

January 31, 2020

FOI No: 2020-04

VIA E-MAIL – **Redacted**

# Redacted

Dear **Redacted**

Re: Request for Records  
Freedom of Information and Protection of Privacy Act

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The City of White Rock has processed your request for access to the following records pursuant to the *Freedom of Information and Protection of Privacy Act (the Act)*:

- *A copy of the bylaw complaint received related to short-term rental at 15111 Russell Avenue*

Access to this record is available. However, some of the information in the record is excepted from disclosure under the Act. I have severed the excepted information so that I could disclose to you the remaining information as attached.

The severed information is excepted from disclosure under section 22 of the Act. Severing is necessary in order to avoid disclosing any third-party personal information without permission.

Please contact our office if you have questions or concerns.

Sincerely,



Ken Overton  
Manager, Property, Risk Management, and FOI  
604-541-2104

Att.

Corporate Administration  
P: 604.541.2212 | F: 604.541.9348

City of White Rock  
15322 Buena Vista Avenue, White Rock BC, Canada V4B 1Y6

**WHITE ROCK**  
*City by the Sea!*

[www.whiterockcity.ca](http://www.whiterockcity.ca)

If you believe that the City of White Rock has been unreasonable in its handling of your request, you may ask the Information and Privacy Commissioner to review our response. You have 30 days from receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner  
3rd Floor, 756 Fort Street  
Victoria BC V8W 1H2

Should you decide to request a review, please provide the Commissioner's office with:

1. your name, address and telephone number;
2. a copy of this letter;
3. a copy of your original request sent to the City of White Rock; and
4. the reasons or grounds upon which you are requesting the review.

**From:** [Carl Isaak](#)  
**To:** [Sandeep Dhillon](#)  
**Cc:** [James Nyhus](#)  
**Subject:** RE: illegal short term rental?  
**Date:** Thursday, November 28, 2019 1:29:50 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

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Hi Sandeep,

Thanks. It may be that they post a reminder to owners or something in their newsletter to note that short-term rentals are not permitted.

His contact information is:

**Redacted S. 22**

Chair, Corporate Council LMS1991/Pacific Terrace

Regards,  
Carl

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**From:** Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>  
**Sent:** November 28, 2019 1:09 PM  
**To:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>  
**Cc:** James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>  
**Subject:** RE: illegal short term rental?

Hi Carl,

Yes, I can get into contact with Strata Council as well to address the issue but they might run into the same difficulty of not being able to identify the unit. It's worth a shot.

Regards,

Sandeep Dhillon  
Senior Bylaw Enforcement Officer  
15322 Buena Vista Avenue,  
V4B 1Y6, White Rock, BC  
604-541-2183

image003



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**From:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>  
**Sent:** Thursday, November 28, 2019 10:42 AM  
**To:** Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>

**Cc:** James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>; Indy Virk <[Virk@whiterockcity.ca](mailto:Virk@whiterockcity.ca)>

**Subject:** RE: illegal short term rental?

Thanks Sandeep. In this situation, since it is a strata would we contact the strata council to advise them of this and request that they remind owners that short term rentals are not permitted? I have the email address for the strata council president since they have been dealing with Operations on the drainage issues on the Landmark parking lot to their north.

Carl

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**From:** Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>

**Sent:** November 28, 2019 10:19 AM

**To:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>

**Cc:** James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>; Indy Virk <[Virk@whiterockcity.ca](mailto:Virk@whiterockcity.ca)>

**Subject:** RE: illegal short term rental?

Hi Carl,

We would have to first determine which unit the short term rental is being operated from. Once that information is obtained than we can move forward with contacting the owner first to obtain compliance.

Regards,

Sandeep Dhillon  
Senior Bylaw Enforcement Officer  
15322 Buena Vista Avenue,  
V4B 1Y6, White Rock, BC  
604-541-2183

image003



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**From:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>

**Sent:** Thursday, November 28, 2019 10:13 AM

**To:** Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>; James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>

**Cc:** Indy Virk <[Virk@whiterockcity.ca](mailto:Virk@whiterockcity.ca)>

**Subject:** FW: illegal short term rental?

Thanks Indy.

Sandeep, in this case would our standard operating procedure be to reach out to the rental company and advise them that they do not have a business licence and the use is not permitted? I don't believe we could tell exactly which unit it is by the pictures.

A hotel “sleeping unit” by definition excludes in-room kitchen or cooking facilities, so if anyone wanted to operate a hotel at this address the cooking facilities would need to be removed at minimum, but I think we would want to take a closer look at how that would work in a building that has been stratified (i.e. could many strata owners each operate a different “hotel” business in the same building?).

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**From:** Indy Virk <[IVirk@whiterockcity.ca](mailto:IVirk@whiterockcity.ca)>  
**Sent:** November 28, 2019 10:08 AM  
**To:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>  
**Cc:** James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>; Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>  
**Subject:** RE: illegal short term rental?

Hi Carl,

There is nothing for a short term rental use for this address.

- We have 1 unit in that building which holds a licence for home office only.

Let me know if you need anything further.

Thanks,

**Indy Virk**  
**Licence Clerk**  
**Planning and Development, City of White Rock**  
15322 Buena Vista Avenue, White Rock, BC V4B 1Y6  
Tel: 604.541.2139 | [www.whiterockcity.ca](http://www.whiterockcity.ca)

*Email signature logo*



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**From:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>  
**Sent:** Thursday, November 28, 2019 9:14 AM  
**To:** Indy Virk <[IVirk@whiterockcity.ca](mailto:IVirk@whiterockcity.ca)>  
**Cc:** James Nyhus <[JNyhus@whiterockcity.ca](mailto:JNyhus@whiterockcity.ca)>; Sandeep Dhillon <[SDhillon@whiterockcity.ca](mailto:SDhillon@whiterockcity.ca)>  
**Subject:** illegal short term rental?

Hi Indy,

A Councillor identified an ad for a vacation rental at 15111 Russell Avenue (Pacific Terrace), which is

a strata residential building in the CD-6 zone. The CD-6 zone does permit a hotel use, but I do not believe we would have an active business licence use for a hotel at these premises. Could you check to see if there are any business licences issued for that or a similar short-term rental type use?

Thanks,  
Carl

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**From:** Erika Johanson **Redacted S. 22**  
**Sent:** November 26, 2019 5:34 PM  
**To:** Carl Isaak <[CIsaak@whiterockcity.ca](mailto:CIsaak@whiterockcity.ca)>  
**Subject:** illegal short term rental?

Hi, Carl!

I was looking for other reasons, but I found a "vacation rental" in a condo building, which, I believe, is "illegal"?

[http://www.platinumvacationgroup.com/property\\_info.ihtml?prop\\_num=2050090779](http://www.platinumvacationgroup.com/property_info.ihtml?prop_num=2050090779)

FYI,

- Erika