

File No.: 04-1000-20-2024-588

September 27, 2024

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 September 23, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Record of the number of noise complaints from 3-1-1, Van311, and Live Chat, made per month for Helena Gutteridge Plaza from 9:00pm to 5:00am. Date range: January 1, 2023 to September 23, 2024.**

All responsive records are attached.

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](mailto: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 (2024-588); 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**

If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Response Package)

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Classification Hierarchy - Type	Case ID	Location	Sub Type	Details	Channel	SLA Status	Create DateTime	Close DateTime	Case Queue	All Events	Case Latitude	Case Longitude
Noise on Private Property Case	201001640892	453 W 12TH AV	People (excessive residential or party noise)	<p>Location: 453 W 12TH AV</p> <p>Type of request: PUI noise</p> <p>Type of noise: People (excessive residential or party noise)</p> <p>Describe the noise and who is making it: Salsa class or party with amplified music</p> <p>When/how often is it happening? Mon July 15, started at 7pm</p> <p>Did you speak to the person/company making the noise? No</p> <p>Did you contact the police about your concern? No</p> <p>Provide details: Helena Gutteridge Plaza, a loud salsa dance class or party has been going on for over two hours with amplified music.</p> <p>(Don't ask just record, does the customer require contact?): No</p> <p>Name:</p> <p>Email address:</p> <p>Phone number:</p>	Phone	Attained - Case Closed	9:13 PM	4:54 PM	DBL_Property Use Inspections	<p>7/15/2024 9:13:24 PM - AVGGGS - Agent Created Case -</p> <p>7/15/2024 9:13:32 PM - empro-svc-account - Online Form Updated by System -</p> <p>7/15/2024 9:13:32 PM - empro-svc-account - Agent Updated Case Details - Title updated to: Noise on Private Property Case - People (excessive residential or party noise)</p> <p>7/17/2024 4:54:40 PM - WEB1122 - Agent Finished - Case Closed.</p> <p>Closed date : Wed Jul 17 16:54:00 PDT 2024</p> <p>Reviewed and no action planned</p> <p>City owned property, unenforceable</p> <p>Not enough information provided. Address of reception or contact information is required for Property Use to investigate this noise/light complaint.</p>	49	-123