

Information for property owners

Q: I am an owner and the reasons I have issues in my building are because of problematic tenants – what is the City doing to address this issue?

The Provincial Residential Tenancy Act governs the landlord-tenant relationship. We recommend familiarizing yourself with the act by visiting rto.gov.bc.ca or contacting the Residential Tenancy Office at 604-660-1020.

Q: What was the process used to notify owners?

Building owners and operators with issues were notified by registered mail in August 2012. This notification was part of a pre-launch phase to provide owners and landlords with an opportunity to address outstanding issues prior to the public launch of the database on January 22, 2013.

Q: What is the process for getting a property off the list?

Property owners should notify the City of Vancouver and/or the Vancouver Fire Department of work that has been done to address any open issues or work orders. The City may send an inspector to confirm the issue has been dealt with. Once an inspector confirms violation has been addressed, it can take a few days for the database to be updated.

For Fire Bylaw issues, fire officials will re-inspect the premises approximately 14 business days after the issue has been identified. For all other by-laws, contact the City at 604-871-6901.

Closed issues will remain on the list for 12 months after issue has been resolved.

Q: What is the charge, if any, for getting the City to send an inspector to confirm I have dealt with any outstanding violations?

The Fire Department will charge a \$100/hour re-inspection fee. The City's Inspections Services do not charge a re-inspection fee; however, many by-laws require permits to be issued prior to work being carried out, for example, a Building Permit or an Electrical Permit. In these cases, permit fees will be applicable.

Q: As a property owner, can I call for an inspection, if I have concerns?

Yes, if you are concerned that there might be a compliance issue with health and safety bylaws in your building you should phone 3-1-1 who will report the issue to the appropriate department to coordinate an inspection. If the inspection finds that there is a violation of a city bylaw, your building will be added to the list.

NOTE: If this is an emergency that requires immediate action from the police, ambulance, or fire: if someone's health, safety, or property is in jeopardy or if a crime is in progress, please contact 9-1-1.