

File No.: 2026-473

July 10, 2026

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 May 28, 2026 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of when (Date and time, including time stamp and posting details from the City webmaster or equivalent tech services department/division) of the "Tenant Handbook: Understanding Vancouver's Tenant Relocation and Protection Policy" was posted live and publicly available on the City of Vancouver website (<https://vancouver.ca/files/cov/tenant-handbook-english.pdf>). Date range: November 1, 2025 to May 26, 2026

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l) of the Act. You can read or download this section or these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Please note, Technology Services staff noted that the tenant handbook was last uploaded to the Vancouver.ca Content Management System (CMS) on April 30, 2026, at 10:05am and published shortly thereafter (please see page one of nine of the attached records). At that time the Tenant Handbook was published to these pages:

- <https://vancouver.ca/people-programs/renter-rights-and-relocation-assistance-due-to-redevelopment.aspx>; and
- <https://vancouver.ca/people-programs/protecting-tenants.aspx>.

Please also note, the Housing Policy Team of Planning, Urban Design and Strategic Programs advised our office there is only one version of the Tenant Handbook, which is the one currently available on the website. In terms of formatting, there are 2 versions: one for web, one for print, both are available to download on the [website here](#). The lag between the survey and posting publicly was due to the translation and formatting in four other languages which took longer than anticipated. All the English and translated documents, web and print versions, were posted at

the same time and the Tenant Handbook was also linked in other places of the TRPP-related web pages for ease of access.

Under Part 5 of the Act, 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 (2026-473); 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]

Siân Madsen, MA, MAS
Acting Director, Access to Information & Privacy

If you have any questions, please email us at 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)

:ma

Selected file:



tenant-handbook-english.pdf

File information:

Title	Tenant Handbook: Understanding Vancouver's Tenant Relocation and Protection Policy
Author	City of Vancouver
Number of pages	7
File size	1001068 Bytes
Original author	JVLW
Creation date	4/30/2026 10:05:37 AM
Last editor	JVLW
Modification date	4/30/2026 10:05:37 AM

Report Title: Requested Item Details
Run Date and Time: 2026-06-10 11:42:02 Pacific Daylight Time
Run by: Ron Boaz
Table name: sc_req_item

Requested Item			
Number:	RITM0366677	Request Requested for:	Clementine Montuelle
Item:	Alchemer - Create a one time survey	Opened:	2025-12-10 16:15:38
Request:	REQ0355289	Opened by:	Clementine Montuelle
Due date:	2025-12-11 16:15:38	Stage:	Completed
Configuration item:		State:	Closed Complete
Watch list:		Assignment group:	Digital Services
Follow up:		Assigned to:	
Priority:	3 - Moderate	Field Dispatch:	false
Request Delivery address:			
510 W. Broadway 5th Floor, Va, couver			
Request Special instructions:			
Short description:			
Submit this form to create a one-time survey in Alchemer.			
Additional comments:			

2026-02-02 12:57:55 - Cathy Chan (Additional comments)

Hi Clementine,

Thanks for the update - I've closed the request form now.

It was a pleasure working with you, I hope you have a nice rest of your week!

Cheers,
Cathy

2026-01-30 14:48:11 - Clementine Montuelle (Additional comments)

Hi Cathy - my apologies for the delay. We are good to close the survey now. Thanks again for going above and beyond on this!

2026-01-15 13:22:20 - Cathy Chan (Additional comments)

Hi Clementine,

No problem, let's connect next week then!

I highlighted the line about the maximum number of copies allowed. Please let me know if you need to make any other changes.

Thanks,
Cathy

2026-01-15 12:31:44 - Clementine Montuelle (Additional comments)

Hi Cathy, I'm giving respondents a few more days to respond, until Jan 21, and then we can close it. I'll message next week to let you know. In the mean time, would it be possible to a short instruction to the form? it seems some people are confused by the maximum copies allowed. Could we make it: "Max X copies total for each organization, all languages combined." and put it as separate line? Let me know if doable, thank you!

2026-01-15 10:52:11 - Cathy Chan (Additional comments)

Hi Clementine,

Hope you're having a nice start to your January! I wanted to touch base with you to see if we should be closing this form out: Tenant Relocation and Protection Policy (TRPP) - Request for printed copies (<https://survey.vancouver.ca/s3/trpp-request-for-printed-copies>)

Thanks,
Cathy

2025-12-12 15:01:10 - Cathy Chan (Additional comments)

Awesome! Feel free to use this link: <https://survey.vancouver.ca/s3/trpp-request-for-printed-copies>

I will touch base with you mid January to see if we can close out the survey then.

Cheers,
Cathy

2025-12-12 14:44:51 - Clementine Montuelle (Additional comments)

looks great, I think we can go ahead with the survey! and thank you, I really appreciate you taking the time to set this up so quickly!

2025-12-12 14:31:08 - Cathy Chan (Additional comments)

Hi Clementine,

Updates complete. I've added the PDFs and amended the instruction.

You will get individual responses sent to your email, but here's also the reporting link in case you would like all your responses in one spreadsheet:

s.15(1)(i)

Thanks,
Cathy

2025-12-12 10:33:13 - Clementine Montuelle (Additional comments)
also could you make one change please: for each of the 3 questions about # of copies: "Max [X] copies total for each organization" just to clarify the instruction. thank you!

2025-12-12 10:28:18 - Clementine Montuelle (Additional comments)
sorry please disregard that first attachment.

2025-12-12 10:24:58 - Clementine Montuelle (Additional comments)
Hi Cathy - looks amazing! I'm attaching here the 3 documents to link to the survey. Thank you so much for the quick turnaround!!

2025-12-11 16:49:42 - Cathy Chan (Additional comments)
Hi Clementine,

I've drafted the survey: <https://survey.vancouver.ca/s3/trpp-request-for-printed-copies>
I made some minor edits to make it flow better. Please take a look and let me know if you need to make any adjustments.

I can add the copies of the documents, but they must be in PDF format. Please add them to the ticket if you'd like me to add them in the form.

Thanks,
Cathy

Work notes:

Loaner Start Return Process:

false

Close notes:

Related List Title: Catalog Task List
Table name: sc_task
Query Condition: Request item = RITM0366677
Sort Order: Number in descending order

1 Catalog Tasks

▼ Number	State	Short description	Assignment group	Assigned to	Due date
SCTASK0461236	Closed Complete	Create the requested survey.	Digital Services	Cathy Chan	

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval for = RITM0366677
Sort Order: Order in ascending order

1 Approvals

State	Approver	Comments	Approval for	Created
Approved	Edna Cho		RITM0366677	2025-12-10 16:15:46

Related List Title: Interaction List
Table name: interaction

None

Report Title: Requested Item Details
Run Date and Time: 2026-06-09 14:30:20 Pacific Daylight Time
Run by: Ron Boaz
Table name: sc_req_item

Requested Item

Number:	RITM0383310	Request Requested for:	Clementine Montuelle
Item:	vancouver.ca requests	Opened:	2026-04-20 12:13:48
Request:	REQ0371569	Opened by:	Clementine Montuelle
Due date:	2026-04-25 12:13:48	Stage:	Completed
Configuration item:		State:	Closed Complete
Watch list:		Assignment group:	Digital Services
Follow up:		Assigned to:	
Priority:	3 - Moderate	Field Dispatch:	false

Request Delivery address:

510 W Broadway
Vancouver, BC, V5Z 1E9

Request Special instructions:

Short description:

standard_updates requested for webpage

Additional comments:

2026-04-30 12:05:47 - Lindsay Wickham (Additional comments)
Updates complete.
Lindsay

Work notes:

Loaner Start Return Process:

false

Close notes:

Related List Title: Catalog Task List
Table name: sc_task
Query Condition: Request item = RITM0383310
Sort Order: Number in descending order

1 Catalog Tasks

▼ Number	State	Short description	Assignment group	Assigned to	Due date
SCTASK0482187	Closed Complete	standard_updates requested for webpage	Digital Services	Lindsay Wickham	

Related List Title: Interaction List
Table name: interaction

None



Tenant Relocation and Protection Policy (TRPP) - Request for printed copies

What is your organization?

What is your email address?

Note: Please provide an address where we can reach you.

Your organization's mailing address for materials:

How many posters would you like printed for each language?

① Max 5 copies total for each organization, all languages combined.

Note: Posters are 10'x16'

[Review the English poster](#) (205 KB)

English:

Simplified Chinese:

Tagalog:

Spanish:

Arabic:

How many rack cards (flyers) would you like printed for each language?

① Max 20 copies total for each organization, all languages combined.

Note: Rack Cards are 4' x 9'.

[Review the English rack card](#)  (201 KB)

English:

Simplified Chinese:

Tagalog:

Spanish:

Arabic:

How many tenant handbooks would you like printed for each language?

ⓘ Max 5 copies total for each organization, all languages combined.

Note: Tenant handbooks are 8.5' x 5.5'

[Review the English handbook](#)  (1.4 MB)

English:

Simplified Chinese:

Tagalog:

Spanish:

Arabic:

Submit

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