



ARCS: 292-30
File: HOU-2017-70948

June 5, 2017

Sent via email:

Dear

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Natural Gas Development and Minister Responsible for Housing. Your request is for:

Organization charts for 2016 for the Office of Housing and Construction Standards and the Residential Tenancy Branch including Arbitrator positions; A copy of any record that shows what the Measurements and Standards of performance - Quality and Quantity are for Arbitrators of the Residential Tenancy Branch e.g. EPDP; For the most recent 3 years available, an annual summary document indicating the dispute resolution performance targets and results for the Residential Tenancy Branch; A copy of any internal policies regarding quality assurance reviews of Residential Tenancy Branch Arbitrator decisions; For the most recent 3 years available, a copy of any annual report which shows the results of Arbitrator reviews including the number of decisions which meet established quality criteria and the number of decisions which do not; For the most recent 3 years available, a record showing the total number of hearings per year; For the most recent 3 years available, a record showing the total number of fines and the total dollar amount of the fines levied per year under Section 95. (Date Range for Record Search: From 01/01/2013 To 01/01/2017)

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section(s) 19 (Disclosure harmful to individual or public safety) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

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Your file is now closed.

If you have any questions regarding your request, please contact Tim O'Connor, the analyst assigned to your request, at 250 952-0898. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim O'Connor', with a horizontal line extending to the right.

Tim O'Connor for:
Ken Bejcek, Manager
Resource Team, Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.