

March 23, 2020

FOI No: 2020-13

VIA E-MAIL – Redacted

Redacted

Dear Redacted

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

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:

- *Records of complaints re suite at 15321 Columbia Ave within the last 8 years*

Access to these records is available. However, some of the information in the records 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 any 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

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.



Bylaw Compliance Complaint Form

Complaint Designation:

BYLAW ANIMAL PARKING OTHER

Date: 6/2/2015 Time:

Complainant Name: **Redacted S. 22**

Complainant Address:

Complainant Phone/Email: **Redacted S. 22**

Complaint Address/Location: 15321 Columbia Ave

Complaint Details: Dog bite occurred on May 29, 2015 while attending a vacation rental. The tenants residing on the bottom floor had 2 dogs.

Action Taken:

Date & Time

6/2/2015	Spoke with Redacted S. 22 (Mother of dog owner) who was responsible for the black dog and explained to her the bylaws concerning dog attacks. I told her I would review all information for a possible designation of an aggressive dog that includes several conditions that the owner would have to follow.
6/5/2015	I advised the owner of black dog Redacted S. 22 that this will be on file and considered a warning any further incident or acts of aggressive behavior will result in the dog being designated as an aggressive dog.
6/8/2015	Letter mailed out.
6/9/2015	Followed up with complainant and advised her that a warning was given and this incident is on record.

COMPLETED ON: 6/9/2015

BYLAW OFFICER: Dhillon

REQUEST FOR SERVICE DETAIL

Workgroup ~BYLAW	Class BYLAW ENFORCEMENT
Call 31058 Jun 20, 2018 3:10 PM	Problem ZONING COMPLAINTS
Status RE-ISSUED Feb 12, 2020 1:41 PM	Priority NORMAL Reference
Follow up NO Internal NO	Bring Forward Jun 29, 2018 Repeat

Location Redacted S. 22 15321 COLUMBIA AVE WHITE ROCK BC V4B 1J8	Requestor BYLAWS 15322 BUENA VISTA AVENUE Phone 1 604-541-2146
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Call Detail

Illegal short term rental being operated.
https://www.airbnb.ca/rooms/958297?locale=en&guests=1&adults=1&check_in=2019-02-07
<https://www.ownerdirect.com/white-rock/vacation-rentals/206789>
<https://www.ownerdirect.com/white-rock/vacation-rentals/203289>
<https://www.trivago.ca/white-rock-53923/hotel/white-rock-house-3931334>
<http://www.letsbookhotel.com/en/canada/white-rock/hotel/white-rock-house.aspx>

Workflow	Date	Name1	Name2	File No
ENTERED	Jun 20, 2018 3:10 PM	SANDEEP DHILLON		
ASSIGNED	Jun 20, 2018 3:12 PM	SANDEEP DHILLON		
NOTE	Jun 20, 2018 3:13 PM	SANDEEP DHILLON		
I spoke to the owner and he confirmed he has been renting short term less than 30 days. I advised him that he will have to stop operating and remove listing(s) for short term rental. He was also advised to cancel reservations from 2 weeks and beyond.				
EMAIL	Jun 20, 2018 3:13 PM	<SDhillon@whiterockcity.ca>		
A CALL FOR BYLAW ENFORCEMENT - ZONING COMPLAINTS HAS BEEN ASSIGNED TO SANDEEP DHILLON				
NOTE	Jul 24, 2018 2:16 PM	SANDEEP DHILLON		
I checked the ads and can confirm you can't book dates. The owner has confirmed that he does not book short term after my discussion with him. The third party websites he's unable to remove. He has advised ownerdirect to shut down his ads and booking.				
NOTE	Jul 25, 2018 10:53 AM	SANDEEP DHILLON		
The ads off ownerdirect have been removed. I checked website and confirmed. (document attached)				
COMPLETED	Jul 25, 2018 10:55 AM	SANDEEP DHILLON		

EMAIL Jul 25, 2018 10:56 AM <SDhillon@whiterockcity.ca>
Call 31058 - BYLAW ENFORCEMENT - ZONING COMPLAINTS has been completed

RE-ISSUED Feb 12, 2020 1:41 PM SANDEEP DHILLON
Re-initiated as Call Number 36410

From:

Redacted S. 22

To:

[Bylaw Enforcement Animal Control](#)

Subject:

Another New illegal airbnb - whole home rental plus the illegal suite

Date:

Wednesday, February 12, 2020 2:13:14 PM

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.

Hi there,

Here's another new illegal Airbnb listing and this fellow notes that an additional 2 bedroom suite is also available in ADDITION to the entire upstairs 4br unit. All minimum 3 night stay.

<https://www.vrbo.com/en-ca/cottage-rental/p1773178vb?noDates=true> and BC Assessment address match <https://www.bcassessment.ca//Property/Info/QTAwMDA3NUxONw==>

Redacted S. 22

REQUEST FOR SERVICE DETAIL

Workgroup ~BYLAW	Class BYLAW ENFORCEMENT
Call 36410 Feb 12, 2020 2:16 PM	Problem ZONING COMPLAINTS
Status ASSIGNED Feb 12, 2020 2:17 PM	Priority NORMAL Reference ILLEGAL SUIT
Follow up NO Internal NO	Bring Forward Mar 31, 2020 Repeat

Location Redacted S. 22 15321 COLUMBIA AVE WHITE ROCK BC V4B 1J8	Requestor Redacted S. 22 Phone 1 Redacted S. 22
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Call Detail

Illegal short term rental being operated and non-registered suite.

Workflow	Date	Name1	Name2	File No
RE-INITIATED	Feb 12, 2020 2:16 PM	SANDEEP DHILLON		
Previous Call Number: 31058				
ASSIGNED	Feb 12, 2020 2:17 PM	SANDEEP DHILLON		
https://www.vrbo.com/en-ca/cottage-rental/p1773178vb?adultsCount=1&arrival=2020-03-17&departure=2020-03-20				
EMAIL	Feb 12, 2020 2:19 PM	<SDhillon@whiterockcity.ca>		
A CALL FOR BYLAW ENFORCEMENT - ZONING COMPLAINTS HAS BEEN ASSIGNED TO SANDEEP DHILLON				
NOTE	Feb 12, 2020 4:21 PM	SANDEEP DHILLON		
I attended property and observed nobody was home.				
NOTE	Feb 15, 2020 3:05 PM	SANDEEP DHILLON		
I attended property and confirmed there was no one home again. I contacted owner via telephone and spoke to him about his VRBO listing and he advised me that he was not renting short term. I advised him that his listing states 3 nights minimum stay, he again stated to me that he wasn't renting short term and that he would contact VRBO about the listing and get it corrected. I advised him to come see me at City Hall next Friday so we can further discuss this issue as well as his non registered suite at the property. Possible further enforcement action may be taken in the form of tickets if enough evidence of actual short term rental tenants is acquired or the RO admits to it. RO was advised and given warning for illegal short term rental last year.				
NOTE	Feb 15, 2020 3:11 PM	SANDEEP DHILLON		
RO has modified the VRBO listing to comply with the 30 night minimum stay required for permitted use (listing attached). Unable to book less than 30 nights.				

NOTE Feb 21, 2020 9:21 AM SANDEEP DHILLON

RO attended City Hall and i had a discussion with him of his listing and advised him if further listings appear that give the indication of short term rental booking, fines will be levied against him. This was his final warning. RO was also advised to either register or decommission suite by end of March 31, 2020. Failure to comply would result in enforcement action. He wants to further discuss this matter with Planning Director before proceeding with one of those two options.

NOTE Mar 17, 2020 12:11 PM SANDEEP DHILLON

A letter was delivered by hand at the residence through the mail slot (letter attached). Letter indicated deadline of March 31, 2020 to obtain compliance either through registering or decommissioning suite.
