

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 18, 2017 3:34 PM  
**To:** Henry, Molly FIN:EX  
**Subject:** FW: For MO Advice on required Action - Follow-up to 361875 from Eby s.22 AG  
**Attachments:** FW: Robert John Hensel and the Real Estate Services Act; FW: Scan From <Device Name>

I know she sent to Fin Min but thought I'd forward to your email as well.  
k

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**From:** Gibbs, Chantal FIN:EX  
**Sent:** Monday, December 18, 2017 2:35 PM  
**To:** Minister, FIN FIN:EX; Manton, Kim FIN:EX  
**Cc:** Nicholson, Riley FIN:EX; Michell, Jennifer FIN:EX  
**Subject:** For MO Advice on required Action - Follow-up to 361875 from Eby s.22 / AG

Molly / Kim – I'm in receipt of the email chain below (MLA Eby s.22 ), which is a follow up to 361875.

I'm redirecting to MO for advice on direction. What action you would like Finance to undertake?

### History

- MO assigned incoming of Nov 2<sup>nd</sup> for response & FIN's OSRE responded on November 15<sup>th</sup> (361875 – attached)
- Ms s.22 continued discussing the issue with MLA Eby's office after receipt of the Nov 15<sup>th</sup> response
- MLA Eby's CA forwarded email chain below to Deputy AG Richard Fyfe, who advised that the new request be forwarded to FIN to handle obo MLA Eby
- Riley discussed with Molly, who advised this issue was dealt with under 361875, which it was.

However, it appears as though AG/MLA Eby's office may be anticipating a further response from Finance (?).

Shall we file as FYI or might MO wish to assign for a further response from the DM or the Minister? If you'd like a further response and would like us to cc MLA Eby's office, you may wish to request a Consent Form from the CA.

**Chantal Gibbs**  
Correspondence Unit | Deputy Minister's Office  
Ministry of Finance [Correspondence intranet page](#)  
(778) 698-3882

---

**From:** Henry, Molly FIN:EX  
**Sent:** Friday, December 8, 2017 11:22 AM  
**To:** Nicholson, Riley FIN:EX  
**Cc:** Michell, Jennifer FIN:EX  
**Subject:** RE: s.22

Thanks Riley. This one has actually already made its way to us through the AG's EA – log 361875.

Molly Henry  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

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**From:** Nicholson, Riley FIN:EX  
**Sent:** Friday, December 8, 2017 11:04 AM  
**To:** Henry, Molly FIN:EX  
**Cc:** Michell, Jennifer FIN:EX  
**Subject:** FW: s.22

Hi Molly,

Per your conversation with Jen this morning, please see email chain that was forwarded to us via Richard Fyfe's Office.

Thank you,

Riley

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**From:** Richter, Connie JAG:EX  
**Sent:** Friday, December 8, 2017 7:42 AM  
**To:** Nicholson, Riley FIN:EX  
**Subject:** FW: s.22

Good morning, Riley.

Do you have time for a call this morning re the below?

C

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**From:** Fyfe, Richard J JAG:EX  
**Sent:** Friday, December 8, 2017 6:09 AM  
**To:** Richter, Connie JAG:EX  
**Subject:** Fwd: s.22

Connie the AG received this correspondence from a constituent in his capacity as MLA (not as AG). He has delegated to me the role of AG. It appears that the issue at this time involves the Real Estate Council, which has received a complaint from the<sup>s.22</sup> family.

I believe that the Real Estate Council is within the Ministry of Finance. As such we should refer this to the Ministry of Finance to treat it as a request from an MLA on behalf of one of their constituents.

Please keep me apprised as I should provide an update to the AG in his capacity as MLA as this matter proceeds.

Thanks and please let me know if we need further discussion.

RF

Richard J.M. Fyfe QC  
Deputy Attorney General  
Ministry of Attorney General  
Tel. (250) 356-0149

This communication (both the message and any attachments) is confidential and may be protected by solicitor-client privilege. It is intended only for the use of the person or persons to whom it is addressed. Any distribution, copying or other use by anyone else is strictly prohibited. If you have received this communication in error, please destroy the email message and any attachments immediately and notify me by telephone or by email.

Begin forwarded message:

**From:** "Anderson, Dulcy LASS:EX"  
<[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>  
**Date:** December 7, 2017 at 3:43:11 PM PST  
**To:** "Fyfe, Richard J JAG:EX" <[Richard.Fyfe@gov.bc.ca](mailto:Richard.Fyfe@gov.bc.ca)>  
**Subject:** RE: <sup>s.22</sup>

I apologize for forwarding such a long email chain, but this is what I have from her file in our database. Apparently she began corresponding with David in December of 2016.

Thank you.

Dulcy

\*\*\*\*\*  
\*\*\*\*\*

Body:

Hi David,

I am looking forward to meeting with you on Friday at 1:00.

I am advocating for the <sup>s.22</sup> Family, which has suffered a serious loss because of the egregious malfeasance by a licenced realtor.

So far, we have not received any compensation from the council, who should have canceled his licence long before he caused our loss.

Now that the council is no longer self regulated, we seek your advice on how best to proceed to achieve a fair resolution.

Thank you. Looking forward, <sup>s.22</sup>

On Tuesday, October 17, 2017, Eby.MLA, David  
<[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)> wrote:  
Hi <sup>s.22</sup>

I hope you are well. I have you scheduled to see David on Friday October 27th at 1:00-1:15pm. Please send through any updates you have on your concern regarding your complaint with RECBC.

Thanks.

Nicolas

Nicolas Bragg Constituency Assistant | David Eby, MLA  
Vancouver-Point Grey P: 604-660-1297 | [Nicolas.Bragg@leg.bc.ca](mailto:Nicolas.Bragg@leg.bc.ca)  
| 2909 West Broadway Vancouver V6K  
2G6 <http://davidbymla.ca/>

Here are the emails you sent through last year:

From: s.22

Sent: December 19, 2016 12:45 PM

To: Eby.MLA, David <[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)>

Subject: Meeting and Consult Request December 2016

David Eby:

Re: s.22

Vancouver, B.C.

Re:

Meeting Request

Dear David,

I would like to schedule an appointment to meet with you to discuss the concerns that I have with regards to an active RECBC Complaint file. (see attached email correspondence).

I would also like to introduce, s.22

s.22, of whom has assisted our family with meetings with the RECBC. He resides in West Point Grey.

Merry Christmas.

Sincerely,

s.22

Sent from my iPhone

Begin forwarded message:

From: s.22



Date: December 18, 2016 at 6:27:30 PM PST  
To: Erin Seeley <eseeley@recbc.ca>, "Castro, Veronica Fin:Ex"  
<veronica.castro@ficombc.ca>  
Cc: s.22  
Subject: Missing File Documents  
Urgent and Confidential

Michael Noseworthy  
Superintendent of Real Estate in B. C.

Erin Seeley  
Executive Director  
RECBC

Dear Mr. Noseworthy, and Ms. Seeley

I am writing to the Office of the Superintendent, and the Office of the RECBC, to confirm that you have received both my complaint form and my Letter of Concern.

I had been previously notified, by council, that I did not submit a Complaint Form, however this information was incorrect, and that the complaint form had been recovered; along with an email that Jane Kolonsky had sent to me confirming the receipt of my Complaint Form.

The Letter of Concern, was a document that I presented to the council; namely Mr. Robert Fawcett at a meeting at the council office in July 2016.  
Mr. Patrick Poyner was also present at the meeting and had read my letter then picked it up and place it under his file folder.

I have submitted both documents to the council in good faith, with the understanding that they were placed in the safekeeping of the RECBC.

The correspondence from the council is disconcerting, as it appears that my document has gone missing.

Please advise the receipt of my email today and the receipt of my Important File Document.

Thank you kindly,

Yours Truly,

s.22

Sent from my iPhone  
From: s.22  
Sent: December 16, 2016 11:01 AM  
To: Eby.MLA, David <David.Eby.MLA@leg.bc.ca>  
Cc: s.22  
Subject: Fwd: Complaint Form

Urgent and Confidential

Re: RECBC 's Real Estate Council of B.C.

Concerns:

1. Conflict of Interest
2. Breach of Mandate : Failing to protect the Public
3. Obstruction of Key Documents
4. Missing or Destroyed Document in an ongoing Investigation
5. Undue Delay in Resolving my Complaint

Dear David,

Re: property: s.22 ,  
Vancouver, B.C

I had received a call from Anna today after she had spoken with my brother (via telephone), s.22 and his concerns regarding the Real estate Council of B.C.

I also am very concerned with the RECBC's conduct. I believe that they have grossly mishandled my complaint involving one of their licensee's Mr. Robert Hensel, who has been investigated by FICOM, and found guilty s.22 ; when he had altered an official FICOM document.

Ms. Carolyn Rogers, of FiCOM; had rendered a decision of a two year suspension as a mortgage broker. Mr. Hensel, subsequently appealed Ms. Roger's Decision, however her decision was upheld. Mr. Hensel, still is endorsed and licensed by the RECBC; but has only s.22  
s.22

I believe that the council is protecting themselves and their licensee's as opposed to protecting the public, which we believe is their Mandate.

I believe that this placed them in a conflict of interest.

I currently am very concerned regarding the manner of which the Real estate Council is handing my complaint.

It is my concern that the Council's lawyer is Obstructing the production of my key documents as he has stated that firstly:

1. My Documents do not exist
  2. He is Obstructing a Key document that I have requested to be submitted to Ms. Erin Seeley, the new acting officer, and of which he states he does not have.
- I will forward the pertinent emails to you.

- Email 1. Mr. Poyner states that I did not submit a complaint form.
2. An apology letter from Mr. Poyner

Could we meet at with you today, and present our concerns.

Thank you,

s.22

Sent from my iPhone

Begin forwarded message:

From: Patrick Poyner <ppoyner@recbc.ca>  
Date: December 13, 2016 at 3:48:05 PM PST  
To: s.22  
Subject: RE: Complaint Form  
Ms. s.22

I am writing further to your email to Jane Kolonsky of today's date which is below.

As requested, I have forwarded your Compensation Fund Claim form and the Potential Claim form to Erin Seeley. For ease of reference, copies of both forms are attached.

Please note that both of these forms relate to your Compensation Fund Claim file which has now been closed.

A Complaint Form is a different form which initiates a Council investigation into a licensee's conduct. The Council has never received a completed Complaint Form from you with respect to Mr. Hensel. Your role in the Council initiated investigation of Mr. Hensel is as a witness.

Yours truly,

Patrick Poyner | Legal Counsel - Compliance | Real Estate Council  
of British Columbia | 900-750 West Pender Street Vancouver, BC  
Canada V6C 2T8 | Tel 604.683.9664 Toll-free 1.877.683.9664  
[www.recbc.ca](http://www.recbc.ca)

The Real Estate Council of British Columbia is a regulatory  
agency established by the provincial government in 1958. Its  
mandate is to protect the public interest by enforcing the licensing  
and licensee conduct requirements of the Real Estate Services Act.

CONFIDENTIALITY NOTICE: This message is intended only  
for the use of the individual or entity named above, and may  
contain information that is privileged, confidential or exempt from  
disclosure under applicable law. If you are not the intended  
recipient, or the employee or agent responsible for delivering the  
message to the intended recipient, please notify us immediately by  
return e-mail and delete all copies of the original e-mail. Any  
dissemination, distribution or copying of this communication by  
anyone other than the intended recipient is prohibited. Thank you.

-----Original Message-----

From: s.22

Sent: December-13-16 2:33 PM

To: Jane Kolonsky

Subject: Re: Complaint Form

Re: RECBC Complaint Form

Request to Submit to Erin Seeley

Dear Jane,

Please forward my complaint form that I submitted to you, and  
that you in turn advised Mr. Fawcett of such; to the attention of  
Erin Seeley.

You had advised Mr. Fawcett, at our meeting, that you in fact had  
received my form.

Please advise me of your submission to Erin Seeley.

Thank you.

s.22

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An email has been sent to Eby.MLA, David  
<[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)>; s.22  
s.22

Please refer to the email saved in the Documents window.

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**From:** Fyfe, Richard J JAG:EX [<mailto:Richard.Fyfe@gov.bc.ca>]  
**Sent:** Thursday, December 7, 2017 3:11 PM  
**To:** Anderson, Dulcy <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>  
**Subject:** RE: s.22

Thanks Dulcy. As I read the notes below it appears that the issue involves a claim for compensation from the Real Estate Council for losses incurred because the Real Estate Council failed to revoke a realtor's licence. Is there any material that provides particulars or more details/ background information?  
RF

Richard J.M. Fyfe QC  
Deputy Attorney General  
Ministry of Attorney General  
Tel. (250) 356-0149

---

**From:** Anderson, Dulcy [<mailto:Dulcy.Anderson@leg.bc.ca>]  
**Sent:** Thursday, December 7, 2017 2:33 PM  
**To:** Fyfe, Richard J JAG:EX  
**Subject:** FW: s.22

Dear Mr. Fyfe,

Per David's request, I am putting you in touch with s.22, a constituent, for follow up. Let me know what background materials you need. See below for her preferred contact information.

Dulcy

Dulcy Anderson | Constituency Assistant | David Eby, MLA Vancouver-Point Grey  
[dulcy.anderson@leg.bc.ca](mailto:dulcy.anderson@leg.bc.ca) | 604-660-1297 | 2909 West Broadway,  
Vancouver, BC V6K2G6 | [davidbymla.ca](http://davidbymla.ca)

Come join us for our Open House on December 9<sup>th</sup> from 11am – 1pm!

**From:** s.22

**Sent:** Thursday, December 7, 2017 1:51 PM

**To:** Anderson, Dulcy <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>

**Cc:** s.22

**Subject:** Re: s.22

Dear Dulcy,

Yes, I give you my permission, ( to put me in touch with), Richard Fyfe.

We appreciate David's attention to this matter and his referral.

Thank you

Kind Regards,

s.22

On Thursday, December 7, 2017, Anderson, Dulcy  
<[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)> wrote:

Dear s.22

Do I have your permission to put you in touch with Richard Fyfe, Deputy Attorney General and Deputy Minister, Justice? David Eby would like me to do so.

Thanks!

Dulcy

Dulcy Anderson | Constituency Assistant | David Eby, MLA Vancouver-Point Grey  
[dulcy.anderson@leg.bc.ca](mailto:dulcy.anderson@leg.bc.ca) | 604-660-1297 | [2909 West Broadway, Vancouver, BC V6K2G6](#) | [davidbymla.ca](http://davidbymla.ca)

Come join us for our [Open House](#) on December 9<sup>th</sup> from 11am – 1pm!

**From:** s.22  
**Sent:** Tuesday, November 28, 2017 7:48 PM  
**To:** Eby.MLA, David <[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)>  
**Cc:** s.22  
**Subject:** Re: s.22

Dear David,

We are looking forward to hearing back from Carole James with respect to our compensation claim for damages caused by a realtor, as we discussed in our meeting on October 27, at your office.

Sincerely,

s.22

s.22

On Friday, November 17, 2017, s.22  
s.22 > wrote:

Dear Dulcy,

Thank you for your email.

Looking forward to hearing from you soon.

Sincerely,

s.22

On Thursday, November 16, 2017, Eby.MLA, David  
<[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)> wrote:

Dear s.22

I just wanted you to know that we've received your email. I will follow up to ensure that the Minister has your concern in her queue. Often it can take a bit of time to get a response.

Thanks so much,

Dulcy

Dulcy Anderson

*Constituency Assistant to MLA David Eby*

*Vancouver-Point Grey*

*2909 W. Broadway*

*Vancouver, BC V6K2G6*

*Telephone: 604-660-1297*

*[www.davidebymla.ca](http://www.davidebymla.ca)*



**From:** s.22  
**Sent:** Saturday, November 11, 2017 11:46 AM  
**To:** Eby.MLA, David <[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)>  
**Cc:** s.22  
s.22  
**Subject:** Re: s.22

Dear David,

Thank you again for meeting with us on October 27th, with regards to Compensation for Loss, caused by a realtor.

Have you heard anything back yet from Carol James?

Please let me know if there is anything else that we can do to assist your investigation.

Sincerely,

s.22

----- Forwarded message -----

**From:** s.22  
**Date:** Wednesday, October 25, 2017  
**Subject:** Oct. 27, 2017 Meeting at 1:00: s.22  
Vancouver  
**To:** "Eby.MLA, David" <[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)>  
**Cc:** s.22

Hi David,

I am looking forward to meeting with you on Friday at 1:00.

I am advocating for the<sup>s.22</sup> Family, which has suffered a serious loss because of the egregious malfeasance by a licenced realtor.

So far, we have not received any compensation from the council, who should have canceled his licence long before he caused our loss.

Now that the council is no longer self regulated, we seek your advice on how best to proceed to achieve a fair resolution.

Thank you.

Looking forward,

s.22

On Tuesday, October 17, 2017, Eby.MLA, David  
<[David.Eby.MLA@leg.bc.ca](mailto:David.Eby.MLA@leg.bc.ca)> wrote:

Hi s.22

I hope you are well. I have you scheduled to see David on Friday October 27<sup>th</sup> at 1:00-1:15pm. Please send through any updates you have on your concern regarding your complaint with RECBC.

Thanks.

Nicolas

Nicolas Bragg Constituency Assistant | David Eby, MLA  
Vancouver-Point Grey P: 604-660-1297 |

Nicolas.Bragg@leg.bc.ca | 2909 West Broadway Vancouver  
V6K 2G6 <http://davidbymla.ca/>

## **Spilker, Robyn FIN:EX**

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**From:** Manton, Kim FIN:EX  
**Sent:** December 18, 2017 3:32 PM  
**To:** Reid, Heidi FIN:EX; Spilker, Robyn FIN:EX  
**Subject:** Picking up the food

Hi,

So the food has been ordered.

s.22

They all have Robyn's name but my cell (250 888 5930).

Let me know if you need anything else.

k

### **Kim Manton**

Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930  
Email: [Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 19, 2017 9:16 AM  
**To:** Henry, Molly FIN:EX  
**Subject:** FW: Request for Consent Form: Attn. Refund Section  
**Attachments:** s.22

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**From:** FIN OFFICE FIN:EX  
**Sent:** Monday, December 18, 2017 7:05 PM  
**To:** Manton, Kim FIN:EX  
**Cc:** Minister, FIN FIN:EX  
**Subject:** Request for Consent Form: Attn. Refund Section

### For Log Action assignment & Consent Form request

Program area received directly from MLA's office.

They have redirected to MCS so we can redirect to the MO, as all MLA correspondence is to be filtered in through the MO.

Might you please request a consent form and advise on requested action?

Thanks,

**Chantal Gibbs**  
Correspondence Unit | Deputy Minister's Office  
Ministry of Finance [Correspondence intranet page](#)  
(778) 698-3882

---

**From:** Miles, Caitlin FIN:EX  
**Sent:** Wednesday, December 13, 2017 12:02 PM  
**To:** FIN OFFICE FIN:EX  
**Subject:** FW: Attn. Refund Section

Hi Team,

Consumer Taxation Programs Branch received a rulings request from a constituency assistant for a Minister.

Rulings analyst Stephen Eggleston wonders if this request should have come through CLIFF as the appropriate communication channel. Should I create a CLIFF log or do you know how else this should be processed?

Thanks,

**Cait Miles**

Office Manager | Consumer Taxation Programs Branch  
Ministry of Finance | 778 698-8658 | 1802 Douglas St, Victoria BC



*Please consider the environment before printing this email.*

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**From:** CTBTaxQuestions FIN:EX  
**Sent:** Wednesday, December 6, 2017 2:52 PM  
**To:** Miles, Caitlin FIN:EX  
**Subject:** FW: Attn. Refund Section

Hi Caitlyn,

I believe this one needs to be CLIFFed before we respond (Shane Simpson is a Cabinet Minister). Please forward it back to us (so the attachment doesn't disappear) when it has been CLIFFed.

Thanks

Stephen

Rulings and Interpretations Team  
Ministry of Finance  
[www.gov.bc.ca/consumertaxes](http://www.gov.bc.ca/consumertaxes)

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**From:** Simpson.MLA, Shane [<mailto:Shane.Simpson.MLA@leg.bc.ca>]  
**Sent:** Wednesday, December 6, 2017 1:55 PM  
**To:** CTBTaxQuestions FIN:EX  
**Subject:** Attn. Refund Section

Hello,

I am writing on behalf of a Vancouver-Hastings constituent, s.22 who has recently enrolled in the Fuel Tax Refund for Persons with Disabilities. His signed release of information is attached.

Our office supported Mr. s.22 in applying for the Fuel Tax Refund. He tells me he then worked with his insurance broker to submit a notarized letter to apply for the "One-time Exception to Fuel Receipts" as he did not have saved fuel receipts for the previous year.

Mr. s.22 received a letter from your office (Letter ID: s.22 stating that it is not possible to give a refund for dates prior to his qualification start date of August 28<sup>th</sup>. I am writing to ask how this qualification start date was calculated. Mr. s.22 has been a valid permit holder with SPARC BC since s.22 and I am not aware of a change in his physical needs in August of this year.

Please let me know as I would like to explain the situation to him. I can be reached via email or at the below mailing address and phone number Monday-Friday from 9am-4pm.

Thank you,  
Anne

**Anne Vavrik** | Constituency Assistant |  
**The Honourable Shane Simpson** 冼崇山 | MLA Vancouver-Hastings |  
(t) 604-775-2277 | (f) 604-775-2352 | 2365 E. Hastings St. Vancouver BC, V5L 1V6 |  
<http://shanesimpson.ca> | [Twitter](#) | [Facebook](#) | [Newsletter](#)

\*\*Please Note: From time to time, this office passes on messages from local organizations as a public service. This office does not warrant or guarantee the services or information described. If you have questions or concerns regarding this information, please contact the originator directly.

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 19, 2017 10:25 AM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: Request for Consent Form: Attn. Refund Section  
**Attachments:** s.22 .pdf; CoA s.22 .pdf

Please see attached for certificate of authority.

Kim

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**From:** FIN OFFICE FIN:EX  
**Sent:** Monday, December 18, 2017 7:05 PM  
**To:** Manton, Kim FIN:EX  
**Cc:** Minister, FIN FIN:EX  
**Subject:** Request for Consent Form: Attn. Refund Section

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**Chantal Gibbs**

Correspondence Unit | Deputy Minister's Office  
Ministry of Finance [Correspondence intranet page](#)  
(778) 698-3882

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Thanks,

**Cait Miles**

Office Manager | Consumer Taxation Programs Branch  
Ministry of Finance | 778 698-8658 | 1802 Douglas St, Victoria BC



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**From:** CTBTaxQuestions FIN:EX  
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Thanks

Stephen

Rulings and Interpretations Team  
 Ministry of Finance  
[www.gov.bc.ca/consumertaxes](http://www.gov.bc.ca/consumertaxes)

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**From:** Simpson.MLA, Shane [<mailto:Shane.Simpson.MLA@leg.bc.ca>]  
**Sent:** Wednesday, December 6, 2017 1:55 PM  
**To:** CTBTaxQuestions FIN:EX  
**Subject:** Attn. Refund Section

Hello,

I am writing on behalf of a Vancouver-Hastings constituent, s.22 who has recently enrolled in the Fuel Tax Refund for Persons with Disabilities. His signed release of information is attached.

Our office supported Mr. s.22 in applying for the Fuel Tax Refund. He tells me he then worked with his insurance broker to submit a notarized letter to apply for the "One-time Exception to Fuel Receipts" as he did not have saved fuel receipts for the previous year.

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Please let me know as I would like to explain the situation to him. I can be reached via email or at the below mailing address and phone number Monday-Friday from 9am-4pm.

Thank you,  
 Anne

**Anne Vavrik** | Constituency Assistant |  
**The Honourable Shane Simpson** 冼崇山 | MLA Vancouver-Hastings |  
 (t) 604-775-2277 | (f) 604-775-2352 | 2365 E. Hastings St. Vancouver BC, V5L 1V6 |  
<http://shanesimpson.ca> | [Twitter](#) | [Facebook](#) | [Newsletter](#)



**\*\*Please Note:** From time to time, this office passes on messages from local organizations as a public service.

This office does not warrant or guarantee the services or information described. If you have questions or concerns regarding this information, please contact the originator directly.

## **Spilker, Robyn FIN:EX**

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**From:** Manton, Kim FIN:EX  
**Sent:** December 19, 2017 11:57 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** Contact

s.22

Regarding physio therapy for seniors

Sent from my Samsung Galaxy smartphone.

**Spilker, Robyn FIN:EX**

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**From:** Manton, Kim FIN:EX  
**Sent:** December 19, 2017 1:23 PM  
**To:** Henry, Molly FIN:EX  
**Cc:** Robinson, Shayli L LASS:EX  
**Subject:** I know we aren't posting but sharing anyway  
**Attachments:** 20171219\_132113.jpg; 20171219\_132108.jpg

Sent from my Samsung Galaxy smartphone.

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 20, 2017 10:55 AM  
**To:** Ranjan, Ramesh JTT:EX  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Hi Ramesh,

I did receive it. Thanks for checking.

I have since heard back from my MA and she has suggested that Pamela Ness is in Citizen Services and so Dulcy should try them.

I called Dulcy yesterday but see that their office is closed until January 3. I am happy to get back to Dulcy then or would you prefer to?

Hope you have some time off over the holiday season.

Cheers,  
kim

---

**From:** Ranjan, Ramesh JTT:EX  
**Sent:** Tuesday, December 19, 2017 11:10 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** Re: checking in about constituent matter from MLA David Eby

Hi Kim,

Did you receive the attachment? Just wanted to make sure!

Ramesh

**Ramesh Ranjan**  
Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

On Dec 14, 2017, at 2:07 PM, Manton, Kim FIN:EX <[Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)> wrote:

Hi Ramesh,

Thanks for passing this along. Do you have the backgrounder she sent ahead of her meeting with David Eby, MLA?

Wishing you a great day,

**Kim Manton**  
Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930

---

**From:** Ranjan, Ramesh JTT:EX  
**Sent:** Thursday, December 14, 2017 12:38 PM  
**To:** Manton, Kim FIN:EX  
**Cc:** Anderson, Dulcy LASS:EX  
**Subject:** Fwd: checking in about constituent matter from MLA David Eby

Hi Kim,

I've been told by our staff that the Ministry of Finance overseas records management. The request came from MLA David Eby's office via his CA Dulcy, CC'd here.

Would you be able to look into this request and get back to Dulcy?

Thanks,  
Ramesh

**Ramesh Ranjan**

Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

Begin forwarded message:

**From:** "Jang, Monica JTT:EX" <[Monica.Jang@gov.bc.ca](mailto:Monica.Jang@gov.bc.ca)>  
**Date:** December 14, 2017 at 11:42:47 AM PST  
**To:** "Ranjan, Ramesh JTT:EX" <[Ramesh.Ranjan@gov.bc.ca](mailto:Ramesh.Ranjan@gov.bc.ca)>  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Hi Ramesh,

This one should go over to Finance as they oversee records management.

Thanks,

Monica.

---

**From:** Ranjan, Ramesh JTT:EX  
**Sent:** Thursday, December 14, 2017 10:18 AM  
**To:** Jang, Monica JTT:EX  
**Subject:** Fwd: checking in about constituent matter from MLA David Eby

Hi Monica,

Here's a unique issue you can see who it might apply to.

Sincerely,  
Ramesh

**Ramesh Ranjan**

Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

Begin forwarded message:

**From:** "Anderson, Dulcy LASS:EX" <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>  
**Date:** December 13, 2017 at 3:17:23 PM PST  
**To:** "Ranjan, Ramesh JTT:EX" <[Ramesh.Ranjan@gov.bc.ca](mailto:Ramesh.Ranjan@gov.bc.ca)>  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Thank you for your help.

Susan basically wants to be able to do annual "web crawling" and archiving of Ministry websites with the permission of the government. Apparently the U of T does the same with the Ontario provincial government and she has a librarian there who has a similar function to hers who would be happy to offer advice on how they do it. The previous provincial government was resistant but she is hoping that our new government will be amenable. David thought that her request was reasonable. Before she came to our office, she had emailed extensively with Pamela Ness at the IPP Office.

Attached is the backgrounder she sent ahead of her meeting with David. She had a nice but inconclusive email correspondence, concluding in August of 2017, with Pamela Ness, Intellectual Property Manager about these issues as well, which she forwarded to us. If it would be helpful, I can provide that as well.

Best,  
Dulcy

---

**From:** Ranjan, Ramesh JTT:EX [<mailto:Ramesh.Ranjan@gov.bc.ca>]  
**Sent:** Wednesday, December 13, 2017 2:53 PM  
**To:** Anderson, Dulcy <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>  
**Subject:** Re: checking in about constituent matter from MLA David Eby

Hi Dulcy,

Thanks for reaching out. I haven't received anything on this issue in the past - can you send it over and I'll get it through to the applicable eyes within the Ministry?!

Thanks!

**Ramesh Ranjan**

Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

On Dec 13, 2017, at 1:48 PM, Anderson, Dulcy  
<[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)> wrote:

Dear Ramesh,

In September, I believe that MLA David Eby brought a matter to the attention of Minister Ralston regarding web archiving. We have a constituent named Susan Paterson who brought this concern to our attention. She is the Government Information, Social Work and French language and literature librarian for the University of British Columbia.

She has indicated recently that she hadn't heard anything back, so I just wanted to reconnect with your office to see if the correspondence might have gotten lost along the way? Could very well have been on our end, as David was bringing things to Victoria himself at that point and we didn't have a system in place to double check.

Thanks!  
Dulcy

Dulcy Anderson | Constituency Assistant | David Eby,  
MLA Vancouver-Point Grey  
[dulcy.anderson@leg.bc.ca](mailto:dulcy.anderson@leg.bc.ca) | 604-660-1297 | 2909 West  
Broadway, Vancouver, BC V6K2G6 | [davidemymla.ca](http://davidemymla.ca)

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[newsletter](#).

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 20, 2017 11:40 AM  
**To:** Henry, Molly FIN:EX  
**Subject:** RE: Phone Call - MLA Jordan Sturdy's Office

Hi Molly,

I did get it. I spoke with the CA this morning. She was looking for direction on where to send her constituents concerns to.

I expect to get an email from her later today.

Kim

---

**From:** Henry, Molly FIN:EX  
**Sent:** Wednesday, December 20, 2017 11:21 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Phone Call - MLA Jordan Sturdy's Office

Just wanted to confirm you got this email?

**Molly Henry**  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

---

**From:** Henry, Molly FIN:EX  
**Sent:** Tuesday, December 19, 2017 4:56 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Phone Call - MLA Jordan Sturdy's Office

Hey – Can you follow up with Nicola in this morning

**Molly Henry**  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

---

**From:** Nicholson, Riley FIN:EX  
**Sent:** Tuesday, December 19, 2017 3:29 PM  
**To:** Reid, Heidi FIN:EX  
**Cc:** Henry, Molly FIN:EX  
**Subject:** Phone Call - MLA Jordan Sturdy's Office

Hi Heidi,

Nicola Bentley from MLA Jordan Sturdy's Office called at about 3:00. She would like to know if someone can please give her a call back – she is following up on previous correspondence that was sent to the Minister. I



am not sure what type of correspondence it was, I have also cc'd Molly. Nicola can be reached at 778-837-1137.

Thank you,

Riley

***Riley Nicholson***

*Senior Executive Assistant*

*Deputy Minister's Office*

*Ministry of Finance*

T: 250 387 3184 F: 250 387 1655

Email: [Riley.Nicholson@gov.bc.ca](mailto:Riley.Nicholson@gov.bc.ca)

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 20, 2017 12:09 PM  
**To:** Spilker, Robyn FIN:EX  
**Subject:** RE: Call for Records FIN-2017-74339 Records Due December 29, 2017

Hi Robyn,

I have searched for the record requested below and found nothing.

Let me know if any further information is required.

Regards,  
kim

---

**From:** Spilker, Robyn FIN:EX  
**Sent:** Tuesday, December 19, 2017 10:45 AM  
**To:** Reid, Heidi FIN:EX; Manton, Kim FIN:EX; Henry, Molly FIN:EX; Gillezeau, Rob FIN:EX; Leonard, Jessica FIN:EX  
**Subject:** FW: Call for Records FIN-2017-74339 Records Due December 29, 2017  
**Importance:** High

Hi folks,

See below for a request for records about the processing and handling of FOI request FIN-2017-73767. Please complete a search of all files and outlook items. Provide any responsive records to me by this one by end of day tomorrow.

Search term: 73767

If you find any records that respond to the request for records described below, please print copies and provide them to me. If you do not find records, please write back stating you've completed the search and have no records.

Please come see me with questions.

Thanks,  
Robyn

**Robyn Spilker**  
Senior Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-952-7627

---

**From:** FOI Coordinator FIN:EX  
**Sent:** Thursday, December 14, 2017 9:35 AM  
**To:** Spilker, Robyn FIN:EX; Michell, Jennifer FIN:EX; Olson, Lianna FIN:EX

**Cc:** FOI Coordinator FIN:EX; Gillies, Jessica FIN:EX  
**Subject:** FW: Call for Records FIN-2017-74339 Records Due December 29, 2017

Hi All,


Please see the below FOI request. Anyone who was contacted for searching documents for FIN-2017-73767 will need to provide those emails for this request. Records, Harms Assessment and CFR are due to IAO by Friday, December 29, 2017.

Thank you,

**Katie Grieve** | FOI Analyst

FOI & Correspondence Unit | Deputy Minister's Office | Ministry of Finance

FIN FOI SharePoint site | phone 778 698-4887 | email [katie.grieve@gov.bc.ca](mailto:katie.grieve@gov.bc.ca)

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**From:** Doyle, Toyoko [<mailto:IAOCentralTeam@gov.bc.ca>]  
**Sent:** Wednesday, December 13, 2017 4:49 PM  
**To:** FOI Coordinator FIN:EX  
**Cc:** Michell, Jennifer FIN:EX; Gillies, Jessica FIN:EX  
**Subject:** Call for Records FIN-2017-74339 Records Due December 29, 2017

Hello,

Please see details below regarding this formal request made under the *Freedom of Information and Protection of Privacy Act* (FOIPPA):

*All records about the processing and handling of FIN-2017-73767. Date Format is MM/DD/YYYY*

Applicant Type: Media  
Cross Government Number:  
Request also directed to: CTZ  
Records Due: December 29, 2017  
Legislated Due Date: January 29, 2018  
IAO Contact: Toyoko Doyle

Please complete and return the attached Call for Records form to [IAOCentralTeam@gov.bc.ca](mailto:IAOCentralTeam@gov.bc.ca).

**Fee estimate instructions: (see CFR form for fee calculation information and due date)**

If search and retrieval time is anticipated to exceed 3 hours and/or the total volume of records exceeds 200 pages, complete **only** Sections 1 & 2 of the Call for Records Form as we may be in a position to issue a fee estimate. Then, return the form to the IAO by the Fee Estimate Due date noted above. Please await further instruction from IAO as the records will not be required until the fee estimate process has been completed. Once fees have been paid or waived, IAO will contact you to continue the call for records process. IAO will advise you if the request is abandoned and closed.

Send records via email in PDF format. If email is not possible, please send the records in electronic format via house mail with the completed form.

You should be aware that FOIPPA obligates us to assist the applicant and to respond without delay, openly, accurately, and completely. In the event that the ministry must defend the adequacy of its search to the Information and Privacy Commissioner at Inquiry, those involved in searching for records may be required to sign affidavits confirming they have conducted an adequate search for relevant records.

Please do not hesitate to contact IAO to discuss:

- whether the records may be routinely releasable;
- whether the information is being prepared for public release or is already publicly available;
- any other questions or concerns relating to this request.

Thank you for your assistance,

**Toyoko Doyle** | FOI Analyst | Information Access Operations | Ministry of Citizens' Services  
**Ph:** 778-698-2376 | **e:** [Toyoko.Doyle@gov.bc.ca](mailto:Toyoko.Doyle@gov.bc.ca) | **m:** PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 20, 2017 12:12 PM  
**To:** Spilker, Robyn FIN:EX  
**Subject:** RE: Call for Records FIN-2017-74341 Due January 2, 2018

Hi Robyn,

I searched for the records referenced below and did not find anything.

If you require any further information don't hesitate to let me know.

Kind regards,  
kim

---

**From:** Spilker, Robyn FIN:EX  
**Sent:** Tuesday, December 19, 2017 10:48 AM  
**To:** Gillezeau, Rob FIN:EX; Henry, Molly FIN:EX; Leonard, Jessica FIN:EX; Manton, Kim FIN:EX; Reid, Heidi FIN:EX  
**Subject:** FW: Call for Records FIN-2017-74341 Due January 2, 2018

Hi folks,

See below for a request for records about the processing and handling of FOI request FIN-2017-73771. Please complete a search of all files and outlook items. Provide any responsive records to me by end of day tomorrow.

Search term: 73771

If you find any records that respond, please print copies and provide them to me. If you do not find records, please write back stating you've completed the search and have no records.

Thanks,  
Robyn

**Robyn Spilker**  
Senior Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-952-7627

---

**From:** FOI Coordinator FIN:EX  
**Sent:** Thursday, December 14, 2017 3:20 PM  
**To:** Michell, Jennifer FIN:EX; Anderson, Celine FIN:EX; Gillies, Jessica FIN:EX; Spilker, Robyn FIN:EX; Olson, Lianna FIN:EX  
**Cc:** FOI Coordinator FIN:EX  
**Subject:** FW: Call for Records FIN-2017-74341 Due January 2, 2018

Hi All,

Please see below FOI Request. Anyone who was contacted for searching documents for FIN-2017-73771 will need to provide those emails for this request. Records, Harms Assessment and CFR are due to IAO by Friday, January 2, 2018.


Jen, Celine and Jessica: If you could copy and paste responsive emails into an email to me I will package all the DMO records together!

Thank you,

**Katie Grieve** | FOI Analyst

FOI & Correspondence Unit | Deputy Minister's Office | Ministry of Finance

FIN FOI SharePoint site | phone 778 698-4887 | email [katie.grieve@gov.bc.ca](mailto:katie.grieve@gov.bc.ca)

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**From:** Chan, Sarah [<mailto:IAOCentralTeam@gov.bc.ca>]

**Sent:** Thursday, December 14, 2017 2:43 PM

**To:** FOI Coordinator FIN:EX

**Subject:** Call for Records FIN-2017-74341 Due January 2, 2018

Hello,

Please see details below regarding this formal request made under the *Freedom of Information and Protection of Privacy Act* (FOIPPA):

*All records about the processing and handling of FIN-2017-73771. Date Format is MM/DD/YYYY*

Applicant Type: Media

Request also directed to: Citizen Services

Records Due: January 2, 2018

Legislated Due Date: January 29, 2018

IAO Contact: Sarah Chan

Please complete and return the attached Call for Records form to [IAOCentralTeam@gov.bc.ca](mailto:IAOCentralTeam@gov.bc.ca).

**Fee estimate instructions: (see CFR form for fee calculation information and due date)**

If search and retrieval time is anticipated to exceed 3 hours and/or the total volume of records exceeds 200 pages, complete **only** Sections 1 & 2 of the Call for Records Form as we may be in a position to issue a fee estimate. Then, return the form to the IAO by the Fee Estimate Due date noted above. Please await further instruction from IAO as the records will not be required until the fee estimate process has been completed. Once fees have been paid or waived, IAO will contact you to continue the call for records process. IAO will advise you if the request is abandoned and closed.

Send records via email in PDF format. If email is not possible, please send the records in electronic format via house mail with the completed form.

You should be aware that FOIPPA obligates us to assist the applicant and to respond without delay, openly, accurately, and completely. In the event that the ministry must defend the adequacy of its search to the Information and Privacy Commissioner at Inquiry, those involved in searching for records may be required to sign affidavits confirming they have conducted an adequate search for relevant records.

Please do not hesitate to contact IAO to discuss:

- whether the records may be routinely releasable;
- whether the information is being prepared for public release or is already publicly available;
- any other questions or concerns relating to this request.

Thank you for your assistance,

Sarah Chan, FOI Analyst  
Central Agency Team  
Information Access Operations

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 20, 2017 3:58 PM  
**To:** Henry, Molly FIN:EX  
**Subject:** RE: Urgent Request for meeting - Board of Vision Quest Recovery Society

Hi,

I left her a voice mail but haven't had a call back.

me

---

**From:** Henry, Molly FIN:EX  
**Sent:** Wednesday, December 20, 2017 2:16 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Urgent Request for meeting - Board of Vision Quest Recovery Society

Hey Kim – Did you get a chance to call Ms. Cleary? Let me know if you would prefer one of us to do it.

**Molly Henry**  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

---

**From:** Henry, Molly FIN:EX **On Behalf Of** Minister, FIN FIN:EX  
**Sent:** Monday, December 18, 2017 4:12 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Urgent Request for meeting - Board of Vision Quest Recovery Society

**From:** charlene cleary [<mailto:charlene@westshorelaw.ca>]  
**Sent:** Thursday, December 14, 2017 3:00 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** Urgent Request for meeting - Board of Vision Quest Recovery Society

Good Day:

I have been directed to send this email to Minister James' ministerial staff, I understand that is Robin, Rob, or Molly.

My email, which is of an urgent nature, is set out below.

Can someone please call me back to confirm receipt?

Many thanks,

*Charlene Cleary*  
Lawyer



**WESTSHORE LAW**

Phone: (250) 915-1603

104-2800 Bryn Maur Rd. Victoria BC V9B 3T4

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----- Forwarded message -----

From: **charlene cleary** <[charlene@westshorelaw.ca](mailto:charlene@westshorelaw.ca)>

Date: Thu, Dec 14, 2017 at 12:42 PM

Subject: Urgent Request for meeting - Board of Vision Quest Recovery Society

To: "James.MLA, Carole" <[carole.james.mla@leg.bc.ca](mailto:carole.james.mla@leg.bc.ca)>

Dear Minister James:

You and I met and spoke briefly at a Canadian Mental Health Association (BC) event, just before the 2016 election.

I am a practicing lawyer in Victoria and a board member of Vision Quest Recovery Society (<http://visionquestsociety.org>), which has several facilities for convicted offenders on probation and community sentences and who also struggle with addiction. Specifically, over 80% of our clients are struggling with opioid addictions.

Our Society has been operating on fumes for months and struggling to keep its doors open. We receive most of our funding from BC Housing and it is currently not enough to sustain the organization. There is currently no funding from Corrections or the Ministry of Mental Health and Addictions, despite attempts to obtain funding from our current Executive Director, Geri Berimster.

I don't have the exact numbers in front of me, but I believe that our cost to house one person is less than \$35/day whereas having someone in a correctional facility costs the government over \$400/day. The organization currently has a total of 83 clients in residence, in four different facilities on the mainland; many of them are individuals from First Nation communities.

Put simply, the Society is in *dire* need of stable funding from this government and given its recent commitment to the opioid crisis and given the important work that our organization does for people caught up in the justice system, we are hoping for some assistance.

**The need is of an urgent nature in that our Board needs to make decisions on closing facilities in the coming days.**

I recognize that your plate is full but would be most grateful for 15 minutes of your time, either on the phone or in person.

*Charlene Cleary*  
Lawyer

**WESTSHORE LAW**

Phone: (250) 915-1603  
104-2800 Bryn Maur Rd. Victoria BC V9B 3T4

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## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 7, 2017 1:33 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: Carbon Tax

---

**From:** Hill, Robert EMPR:EX  
**Sent:** Thursday, December 7, 2017 1:21 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Carbon Tax

Hi Kim,

Hope you are well!

Rerouting your way as I've been advised that it's the Ministry of Finance that is responsible for the Carbon Tax. Can you reach out to the constituent below when you have an answer? Wrapping up my end.

Thanks!

---

**Robert Hill | Executive Assistant to the Honourable Michelle Mungall | Minister of Energy, Mines and Petroleum**  
**Resources | C: 250-208-7363 | E: [Robert.Hill@gov.bc.ca](mailto:Robert.Hill@gov.bc.ca)**

---

**From:** Thomson.MLA, Steve [<mailto:Steve.Thomson.MLA@leg.bc.ca>]  
**Sent:** Thursday, December 7, 2017 9:17 AM  
**To:** Hill, Robert EMPR:EX  
**Subject:** FW: Carbon Tax

Good Morning Rob,

MLA Thomson has received the following email from a constituent, Mr. s.22

The constituent has requested we forward his concerns to the Ministry for review and response. We would appreciate receiving a copy of the correspondence sent to the constituent.

Thank you.



Janice Botterill  
Constituency Assistant  
Steve Thomson, MLA  
Kelowna Mission  
102 2121 Ethel Street  
Kelowna, British Columbia V1Y 2Z6  
Office: (250) 712-3620  
E-mail: [Janice.Botterill@leg.bc.ca](mailto:Janice.Botterill@leg.bc.ca)

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**From:** s.22  
**Sent:** Wednesday, December 6, 2017 10:23 AM  
**To:** Thomson.MLA, Steve <[Steve.Thomson.MLA@leg.bc.ca](mailto:Steve.Thomson.MLA@leg.bc.ca)>  
**Subject:** Carbon Tax

I just received my November Natural Gas billing and am absolutely appalled at the amount of Carbon Tax on 10.2 Gj.

The Carbon tax is \$15.20. Add to that a clean energy levy of \$0.35, we now have \$15.55 tax to heat our homes.

The cost of the gas used was \$20.91. Does this make any sense??

Soon we will not be able to afford to heat our homes.

It is getting too expensive to live in British Columbia.

s.22

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 7, 2017 3:48 PM  
**To:** Henry, Molly FIN:EX  
**Subject:** RE: Property Tax Issue RE s.22

Hi,  
I missed this yesterday. Did you ask staff to call her or should I?

All advice welcome,  
k

---

**From:** Henry, Molly FIN:EX  
**Sent:** Wednesday, December 6, 2017 9:25 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Property Tax Issue RE s.22

**Molly Henry**  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

---

**From:** Millward, Zach [<mailto:Zach.Millward@leg.bc.ca>]  
**Sent:** Tuesday, December 5, 2017 3:56 PM  
**To:** Henry, Molly FIN:EX  
**Subject:** RE: Property Tax Issue RE s.22

Hi Molly,

After playing phone tag with Mrs s.22 for quite some time I was finally able to speak to her today. I explained what you said in your email and she said regardless of what Ministry says, she will not be paying the bill and insists that she sent the proper money and documents in already.

She would like to talk to someone in the Ministry, if possible, and find out exactly how documentation is received and filed etc.

Would it be possible to have someone call her and explain the issue to her?

Sorry to bother again about this.

Z

**Zach Millward** | Constituency Assistant

*Peter Milobar, MLA Kamloops – North Thompson*

Email: [Zach.Millward@leg.bc.ca](mailto:Zach.Millward@leg.bc.ca)  
Phone #: [250 554 5413](tel:2505545413) Fax #: [250 554 5417](tel:2505545417)  
Toll Free #: [1 888 299 0805](tel:18882990805)  
[www.pettermilobarmila.ca](http://www.pettermilobarmila.ca)

---

**From:** Henry, Molly FIN:EX [<mailto:Molly.Henry@gov.bc.ca>]  
**Sent:** Thursday, November 16, 2017 12:38 PM  
**To:** Millward, Zach <[Zach.Millward@leg.bc.ca](mailto:Zach.Millward@leg.bc.ca)>  
**Subject:** RE: Property Tax Issue RE s.22

Hi Zach – Thanks for following up. I spoke with staff and they confirmed that the online application is computerized, but the paper based applications are not. As I noted before, the Ministry did receive Ms. s.22 cheque and “Remittance Advice” via mail, but did not find a grant application.

We understand this is not the outcome Ms. s.22 was hoping for, but again, legislation does not allow the Ministry to reverse the penalty for outstanding property taxes.

I appreciate you taking the time to follow up on this for Ms. s.22

Best,  
Molly

**Molly Henry**  
Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-387-3751

---

**From:** Millward, Zach [<mailto:Zach.Millward@leg.bc.ca>]  
**Sent:** Friday, November 10, 2017 9:39 AM  
**To:** Henry, Molly FIN:EX  
**Subject:** RE: Property Tax Issue RE s.22

Good morning Molly,

I spoke with Ms s.22 to confirm that everything had been worked out; she seemed less than thrilled with the outcome, but I just wanted to double check with you that we’ve followed all avenues.

- She said that staff informed her that the system is all computerized, and there wouldn’t have been any mistakes
- Ms s.22 is adamant that she sent in the relevant paperwork, and if she is told to pay “she’ll be going to the media”

Any suggestions? I’m happy to confirm that she needs to pay, but just wanted to let you know what was discussed before following up with her.

Thanks again,

Z

**Zach Millward** | Constituency Assistant

**Peter Milobar, MLA Kamloops – North Thompson**

Email: [Zach.Millward@leg.bc.ca](mailto:Zach.Millward@leg.bc.ca)

Phone #: 250 554 5413 Fax #: 250 554 5417

Toll Free #: 1 888 299 0805

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

---

**From:** Henry, Molly FIN:EX [<mailto:Molly.Henry@gov.bc.ca>]

**Sent:** Wednesday, November 1, 2017 4:18 PM

**To:** Millward, Zach <[Zach.Millward@leg.bc.ca](mailto:Zach.Millward@leg.bc.ca)>

**Subject:** RE: Property Tax Issue RE s.22

Hi Zack – I tried calling your office today to give you an update on this case but wasn't able to get in touch.

I understand that Ms. s.22 has spoken to Ministry staff several times, and staff have conducted multiple searches for the home owner grant application. The Ministry did receive Ms. s.22 "Remittance Advice" with her cheque, but an application was not found. Staff advised Ms. s.22 that her home owner grant application was not received and that she must apply for the grant. Ms. s.22 completed the online application and has received a confirmation.

Legislation does not allow the Ministry to reverse the penalty for outstanding property taxes.

Please let me know if you have any additional questions.

Thanks,  
Molly

**Molly Henry**

Ministerial Assistant

Minister of Finance and Deputy Minister

250-387-3751

---

**From:** Spilker, Robyn FIN:EX

**Sent:** Friday, October 20, 2017 4:16 PM

**To:** Millward, Zach LASS:EX

**Cc:** Henry, Molly FIN:EX; Manton, Kim FIN:EX

**Subject:** FW: Property Tax Issue RE s.22

Hi again Zach,

Forwarding this request to Molly and Kim as well. Thanks.

**Robyn Spilker**

Senior Ministerial Assistant

Minister of Finance and Deputy Premier

250-952-7627

---

**From:** Millward, Zach [<mailto:Zach.Millward@leg.bc.ca>]  
**Sent:** Friday, October 20, 2017 3:28 PM  
**To:** Spilker, Robyn FIN:EX  
**Subject:** Property Tax Issue RE<sup>s.22</sup>

Good afternoon

Please find attached consent for the following constituent:

s.22

- Ms <sup>s.22</sup> apparently paid her property taxes on time and submitted all appropriate paperwork in the same envelope
- Apparently the cheque was cashed promptly, but the paperwork was not received/went missing
- She is now being told they must pay a \$38 penalty, which she is refusing to comply with
- She has spoken with numerous people, including an Executive Director, and was told at each level that she needs to pay the penalty

Can we find out a little bit about this and see what can be done, if anything?

Thank you,

Zach

Zach Millward | Constituency Assistant

*Peter Milobar, MLA Kamloops – North Thompson*

Email: [Zach.Millward@leg.bc.ca](mailto:Zach.Millward@leg.bc.ca)  
Phone #: [250 554 5413](tel:2505545413) Fax #: [250 554 5417](tel:2505545417)  
Toll Free #: [1 888 299 0805](tel:18882990805)  
[www.petermilobarmila.ca](http://www.petermilobarmila.ca)



## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 12, 2017 9:27 AM  
**To:** Anderson, Marika L FIN:EX  
**Subject:** RE: 362637 - Robertson

Thank you ☺

---

**From:** Anderson, Marika L FIN:EX  
**Sent:** Tuesday, December 12, 2017 9:26 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** RE: 362637 - Robertson

Absolutely.

---

**From:** Manton, Kim FIN:EX  
**Sent:** Tuesday, December 12, 2017 9:25 AM  
**To:** Anderson, Marika L FIN:EX  
**Subject:** RE: 362637 - Robertson

Hi Marika,

Thanks for this. Can I get back to you after 12:00 on this one? I would like to check with Molly first.

Kim

---

**From:** Anderson, Marika L FIN:EX  
**Sent:** Tuesday, December 12, 2017 8:49 AM  
**To:** Manton, Kim FIN:EX  
**Cc:** FIN OFFICE FIN:EX  
**Subject:** 362637 - Robertson

Good morning,

MOTI advised that they have a response in the works. Are you okay if we change this one to a redirect response?

Thank you,

**Marika Anderson**  
Correspondence Coordinator  
Ministry of Finance  
Tel: 250 356-7948

## **Spilker, Robyn FIN:EX**

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 12, 2017 9:26 AM  
**To:** Henry, Molly FIN:EX  
**Subject:** FW: 362637 - Robertson

Wanted to check with you before I said yes.

This is in reference to Ian Robetson and the Greater Victoria Harbour Authority (the letter he wrote).

k

---

**From:** Anderson, Marika L FIN:EX  
**Sent:** Tuesday, December 12, 2017 8:49 AM  
**To:** Manton, Kim FIN:EX  
**Cc:** FIN OFFICE FIN:EX  
**Subject:** 362637 - Robertson

Good morning,

MOTI advised that they have a response in the works. Are you okay if we change this one to a redirect response?

Thank you,

**Marika Anderson**  
Correspondence Coordinator  
Ministry of Finance  
Tel: 250 356-7948

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 12, 2017 4:08 PM  
**To:** Anderson, Marika L FIN:EX  
**Subject:** Re: 362637 - Robertson

Hi Marika,

I spoke with Molly and she is going to follow up on this.

Have a good evening,  
Kim

Sent from my Samsung Galaxy smartphone.

----- Original message -----

**From:** "Anderson, Marika L FIN:EX" <Marika.Anderson@gov.bc.ca>  
**Date:** 2017-12-12 8:48 AM (GMT-08:00)  
**To:** "Manton, Kim FIN:EX" <Kim.Manton@gov.bc.ca>  
**Cc:** "FIN OFFICE FIN:EX" <FINOffice@gov.bc.ca>  
**Subject:** 362637 - Robertson

Good morning,

MOTI advised that they have a response in the works. Are you okay if we change this one to a redirect response?

Thank you,

**Marika Anderson**  
Correspondence Coordinator  
Ministry of Finance  
Tel: 250 356-7948

**Spilker, Robyn FIN:EX**

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 13, 2017 10:34 AM  
**To:** Henry, Molly FIN:EX  
**Subject:** 362799

Hi,

Can you give me a call about this one?

Thanks  
k

**Kim Manton**

Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930  
Email: [Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 13, 2017 11:47 AM  
**To:** FIN OFFICE FIN:EX  
**Subject:** FW: Reply Direct CLIFF ID 362799

Hi Celine,

I wanted to follow up on this case as I received an email from the MLA's office asking for an update. We were hoping that staff could contact Ms. s.22 to discuss her concerns regarding her loan repayment.

The MLA's office contacted us on November 15<sup>th</sup> regarding Ms. s.22 case (Home Owners Protection grant with her leaky condo).

On November 27<sup>th</sup> we received MLA bullets. I then spoke with Ms. Costello (Revenue Division) about getting an extension a one month extension for loan repayment. I received updated MLA bullets on Nov. 28 which included the extension.

On November 29<sup>th</sup> I received an email from the MLA's office saying that Ms. s.22 believes that she still met the criteria for the loan and asked us to continue to look into this. After speaking to the MLA's office we thought it might be helpful for staff to contact Ms. s.22 directly to hear her concerns and if necessary, explain why she doesn't meet the criteria for the loan (as was explained in the MLA bullets of Nov. 29<sup>th</sup>). I then forwarded this email to Fin Min and it was actioned "reply direct".

If there is anything else staff require to respond to Ms. s.22 don't hesitate to let me know.

Kind regards,  
Kim

---

**From:** FIN REV G RMO Ministerial Correspondence FIN:EX  
**Sent:** Wednesday, December 13, 2017 9:13 AM  
**To:** FIN OFFICE FIN:EX  
**Subject:** FW: Reply Direct CLIFF ID 362799

Good morning Celine,

Just following up--has Jessica received an answer from the MO yet?

Thanks,

Holly Kerr  
Receivables Management Office  
Ministry of Finance  
Phone 798 698-5926

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**From:** FIN OFFICE FIN:EX  
**Sent:** Tuesday, December 5, 2017 3:53 PM

**To:** FIN REV G RMO Ministerial Correspondence FIN:EX  
**Subject:** RE: Reply Direct CLIFF ID 362799

I think they want a reply direct to the taxpayer but have asked Jessica to check with the MO.

Thanks,

*Céline Anderson*

Correspondence Coordinator  
Correspondence Unit | Deputy Minister's Office  
Ministry of Finance  
(604) 775-0693

---

**From:** FIN REV G RMO Ministerial Correspondence FIN:EX  
**Sent:** Tuesday, December 5, 2017 3:29 PM  
**To:** FIN OFFICE FIN:EX  
**Subject:** FW: Reply Direct CLIFF ID 362799

This log says Reply Direct. Are we to be replying directly to Ms.<sup>s.22</sup> or are we to do bullets to send back up the line for the MLA office? Sorry I'm unclear.

Thanks,

**Maureen Briggs**  
**Office Administrator and**  
**Assistant to the Executive Director, Dennis Forbes**  
**Receivables Management Office, Revenue Division**  
**Ministry of Finance**  
**1802 Douglas Street, 6th floor**  
**PO Box 9445 Stn Prov Govt**  
**Victoria BC V8W 9V5**  
**Phone: 250 387-7981 - Fax: 250 356-5604**

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**From:** Celine Anderson [<mailto:FINOffice@gov.bc.ca>]  
**Sent:** Monday, December 4, 2017 9:35 AM  
**To:** FIN REV G RMO Ministerial Correspondence FIN:EX  
**Cc:** Symes, Elan C FIN:EX; Hunter-Friesen, Margaret M FIN:EX  
**Subject:** Reply Direct CLIFF ID 362799

MO-Minister's Office **Referral Slip for ID:362799**

2017/12/04

**CONFIDENTIAL**

Log Type: **TFSC Email**

Action: **Reply Direct**

Due: **2017/12/22**

Batch:

Subaction:

Written: 2017/11/29 *Rush*  
Reason:

Author Type: MLA-Government  
Honourable Harry BAINS, MLA  
BC NDP MLA, Surrey-Newton  
Phone: 604-597-8248  
Email: [harry.bains.MLA@leg.bc.ca](mailto:harry.bains.MLA@leg.bc.ca)

Received: 2017/12/04 Resp Type:  
Actioned: 2017/12/04 File No.:  
Due: 2017/12/22 Entered By: celande r  
Signed: Signed By:  
Date-Stamp:  
Mailed:  
Closed:

---

**Secondary Authors**

Author Type: Constituent  
s.22  
Email: n/a

---

Address To:	Minister	Issue:	Reconstruction Loan Portfolio
Copy To:		X-Ref:	362154, 362364
Branch Rsp:	RD-RMO	Drafter:	

---

**Subject**

Reconstruction Loan Portfolio / due date for loan repayment is December 6, 2017 / it is possible to extend the deadline for payment given that it is due in 9 days?

---

**Log Notes**

ID: [#362560]  
First Name: Harry  
Last Name: BAINS  
Action: Bullets-MLA  
Closed: 2017/11/28  
Signed: 2017/11/28  
Written: 2017/11/27  
Subject: Reconstruction Loan Portfolio / due date for loan repayment is December 6, 2017 / it is possible to ...

ID: [#362364]  
First Name: Harry  
Last Name: BAINS  
Action: Bullets-MLA  
Closed: 2017/11/27  
Signed: 2017/11/27  
Written: 2017/11/15  
Subject: Certificate of authority for s.22 grant with her l...

had a Home Owners Protection

ID: [#362154]  
First Name: Harry

Last Name: BAINS  
 Action: Bullets-MLA  
 Closed: 2017/11/20  
 Signed:  
 Written: 2017/11/15  
 Subject: Certificate of authority for s.22  
 grant with her l...

had a Home Owners Protection

**Referral** MO-Minister's Office -> MO-Minister's Office

<i>From:</i>	MO-Minister's Office	<i>Sent:</i>	2017/12/04	<i>Status:</i>	Accepted	<i>Ref Action:</i>	Reply Direct
<i>To:</i>	MO-Minister's Office	<i>Received:</i>	2017/12/04	<i>Reason:</i>		<i>Subaction:</i>	
<i>Assign To:</i>		<i>Completed:</i>		<i>Due:</i>	2017/12/22 (Pending (14))	<i>File No.:</i>	

**Referral** MO-Minister's Office -> MO-Minister's Office -> MCS-Correspondence

<i>From:</i>	MO-Minister's Office	<i>Sent:</i>	2017/12/04	<i>Status:</i>	Pending	<i>Ref Action:</i>	MCS Assign
<i>To:</i>	MCS-Correspondence	<i>Received:</i>		<i>Reason:</i>		<i>Subaction:</i>	
<i>Assign To:</i>		<i>Completed:</i>		<i>Due:</i>	2017/12/06 (Pending (2))	<i>File No.:</i>	

**Referral Comments**

2017/12/04 MO-Minister's Office Email notification sent to "MCS-Correspondence".

**Referral** MO-Minister's Office -> MO-Minister's Office -> MCS-Correspondence -> RD-RMO

<i>From:</i>	MCS-Correspondence	<i>Sent:</i>	2017/12/04	<i>Status:</i>	Pending	<i>Ref Action:</i>	Reply Direct
<i>To:</i>	RD-RMO	<i>Received:</i>		<i>Reason:</i>		<i>Subaction:</i>	
<i>Assign To:</i>		<i>Completed:</i>		<i>Due:</i>	2017/12/22 (Active (14))	<i>File No.:</i>	



## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 13, 2017 2:49 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: constituent inquiry s.22

---

**From:** Armstrong, Amber [mailto:Amber.Armstrong@leg.bc.ca]  
**Sent:** Wednesday, December 13, 2017 1:20 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** RE: constituent inquiry s.22

Hi Kim,

I also want to mention that the constituent states he is being harassed by the collections agent. He showed me his phone and he is receiving multiple calls daily from them. If there is any way collection activities can be suspended while he gets his taxes done, that would be greatly appreciated.

Kind regards,

### Amber Armstrong

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton  
#102-7380 King George Blvd., Surrey, BC, V3W 5A5  
P: (604) 597- 8248 | E: [amber.armstrong@leg.bc.ca](mailto:amber.armstrong@leg.bc.ca)

---

**From:** Armstrong, Amber  
**Sent:** Wednesday, December 13, 2017 1:09 PM  
**To:** Manton, Kim FIN:EX <[Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)>  
**Subject:** constituent inquiry s.22

Hi Kim,

Please see attached certificate of authority and bill for Mr. s.22 . Mr. s.22 owes s.22 for unpaid MSP premiums for 2012-2013. He is working on getting his taxes done for those years to have this amount reassessed however, he is being hounded by third party collection agency CBV collections. Is it possible to request that the contracted debt collectors not contact him while he is working on getting his taxes done?

Thank you,

### Amber Armstrong

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton  
#102-7380 King George Blvd., Surrey, BC, V3W 5A5

P: (604) 597- 8248| E: [amber.armstrong@leg.bc.ca](mailto:amber.armstrong@leg.bc.ca)

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 13, 2017 2:52 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: constituent inquiry s.22  
**Attachments:** s.22 letter.pdf; s.22 COA.pdf; RE: constituent inquiry s.22

This was the first email I received from the MLA's office. I received a subsequent email a few minutes later which I forwarded to Fin Min but have also attached to this email.

Thanks  
Kim

---

**From:** Armstrong, Amber [mailto:Amber.Armstrong@leg.bc.ca]  
**Sent:** Wednesday, December 13, 2017 1:09 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** constituent inquiry s.22

Hi Kim,

Please see attached certificate of authority and bill for Mr. s.22. Mr. s.22 owes s.22 for unpaid MSP premiums for 2012-2013. He is working on getting his taxes done for those years to have this amount reassessed however, he is being hounded by third party collection agency CBV collections. Is it possible to request that the contracted debt collectors not contact him while he is working on getting his taxes done?

Thank you,

**Amber Armstrong**

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton  
#102-7380 King George Blvd., Surrey, BC, V3W 5A5  
P: (604) 597- 8248 | E: [amber.armstrong@leg.bc.ca](mailto:amber.armstrong@leg.bc.ca)

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 14, 2017 2:07 PM  
**To:** Ranjan, Ramesh JTT:EX  
**Cc:** Anderson, Dulcy LASS:EX  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Hi Ramesh,

Thanks for passing this along. Do you have the backgrounder she sent ahead of her meeting with David Eby, MLA?

Wishing you a great day,

### Kim Manton

Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930  
Email: [Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)

---

**From:** Ranjan, Ramesh JTT:EX  
**Sent:** Thursday, December 14, 2017 12:38 PM  
**To:** Manton, Kim FIN:EX  
**Cc:** Anderson, Dulcy LASS:EX  
**Subject:** Fwd: checking in about constituent matter from MLA David Eby

Hi Kim,

I've been told by our staff that the Ministry of Finance overseas records management. The request came from MLA David Eby's office via his CA Dulcy, CC'd here.

Would you be able to look into this request and get back to Dulcy?

Thanks,  
Ramesh

### Ramesh Ranjan

Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

Begin forwarded message:

**From:** "Jang, Monica JTT:EX" <[Monica.Jang@gov.bc.ca](mailto:Monica.Jang@gov.bc.ca)>  
**Date:** December 14, 2017 at 11:42:47 AM PST  
**To:** "Ranjan, Ramesh JTT:EX" <[Ramesh.Ranjan@gov.bc.ca](mailto:Ramesh.Ranjan@gov.bc.ca)>  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Hi Ramesh,

This one should go over to Finance as they oversee records management.

Thanks,

Monica.

---

**From:** Ranjan, Ramesh JTT:EX  
**Sent:** Thursday, December 14, 2017 10:18 AM  
**To:** Jang, Monica JTT:EX  
**Subject:** Fwd: checking in about constituent matter from MLA David Eby

Hi Monica,

Here's a unique issue you can see who it might apply to.

Sincerely,  
Ramesh

**Ramesh Ranjan**  
Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology  
Ph: [604-220-5303](tel:604-220-5303)

Begin forwarded message:

**From:** "Anderson, Dulcy LASS:EX" <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>  
**Date:** December 13, 2017 at 3:17:23 PM PST  
**To:** "Ranjan, Ramesh JTT:EX" <[Ramesh.Ranjan@gov.bc.ca](mailto:Ramesh.Ranjan@gov.bc.ca)>  
**Subject:** RE: checking in about constituent matter from MLA David Eby

Thank you for your help.

Susan basically wants to be able to do annual "web crawling" and archiving of Ministry websites with the permission of the government. Apparently the U of T does the same with the Ontario provincial government and she has a librarian there who has a similar function to hers who would be happy to offer advice on how they do it. The previous provincial government was resistant but she is hoping that our new government will be amenable. David thought that her request was reasonable. Before she came to our office, she had emailed extensively with Pamela Ness at the IPP Office.

Attached is the backgrounder she sent ahead of her meeting with David. She had a nice but inconclusive email correspondence, concluding in August of 2017, with Pamela Ness, Intellectual Property Manager about these issues as well, which she forwarded to us. If it would be helpful, I can provide that as well.

Best,  
Dulcy

---

**From:** Ranjan, Ramesh JTT:EX [<mailto:Ramesh.Ranjan@gov.bc.ca>]  
**Sent:** Wednesday, December 13, 2017 2:53 PM

**To:** Anderson, Dulcy <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)>

**Subject:** Re: checking in about constituent matter from MLA David Eby

Hi Dulcy,

Thanks for reaching out. I haven't received anything on this issue in the past - can you send it over and I'll get it through to the applicable eyes within the Ministry?!

Thanks!

**Ramesh Ranjan**

Executive Assistant to the Honourable Bruce Ralston,  
Minister of Jobs, Trade and Technology

Ph: [604-220-5303](tel:604-220-5303)

On Dec 13, 2017, at 1:48 PM, Anderson, Dulcy <[Dulcy.Anderson@leg.bc.ca](mailto:Dulcy.Anderson@leg.bc.ca)> wrote:

Dear Ramesh,

In September, I believe that MLA David Eby brought a matter to the attention of Minister Ralston regarding web archiving. We have a constituent named Susan Paterson who brought this concern to our attention. She is the Government Information, Social Work and French language and literature librarian for the University of British Columbia.

She has indicated recently that she hadn't heard anything back, so I just wanted to reconnect with your office to see if the correspondence might have gotten lost along the way? Could very well have been on our end, as David was bringing things to Victoria himself at that point and we didn't have a system in place to double check.

Thanks!  
Dulcy

Dulcy Anderson | Constituency Assistant | David Eby, MLA Vancouver-Point Grey  
[dulcy.anderson@leg.bc.ca](mailto:dulcy.anderson@leg.bc.ca) | 604-660-1297 | 2909 West Broadway,  
Vancouver, BC V6K2G6 | [davidbymla.ca](http://davidbymla.ca)

Stay in touch and get involved! Sign up for our [newsletter](#).

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 14, 2017 2:31 PM  
**To:** Spilker, Robyn FIN:EX  
**Subject:** RE: Casework

Thanks. I just missed his call.

---

**From:** Spilker, Robyn FIN:EX  
**Sent:** Thursday, December 14, 2017 2:31 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** Casework

Hi Kim,

Henry Yao from the Burnaby Deer Lake constituency office is trying to reach you about a casework issue. His number is 604-775-0565.

Thanks,  
Robyn

**Robyn Spilker**  
Senior Ministerial Assistant  
Minister of Finance and Deputy Premier  
250-952-7627

## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 14, 2017 3:50 PM  
**To:** Reid, Heidi FIN:EX  
**Subject:** FW: Invoice # 18  
**Attachments:** Invoice #18.pdf

Here is the receipt for the name tag.

---

**From:** victoria [mailto:victoria@elitesportswear.com]  
**Sent:** Thursday, December 14, 2017 3:39 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** Invoice # 18

If you have any questions or concerns please don't hesitate to contact us by email or phone,  
Regards,

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## Spilker, Robyn FIN:EX

---

**From:** Manton, Kim FIN:EX  
**Sent:** December 14, 2017 3:55 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW:s.22  
**Attachments:** 20171214150343.pdf

---

**From:** Kang.MLA, Anne [mailto:Anne.Kang.MLA@leg.bc.ca]  
**Sent:** Thursday, December 14, 2017 3:53 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** s.22

Dear Ministry of Finance,

One of our Constituents did not file his income tax for the last <sup>s.2</sup> years and now has received a letter from Revenue Services of British Columbia in request of approximately <sup>s.22</sup> payment for all the MSP payment the constituent did not pay. The constituent claim that he is in the low income bracket and therefore does not require to pay MSP or at least pay at the one of the lowest level of MSP.

The Constituent is willing to file his income tax; however, he fear that by filing his income taxes, his tax return might be withheld by the Revenue Services of British Columbia. His fear that the process for him to prove his situation will take 6 month or more. He is wondering if there are alternative options he can explore. He hopes to either protect his money from been withheld by the RSBC or find a way to speed up the return of his income tax return

**Henry Jiun-Hsien Yao**, Constituency Assistant

姚君憲, 選區助理 | (E) [henry.yao@leg.bc.ca](mailto:henry.yao@leg.bc.ca)

### Anne Kang 康安禮

MLA Burnaby Deer Lake 本拿比 鹿湖區 省議員  
(E) [anne.kang.mla@leg.bc.ca](mailto:anne.kang.mla@leg.bc.ca) | (P) 604.775.0565 | (F) 604.775.2550  
(O) 105-6411 Nelson Ave, Burnaby, B.C. V5H 4H3

**From:** [ricohmfd@leg.bc.ca](mailto:ricohmfd@leg.bc.ca) [mailto:[ricohmfd@leg.bc.ca](mailto:ricohmfd@leg.bc.ca)]  
**Sent:** Thursday, December 14, 2017 3:04 PM  
**To:** Kang.MLA, Anne <[Anne.Kang.MLA@leg.bc.ca](mailto:Anne.Kang.MLA@leg.bc.ca)>  
**Subject:** RicohScan

## Spilker, Robyn FIN:EX

---

**From:** Clark, Layne PREM:EX  
**Sent:** December 18, 2017 10:16 AM  
**To:** LP Ministerial Assistants; LP Executive Assistants; LP Premiers Vancouver Office; LP PO Executive Office  
**Cc:** Hannah, Matt GCPE:EX; Parte, Maura PSA:EX  
**Subject:** FW: Appropriate Use Policy and Email

Hi Everyone,

As mentioned last week, please see below e-mail regarding appropriate use of e-mail accounts.

Thanks!

Layne

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**From:** Curtis, David CITZ:EX  
**Sent:** Monday, December 11, 2017 9:34 AM  
**To:** Hannah, Matt GCPE:EX  
**Subject:** Appropriate Use Policy and Email

Hi Matt,

As per our discussion, B.C. government employees, including Political Staff, are required to follow the [Appropriate Use Policy](#). The Appropriate Use Policy sets out the policy requirements around accessing and storing government information, as well as using government information technology resources. The Appropriate Use Policy requires that employees must use their government email accounts when conducting government business.

### Records created and stored in personal or other non-government email accounts

If you have used personal or other non-government email for government business, you must take appropriate steps to ensure these records are transferred from those accounts to a Protected Government System.

Step 1: Send a copy of the email to your government email account (GAL). This ensures that the information is stored in a Protected Government System.

Step 2: Once confirming the transfer to your government email account, immediately delete the email from your personal or other non-government email account, including from your deleted items folder.

As per the Appropriate Use Policy, only in extenuating circumstances are employees permitted to use their personal email or other non-government email. I encourage all staff to review and ensure that they understand this policy, if they have not already done so.

I appreciate your proactive interest in the policy and am available to discuss.

Regards,

David Curtis,



## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 7, 2017 1:32 PM  
**To:** Hill, Robert EMPR:EX  
**Subject:** RE: Carbon Tax

Hi Rob,

I hope you are having a great day.

I will forward to staff and let you know when I hear back. Just confirming that you would like me to talk to the constituent?

Toodles,  
kim

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**From:** Hill, Robert EMPR:EX  
**Sent:** Thursday, December 7, 2017 1:21 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Carbon Tax

Hi Kim,

Hope you are well!

Rerouting your way as I've been advised that it's the Ministry of Finance that is responsible for the Carbon Tax. Can you reach out to the constituent below when you have an answer? Wrapping up my end.

Thanks!

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**Robert Hill** | Executive Assistant to the Honourable Michelle Mungall | Minister of Energy, Mines and Petroleum  
Resources | C: 250-208-7363 | E: [Robert.Hill@gov.bc.ca](mailto:Robert.Hill@gov.bc.ca)

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**From:** Thomson.MLA, Steve [<mailto:Steve.Thomson.MLA@leg.bc.ca>]  
**Sent:** Thursday, December 7, 2017 9:17 AM  
**To:** Hill, Robert EMPR:EX  
**Subject:** FW: Carbon Tax

Good Morning Rob,

MLA Thomson has received the following email from a constituent, Mr. s.<sup>22</sup>

The constituent has requested we forward his concerns to the Ministry for review and response. We would appreciate receiving a copy of the correspondence sent to the constituent.

Thank you.



Janice Botterill  
Constituency Assistant  
Steve Thomson, MLA  
Kelowna Mission  
102 2121 Ethel Street  
Kelowna, British Columbia V1Y 2Z6  
Office: (250) 712-3620  
E-mail: [Janice.Botterill@leg.bc.ca](mailto:Janice.Botterill@leg.bc.ca)

*\*\*Please note: This email message, including attachments, is intended for the addressee(s) only and may contain legally privileged information. Any unauthorized use, distribution, disclosure or reproduction is strictly prohibited. If you have received this email in error, please notify sender by return email and delete all copies.\*\**

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**From:** s.22  
**Sent:** Wednesday, December 6, 2017 10:23 AM  
**To:** Thomson.MLA, Steve <[Steve.Thomson.MLA@leg.bc.ca](mailto:Steve.Thomson.MLA@leg.bc.ca)>  
**Subject:** Carbon Tax

I just received my November Natural Gas billing and am absolutely appalled at the amount of Carbon Tax on 10.2 Gj.

The Carbon tax is \$15.20. Add to that a clean energy levy of \$0.35, we now have \$15.55 tax to heat our homes.

The cost of the gas used was \$20.91. Does this make any sense??

Soon we will not be able to afford to heat our homes.

It is getting too expensive to live in British Columbia.

s.22

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 7, 2017 4:00 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: Property Taxes

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**From:** Kang.MLA, Anne [mailto:Anne.Kang.MLA@leg.bc.ca]  
**Sent:** Wednesday, December 6, 2017 10:40 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Property Taxes

Hi Kim,

I spoke to the administrative body for the home owner grant and they informed me that everything the constituent is concerned about might be due to lack of information. Do you mind send me answers to the questions below.

**Henry Jiun-Hsien Yao**, Constituency Assistant  
姚君憲, 選區助理 | (E) [henry.yao@leg.bc.ca](mailto:henry.yao@leg.bc.ca)

### Anne Kang 康安禮

MLA Burnaby Deer Lake 本拿比 鹿湖區 省議員  
(E) [anne.kang.mla@leg.bc.ca](mailto:anne.kang.mla@leg.bc.ca) | (P) 604.775.0565 | (F) 604.775.2550  
(O) 105-6411 Nelson Ave, Burnaby, B.C. V5H 4H3

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**From:** s.22  
**Sent:** Tuesday, December 5, 2017 7:54 PM  
**To:** Kang.MLA, Anne <[Anne.Kang.MLA@leg.bc.ca](mailto:Anne.Kang.MLA@leg.bc.ca)>  
**Subject:** Property Taxes

Hello Anne

As a property taxpayer in the Burnaby area, I'd like to make a few comments.

As a senior with a fixed income, I'm already concerned for the 2018 tax year.

This year our total property tax jumped from s.22 in 2016 to s.22 in 2017. That's an increase of 37%. The increase is partly due to the elimination of our home owner's grant which we've always carried for the past 35 years or so. Also eliminated was my seniors grant. Incidentally I heard the finance minister at the time saying that whoever has a homeowner grant last year will have one again this year. How untrue that turned out to be.

The Director of Finance in Burnaby published a report in January this year entitled 2017 BC Home Owner Grant Program. The report states that "The Provincial target for the percentage of homes that fall below the lower threshold at 91% continues not to be realized in Burnaby." It further states that

"The City at 77.8% also falls significantly below the revised Metro Vancouver Threshold target of 83% as quoted by the Province on 2017 January 10".

Further it states " The number of Burnaby residents being able to avail themselves of the Grant in 2017 continues to fall". HOW TRUE!

From all this – it's not hard to deduce that our government has an insatiable appetite. To be honest - I'm already afraid of the governments tax plan for the coming year.

It's time to stop this slaughter  
Please concern yourself with this matter

Thank you for your time

s.22

Sent from [Mail](#) for Windows 10

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 21, 2017 9:29 AM  
**To:** Kang.MLA, Anne LASS:EX  
**Subject:** FW: MLA Bullets for 363089 - Kang s.22  
**Attachments:** MLA\_Bullets\_\_s.22 .docx

Hello Henry,

I hope that this finds you having a great day.

We have received a response from Ministry staff regarding s.22 Please see attached.

If you have any questions or concerns don't hesitate to get in touch.

Wishing you all the best of the season.

### Kim Manton

Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930  
Email: [Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)

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**From:** Kang.MLA, Anne [<mailto:Anne.Kang.MLA@leg.bc.ca>]  
**Sent:** Thursday, December 14, 2017 3:53 PM  
**To:** Manton, Kim FIN:EX  
**Subject:** s.22

Dear Ministry of Finance,

One of our Constituents did not file his income tax for the last s. years and now has received a letter from Revenue Services of British Columbia in request of approximately s.22 payment for all the MSP payment the constituent did not pay. The constituent claim that he is in the low income bracket and therefore does not require to pay MSP or at least pay at the one of the lowest level of MSP.

The Constituent is willing to file his income tax; however, he fear that by filing his income taxes, his tax return might be withheld by the Revenue Services of British Columbia. His fear that the process for him to prove his situation will take 6 month or more. He is wondering if there are alternative options he can explore. He hopes to either protect his money from been withheld by the RSBC or find a way to speed up the return of his income tax return

**Henry Jiun-Hsien Yao**, Constituency Assistant  
姚君憲, 選區助理 | (E) [henry.yao@leg.bc.ca](mailto:henry.yao@leg.bc.ca)

**Anne Kang 康安禮**



MLA Burnaby Deer Lake 本拿比 鹿湖區 省議員  
(E) [anne.kang.mla@leg.bc.ca](mailto:anne.kang.mla@leg.bc.ca) | (P) 604.775.0565 | (F) 604.775.2550  
(O) 105-6411 Nelson Ave, Burnaby, B.C. V5H 4H3

**From:** [ricohmfd@leg.bc.ca](mailto:ricohmfd@leg.bc.ca) [<mailto:ricohmfd@leg.bc.ca>]

**Sent:** Thursday, December 14, 2017 3:04 PM

**To:** Kang.MLA, Anne <[Anne.Kang.MLA@leg.bc.ca](mailto:Anne.Kang.MLA@leg.bc.ca)>

**Subject:** RicohScan

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 13, 2017 4:20 PM  
**To:** Kang.MLA, Anne LASS:EX  
**Subject:** FW: MLA Bullets for 362922 - Kang<sup>s.22</sup> Property Taxes  
**Attachments:** MLA\_Bullets.docx

Hi Henry,

I hope that this finds you having a great day.

I have received a reply from staff (attached) regarding your constituents concerns.

If you or your constituent has needs any further clarification let me know.

Kind regards,

**Kim Manton**

Executive Assistant to Hon. Carole James  
Deputy Premier and Minister of Finance  
Cell: 250-888-5930  
Email: [Kim.Manton@gov.bc.ca](mailto:Kim.Manton@gov.bc.ca)

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**From:** Kang.MLA, Anne [<mailto:Anne.Kang.MLA@leg.bc.ca>]  
**Sent:** Wednesday, December 6, 2017 10:40 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** FW: Property Taxes

Hi Kim,

I spoke to the administrative body for the home owner grant and they informed me that everything the constituent is concerned about might be due to lack of information. Do you mind send me answers to the questions below.

**Henry Jiun-Hsien Yao**, Constituency Assistant

姚君憲, 選區助理 | (E) [henry.yao@leg.bc.ca](mailto:henry.yao@leg.bc.ca)

## Anne Kang 康安禮

MLA Burnaby Deer Lake 本拿比 鹿湖區 省議員  
(E) [anne.kang.mla@leg.bc.ca](mailto:anne.kang.mla@leg.bc.ca) | (P) 604.775.0565 | (F) 604.775.2550  
(O) 105-6411 Nelson Ave, Burnaby, B.C. V5H 4H3

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**From:** <sup>s.22</sup>  
**Sent:** Tuesday, December 5, 2017 7:54 PM  
**To:** Kang.MLA, Anne <[Anne.Kang.MLA@leg.bc.ca](mailto:Anne.Kang.MLA@leg.bc.ca)>  
**Subject:** Property Taxes

Hello Anne

As a property taxpayer in the Burnaby area, I'd like to make a few comments.

As a senior with a fixed income, I'm already concerned for the 2018 tax year.

This year our total property tax jumped from s.22 in 2016 to s.22 in 2017. That's an increase of 37%. The increase is partly due to the elimination of our home owner's grant which we've always carried for the past 35 years or so. Also eliminated was my seniors grant. Incidentally I heard the finance minister at the time saying that whoever has a homeowner grant last year will have one again this year. How untrue that turned out to be.

The Director of Finance in Burnaby published a report in January this year entitled 2017 BC Home Owner Grant Program. The report states that "The Provincial target for the percentage of homes that fall below the lower threshold at 91% continues not to be realized in Burnaby." It further states that "The City at 77.8% also falls significantly below the revised Metro Vancouver Threshold target of 83% as quoted by the Province on 2017 January 10". Further it states "The number of Burnaby residents being able to avail themselves of the Grant in 2017 continues to fall". HOW TRUE!

From all this – it's not hard to deduce that our government has an insatiable appetite. To be honest - I'm already afraid of the governments tax plan for the coming year.

It's time to stop this slaughter  
Please concern yourself with this matter

Thank you for your time  
s.22

Sent from [Mail](#) for Windows 10

## Spilker, Robyn FIN:EX

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**From:** Manton, Kim FIN:EX  
**Sent:** December 1, 2017 2:08 PM  
**To:** Minister, FIN FIN:EX  
**Subject:** FW: MLA Bullets for 362560 xref 362364 - Bains, s.22      Constituent Inquiry s.22

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**From:** Armstrong, Amber [mailto:Amber.Armstrong@leg.bc.ca]  
**Sent:** Wednesday, November 29, 2017 10:15 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** RE: MLA Bullets for 362560 xref 362364 - Bains, s.22      : Constituent Inquiry W s.22

Hi Kim,

I spoke with Ms. s.22. She states that in the letter Ms. s.22 requested approval to increase her LOC from s.22 to s.22. She advised that by supporting her daughter's business venture plan, she planned off her loan within 5 years or sooner. She states that the plan didn't work out. She says the business failed. She states it was not a promise to repay the loan but a plan. She also states that she received correspondence after June 2011 that all was still well with her loan.

She strongly believes she still meets the criteria for the loan. Can you please look into this further?

Amber

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**From:** Manton, Kim FIN:EX [mailto:Kim.Manton@gov.bc.ca]  
**Sent:** Wednesday, November 29, 2017 9:14 AM  
**To:** Armstrong, Amber <Amber.Armstrong@leg.bc.ca>  
**Subject:** FW: MLA Bullets for 362560 xref 362364 - Bains / s.22      : Constituent Inquiry s.22

Good morning Amber,

I am sorry that this didn't get to you yesterday as planned.

As I mentioned on our call there has been a one month extension given for loan repayment (see bullet 10).

Please don't hesitate to call should have any questions or need further information.

Kind regards,  
kim

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**From:** Armstrong, Amber [mailto:Amber.Armstrong@leg.bc.ca]  
**Sent:** Wednesday, November 15, 2017 10:31 AM  
**To:** Manton, Kim FIN:EX  
**Subject:** Constituent Inquiry W s.22

Good morning Kim,

Please see attached certificate of authority for s.22 . Ms. s.22 had a Home Owners Protection grant with her leaky condo. She was told she would be able to repay the grant when she sold her place but has now received a letter stating she must pay in full by December 6th. Can you please look into this case?

Thank you,

**Amber Armstrong**

Constituency Assistant to Hon. Harry Bains, MLA, Surrey-Newton  
#102-7380 King George Blvd., Surrey, BC, V3W 5A5  
P: (604) 597- 8248 | E: [amber.armstrong@leg.bc.ca](mailto:amber.armstrong@leg.bc.ca)