11:23	Eng_Sanitation - Street Cleaning Services	

Street - Surface Water Flooding	101015490177	684 E HASTINGS ST	V6A 1R1	1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other 2. If Other, provide details: 3. Is the water: Pooling 4. Location of flooding: Streetincludingbikelane 5. If Other, provide details: 6. Where is the water coming from? Catch Basin Not Draining 7. If Other, provide details: 8. Describe the issue and location in detail: Caller states that rainwater is pooling around the catch basin. He states there's no debris on top and the catch basin is not draining properly. Catch basin is located on Heatley St. FID (COV) 51,044 9. (Don't ask just record - Did caller indicate they want a call back?) No https://goo.gl/maps/TGwt5kteVGx9pEP6	Brennan, Michael	s.22(1)	1	11/5/21 8:48	11/15/21 12:23	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1862739 created / updated at Friday, November 05, 2021 8:52:22 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1862739 created / updated at Friday, November 05, 2021 8:53:33 AM Hansen Service Request has been reviewed: Case reviewed on 2021-11-08 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-11-08 12:00:00 AM. Hansen Change in Comments: Comments: Nov 8/21 - Referred to J Azeulos. Added on 2021-11-08 7:54:40 AM. Service Provided: 10 - Service Provided. Nov 10/21 - 684 E Hastings - Cleared Cbs - Crew 65. Resolved on 2021-11-10 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-15 12:23:59.467 Service Provided 10 - Service Provided. Nov 10/21 - 684 E Hastings - Cleared Cbs - Crew 65. Resolved on 2021-11-10 12:00:00 AM.
											Agent Created Case: Public Stuff request id: PS100 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - Bylaw Administration Re-Assigning to Work Queue Agent Updated Case Details: Reallocated to queue: Fire Prevention Reason for reallocation: Occupant Load Permit required for Liquor License, in relation to SA-2021-00463. Reallocating to Fire Prevention as DBL Occupancy Permit is not applicable. Agent Finished: Case Closed. Closed date : 2022-04-04 15:46:42.923 Assigned Assigned to Captain of Plans for follow up
DBL Services Centre Enquiry Case	101015904638	696 E HASTINGS ST	V6A 1R1	app version: 3.12 original address: 696 Hastings Street East 1. Type of enquiry: Other - Please Specify 2. If Other selected, indicate the subject (50 characters maximum) Occupancy Permit:Curbside Patio 3. Provide details of your enquiry: 4 x 4 seat Curbside Patio (Picnic Tables w/railing) on Heatley Ave is requiring an Occupancy Permit in order for approved Liquor Licensing. The patio is located on Heatley Ave. Reference # SA-2021-00463 4. Address of relevant property or job site (if applicable): 696 Hastings Street East 5. Permit number(s), if applicable: 6. Previous reference number(s) related to this (e.g. 101012345678): SA-2021-00463 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown 8. Name: Michael Brennan 9. Email: michael@theheatley696.com 10. Phone: s.22(1) 99. Attachments 1 
View attachment(s) 1. Type of enquiry: Other 2. If Other selected, provide details: Occupant load for restaurant and patio 3. Exact location in Building/Property if applicable: 4. If Occupancy Permit inspection selected, provide permit number: 5. Describe inquiry in detail: Citizen is wondering what the occupant load for his business at 696 E Hastings is. There is a summer patio as well. He is filling out the form and is a bit confused. Please contact him. 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Property Address: 8. Your name: 9. Contact number: 10. Email address: No Name No Name (ps)	No Name No Name (ps)	s.22(1)	1	4/4/22 9:21	4/4/22 15:46	Fire Prevention	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Fire Prevention Agent Finished: Case Closed. Closed date : 2022-04-13 13:19:58.087 Service Provided gave occupant load information
FPB_General Inquiry Case	101015927752	696 E HASTINGS ST	V6A 1R1	1. Type of request: Change to an existing licence 2. Business name: Artwise Consulting 3. Licence number: 22-144064 4. Account number: 5. Business owner(s)'s name(s): LaTiesha Fazakas 8. Business address: 688 E. HASTINGS STREET 9. Provide details of your request: We are moving and changing our business model a bit. We will be focusing on making art, consulting and wholesaling to corporate clients and online sales. 10. 10. (Don't ask, just record - did caller indicate they want a call back?): Unknown 11. Name: latiesha FAZAKAS 12. Phone number: 16048762729 13. Email address: latiesha@fazakasgallery.com 1a. If "general inquiry" or "other" selected, specify topic: 1b. If "licence payment request" selected, provide transaction number: 99. Attachments 1 
View attachment(s) Brennan, Michael (Mr)	Brennan, Michael (Mr)	s.22(1)	1	4/13/22 9:53	4/13/22 13:19	Fire Prevention	
Licence Office Request Case	101015643121	688 E HASTINGS ST	V6A 1R1	app version: 3.12 original address: 688 E. HASTINGS STREET 1. Type of request: Change to an existing licence 2. Business name: Artwise Consulting 3. Licence number: 22-144064 4. Account number: 5. Business owner(s)'s name(s): LaTiesha Fazakas 8. Business address: 688 E. HASTINGS STREET 9. Provide details of your request: We are moving and changing our business model a bit. We will be focusing on making art, consulting and wholesaling to corporate clients and online sales. 10. 10. (Don't ask, just record - did caller indicate they want a call back?): Unknown 11. Name: latiesha FAZAKAS 12. Phone number: 16048762729 13. Email address: latiesha@fazakasgallery.com 1a. If "general inquiry" or "other" selected, specify topic: 1b. If "licence payment request" selected, provide transaction number: 99. Attachments 1 
View attachment(s) latiesha FAZAKAS	latiesha FAZAKAS	16048762729	1	1/4/22 15:43	1/11/22 8:45	DBL - LO - Applications and Updates	Agent Created Case: Public Stuff request id: PS100 Agent Updated Case Details: Reallocated to queue: DBL - LO - Applications and Updates Reason for reallocation: COI - BI noted Agent Finished: Case Closed. Closed date : 2022-01-11 08:45:32.8 Request Cancelled by Customer SEE 101015666258

Licence Office Request Case	101015666258	688 E HASTINGS ST	VGA 1R1	1. Type of request: Cancel licence application	latiesha FAZAKAS	16048762729	1	1/10/22 16:01	1/11/22 8:45 DBL - LO - Licence Office	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2022-01-11 08:45:47.97 Service Provided CANCELLED REQUEST
				2. Business name: Artwise consulting 3. Licence number: 4. Account number: 5. Business owner(s)'s name(s): Latiesha Fazakas 8. Business address: 688 E. HASTINGS STREET 9. Provide details of your request: i had put in a request of change of address but am not moving to the location indicated so i would like to cancel that request 10. 10. (Don't ask, just record - did caller indicate they want a call back?): Unknown 11. Name: latiesha FAZAKAS 12. Phone number: 16048762729 13. Email address: latiesha@fazakasgallery.com 1a. If "general inquiry" or "other" selected, specify topic: 1b. If "licence payment request" selected, provide transaction number: 99. Attachments app version: 3.12 original address: 688 E. HASTINGS STREET						