

Beattie, Michelle OHCS:EX

From: Hurst, Janetta K OHCS:EX
Sent: Tuesday, April 5, 2016 12:11 PM
To: Beattie, Michelle OHCS:EX
Cc: Ash, Sandra OHCS:EX
Subject: RE: Phone call s.22

I have now spoken with s.22 and explained what her granddaughter must do to get her deposit back. She has not yet given the landlord a forwarding address in writing so that would be the first step. Despite 'grandma's' frustration with this landlord, I explained that there is a requirement for every tenant to do this first in order to move forward with the security deposit issue.

There is also the likelihood of the landlord not conducting a condition inspection report so that makes it even more important for the tenant to do what is required by law to get her deposit back.

Hopefully, that will get the ball rolling to help these folks. I didn't have the heart to tell this 80 year old woman that if the granddaughter has to file an application, it is going to take 6-8 months to get a hearing.

Janetta
Senior Information Officer
Residential Tenancy Branch [RTB] | Office of Housing and Construction Standards
Ministry of Natural Gas Development and Minister Responsible for Housing

RTB offices are now open from 9 am to 4 pm. Information and the E-Service for filing applications for dispute resolution are always available on our website at www.gov.bc.ca/landlordtenant

From: Beattie, Michelle OHCS:EX
Sent: Tuesday, April 5, 2016 10:35 AM
To: Hurst, Janetta K OHCS:EX
Cc: Ash, Sandra OHCS:EX
Subject: RE: Phone call s.22

Thanks much,

Michelle
Office Manager

From: Hurst, Janetta K OHCS:EX
Sent: Tuesday, April 5, 2016 10:34 AM
To: Beattie, Michelle OHCS:EX
Cc: Ash, Sandra OHCS:EX
Subject: RE: Phone call s.22

Have just called her back and left a message for her to call me at her earliest convenience. Will keep you posted.
J

From: Beattie, Michelle OHCS:EX
Sent: Tuesday, April 5, 2016 10:03 AM
To: Ash, Sandra OHCS:EX
Cc: Hurst, Janetta K OHCS:EX
Subject: FW: Phone call s.22
Importance: High

Good morning! For call back please and thanks!

Michelle
Office Manager

From: Sures, Lauren MNGD:EX
Sent: Tuesday, April 5, 2016 9:55 AM
To: Beattie, Michelle OHCS:EX
Cc: Hirji, Keivan MNGD:EX; Barnettson, Luella MNGD:EX
Subject: Phone call s.22

Good Morning Michelle,

s.22 called the RTB this morning and did not get through to anyone after a half hour. She has an urgent need to speak with someone about her granddaughter's landlord who won't return a damage deposit. She was very frustrated on the phone, and hoped someone would call her soon, as she needs to be out of the house today.

s.22

Thank-you,

Lauren Sures
Administrative Assistant to the
Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier
Telephone: (250) 953-0900

Beattie, Michelle OHCS:EX

From: Lam, Jon S OHCS:EX
Sent: Monday, April 18, 2016 11:45 AM
To: Beattie, Michelle OHCS:EX
Cc: Williams, Jane OHCS:EX
Subject: RE: Phone call s.22

I phoned and told s.22 what he needs to know to dispute the 10 day notice and the client was satisfactory with the information.

Jon

From: Williams, Jane OHCS:EX
Sent: Monday, April 18, 2016 11:08 AM
To: Lam, Jon S OHCS:EX
Cc: Beattie, Michelle OHCS:EX
Subject: FW: Phone call - s.22

Thanks Jon

From: Beattie, Michelle OHCS:EX
Sent: Monday, April 18, 2016 11:07 AM
To: Williams, Jane OHCS:EX; Schell, Lisa OHCS:EX
Subject: FW: Phone call - s.22

Hi – for call back please and thanks!

Michelle
Office Manager

From: Sures, Lauren MNGD:EX
Sent: Monday, April 18, 2016 10:45 AM
To: Beattie, Michelle OHCS:EX
Cc: Barnettson, Luella MNGD:EX
Subject: Phone call - s.22

Hi Michelle,

s.22 called asking to have some help from someone at RTB regarding the dispute hearing process. He isn't 'computer savy' and will be picking up forms to complete, but had some questions about receiving an 10 day eviction notice and how to prove that this eviction is not fair or validated. He has called the RTB line numerous times today and yesterday, but hasn't been able to get through to someone in a decent time frame.

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Thank-you,

Lauren Sures
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Honourable Rich Coleman

Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier
Telephone: (250) 953-0900

Beattie, Michelle OHCS:EX

From: Sures, Lauren MNGD:EX
Sent: Wednesday, April 27, 2016 9:59 AM
To: Beattie, Michelle OHCS:EX
Subject: RE: Phone call - s.22

Great information, thank-you Michelle!

From: Beattie, Michelle OHCS:EX
Sent: Tuesday, April 26, 2016 10:54 AM
To: Sures, Lauren MNGD:EX
Subject: RE: Phone call -s.22

Outcome from SIO (Janetta):

I have now spoken with s.22 I have directed him to the Direct Request process and hopefully that will help. I have checked our case management system to see if tenant has filed as she allegedly told landlord s.22 that she will have a hard time getting her out.

s.22 was having a hard time looking for the application for the Order of Possession (OP). Apparently it wasn't explained that it was an application for dispute resolution. Once he heard the name, he realized he had seen it just not what he was told to look for. This is good feedback actually for training purposes. We often forget when telling a landlord they can file for an OP, how they are to file for it.

He did manoeuvre through our website so that was good news. He may or may not file today but he would have the right to as tenant has not paid or filed herself. He says his mom may wait till Friday to see if tenant leaves voluntarily. I suggested the \$100 may be well spent if only to get the MNR even if the tenant moves out and they don't need the OPR.

Michelle
Office Manager

From: Sures, Lauren MNGD:EX
Sent: Monday, April 25, 2016 3:10 PM
To: Beattie, Michelle OHCS:EX
Subject: Phone call -s.22

Hi Michelle,

s.22 called requesting some help with finding and completing forms to apply for an Order of Possession. He mentioned he had called the RTB a few times and after being on hold for over an hour didn't get any help. He has reviewed the website numerous times, and still is having troubles.

s.22

Thank-you,

Lauren Sures
Administrative Assistant to the

Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier
Telephone: (250) 953-0900

From: Sures, Lauren MNGD:EX
Sent: Wednesday, May 4, 2016 11:43 AM
To: Beattie, Michelle OHCS:EX
Subject: RE: Phone call s.22

That's great, thank-you Michelle. Glad she got some further information.

From: Beattie, Michelle OHCS:EX
Sent: Wednesday, May 4, 2016 11:06 AM
To: Sures, Lauren MNGD:EX
Cc: Barnettson, Luella MNGD:EX
Subject: RE: Phone call s.22

SIO Janetta called:

I have now spoken at length with s.22 She is an experienced landlord who has a small apartment building in an area that is mostly low income individuals. This is part of the problem she faces. She does not do reference checks as she is pragmatic enough to realize they don't have any. s.22 She feels it is her place to try and help these folks as she says they really have nowhere else to go. Her problem is that she isn't getting the rent and has asked that it be sent 'direct' s.22 . Now the landlord is out not only the rent for this month but the deposits. s.22

She has an issue with the system as she feels a tenant who doesn't pay rent should not be allowed to dispute any notice. I explained that once she served that notice, she gave the tenant the right to dispute. Until such time as the legislation says differently, we do not have the authority to deny anyone the right to make an application. She felt this was totally wrong. I asked if perhaps she could considered changing her policy of not checking references and possibly eliminating this type of issue happening. She says she might consider it s.22
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I am guessing that she simply hasn't bothered in the past to evict tenants the 'formal' way and it has worked out for everyone. Now that she has to access the process, I sensed that she feels it's too onerous.

She is one of those landlords who is trying to do a good thing by offering affordable housing to marginal individuals and s.22
I can't fault her for what she's doing, but we can only do so much when things go

She has this number now so I wouldn't be surprised if she uses it again. She doesn't like having to wait on the phone. It wasn't that the info line was "always" busy, it was that no one was available and she didn't utilize the call-back feature. She didn't believe we actually do call back. I assured her we do but if we can't get her, we don't keep trying as due to the exceptionally high volume, we only try to call back once.

Michelle
Office Manager

From: Sures, Lauren MNGD:EX
Sent: Tuesday, May 3, 2016 3:26 PM
To: Beattie, Michelle OHCS:EX
Cc: Barnettson, Luella MNGD:EX
Subject: Phone call - s.22

Hi Michelle,

s.22 has been calling the RTB line for a week now and asked to speak to someone with knowledge of the RTA and filing an Order of Possession. The RTB line has been busy each time she has called. s.22 gave her tenant a 10 day notice of eviction due to the tenant not paying rent, and s.22 the tenant filing a dispute claim for apparently no reason... She requested to speak with someone who could explain how the tenant can control the situation even though they are not fulfilling their duties as a tenant.

I mentioned the forms available on the website, but she still asked for a phone call back.

s.22

Thank-you,

Lauren Sures
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Telephone: (250) 953-0900

RTB Contact Centre Monthly Performance Report 2016-2017

Year	Month	Calls Received		Calls Queued		Calls Answered				Calls Abandoned				Answered Calls by Each Office						Work F
		All Calls	Business Hours	Amount	%	Amount	%	Avg wait time	Longst wait time	Amount	%	Avg wait time	Longst wait time	Burnaby	%	Victoria	%	Kelowna	%	
2016-2017	April	28,336	25,301	13,849	49	10,561	76	46:03	1h:40	3,288	24	11:08	1h:12	6,962	66	2,641	25	958	9	14,487
	May (*)	32,197	28,752	14,414	45	11,052	77	42:31	1h:49	3,362	23	10:39	1:27	7,164	65	2,876	26	1,012	9	17,783
	June																			
	July																			
	August																			
	September																			
	October																			
	November																			
	December																			
	January																			
	February																			
	March																			
Year Totals to Date		60,533	54,053	28,263	47	21,613	76			6,650	24			14,126	65	5,517	26	1,970	9	32,270

To see the description of each column please move the mouse over the column title.

(*) May number of calls received and number of work flow only calls during business hour are impacted with the high number of high call volume control



low Only Calls		Work Flow Only Calls During Business Hours			Agent Talk Time	
Avg Duration	%	Amount	Avg Duration	%	Total Hours	Avg Duration
7:29	51	11,452	8:14	40	1,127	6:02
6:58	55	14,338	7:38	45	1,123	6:06
		25,790			2,250	

Diacu, Raz MNGD:EX

From: Diacu, Raz MNGD:EX
Sent: Tuesday, May 10, 2016 6:33 PM
To: Mills, Shane LASS:EX; Merrifield, Katy PREM:EX; Dolan, Chelsea PREM:EX
Cc: Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX
Subject: Estimates Summary - NGD & Housing
Attachments: NGD Estimates Summary.docx; Housing Estimates Summary.docx

Estimates summaries for NGD and Housing attached

Topics Covered

- Request for a standardized homeless count across the province
- Affordability of market housing in Vancouver (referred to FIN)
- Housing affordability study
- Jericho Lands/using proceeds from the sale to fund affordable housing
- Number of social housing units built
- Funding for renovations vs for new build
- \$355M investment in social housing
- Residential Tenancy Act fines/penalties
- Remediation standards for buildings used as grow ops
- BC Housing Service Plan/underspent housing subsidies
- Co-op funding (former federal program, we don't fund co-ops)
- \$150M federal commitment for housing
- Underspending of capital budget for BC Housing
- Student Housing (referred to AVED)
- Sunset Towers RFP
- Nicholson Towers
- Fixed-term tenancies (and rental rate increase limitations not applying between fixed-term tenancies)
- Residential Tenancy Act and AirBnB (RTA does not apply)
- Residential Tenancy Act and subletting
- Local Government Act and land use agreements, particularly for manufactured home parks (referred to CSCD)
- West Hotel and administrative penalties
- Administrative Penalties report
- Megaphone report on homeless deaths/BC Coroners (PSSG)
- RainCity Shelter
- Abbotsford shelter & new facility
- Victoria Tent City & Choices facility
- Federal homeless count
- Coast Mental Health/deaths in supportive housing facilities
- Wellness checks at supportive housing facilities
- Transfer of Ownership of housing facilities to non-profits
- Stamps Place development
- Ted Kuhn Tower
- Revenue from Residential Tenancy arbitration fees
- Dropped calls and wait times for Residential Tenancy Branch calls
- Dispute resolution times
- Funding and use of RTB dispute resolution services
- Youth housing

- Urban Native Youth Association proposed native youth centre in Downtown East Side
- Paige report and housing
- Social housing for First Nations
- Social housing in Vancouver-Mt. Pleasant
- Residential Tenancy Act and no pets bylaws
- Property tax for non-profits running social housing

Answers of Note:

Provincial homeless count:

Each community does a count. They do it with us in cooperation with them. Then we design the homeless strategies in those communities, with those communities. We have numbers in these communities where we do the count.

Housing Affordability & Study:

There's no question that on the Lower Mainland, supply and demand have been spiking, where supply is being outstripped by demand. We've seen an increase in housing not just in Vancouver but across most of the Lower Mainland.

The issue around affordability is depending on markets — single family, multiple family, condo — and whether somebody's wanting to enter the market and buy a small one-bedroom condo in Vancouver or whether they're trying to buy a waterfront property in Kerrisdale or Kitsilano.

Any tax law that would affect the ability to drive affordability back into the cost of housing and the Real Estate Act itself sits with the Minister of Finance. That would be the appropriate place to collect the information with regards to affordability. We are working with that ministry with regards to affordability.

We're doing a study on behalf of government on the affordability factors that will be given to the minister with the Conference Board of Canada that will form the discussions within government as we build policies around it. It basically still comes down to supply and demand, but there also is work we can do with local government.

We're building those options now where we would come away with other forms of ownership, long-term lease with some share equity and those types of things we've done in the past. We're building that package to take in to the Ministry of Finance to have a total package with regards to affordability.

Conversations have already started with municipalities with regards to whether they would put up land, forgive development cost charges, or whether they're going to not take community amenity charges but actually enforce their rules in and around the percentage of a project that has to go to affordable housing. If they did that and they left their equity in, there's an ability to leverage those things.

Diacu, Raz MNGD:EX

From: Byers, Lindsay GCPE:EX
Sent: Wednesday, May 18, 2016 3:37 PM
To: Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX; Diacu, Raz MNGD:EX
Cc: Woolley, Paul GCPE:EX; Ash, Christine GCPE:EX; Harbord, Darren GCPE:EX; Fraser, John Paul GCPE:EX; Koolsbergen, Nick GCPE:EX
Subject: FW: Media Request - CBC Radio: Residential Tenancy Branch Caseload and Wait Times

OK to send? Reporter would also like to speak with someone and RTB has said Greg Steves would be happy to speak to this topic if approved.

Date: May 18 @ 10:45am

Deadline: May 18 @ 5:00pm

Media: CBC Radio

Reporter: Megan Thomas^{s.22}

Topic: Reporter is doing a story on the Residential Tenancy Branch caseload and wait times. What is the wait times in Victoria compared to the provincial average? She would like to speak with someone about the RTB's wait times today, over the phone, for radio.

Suggested Response:

- In general, average wait times in Victoria (10 weeks) are similar to the Provincial average of 9.5 weeks.
- To help reduce wait times, the Residential Tenancy Branch has hired new arbitrators.
- We also prioritize scheduling of hearings to focus on the most urgent issues, such as the possession of a rental unit and emergency repairs.
- We are also developing new technology and processes that will enable residential tenancy disputes to be resolved faster and more efficiently.

Diacu, Raz MNGD:EX

From: Woolley, Paul GCPE:EX
Sent: Wednesday, May 18, 2016 3:41 PM
To: Byers, Lindsay GCPE:EX; Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX; Diacu, Raz MNGD:EX
Cc: Ash, Christine GCPE:EX; Harbord, Darren GCPE:EX
Subject: RE: Media Request - CBC Radio: Residential Tenancy Branch Caseload and Wait Times

Background is fine. Came up in estimates so could be some audio the reporter could use there.

From: Byers, Lindsay GCPE:EX
Sent: Wednesday, May 18, 2016 3:37 PM
To: Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX; Diacu, Raz MNGD:EX
Cc: Woolley, Paul GCPE:EX; Ash, Christine GCPE:EX; Harbord, Darren GCPE:EX; Fraser, John Paul GCPE:EX; Koolsbergen, Nick GCPE:EX
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Sent: Wednesday, May 18, 2016 6:22 PM
To: Mills, Shane LASS:EX
Cc: Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX
Subject: Media requests

Hi Shane,

FYI on these media requests today:

Media: Victoria Times Colonist

Reporter: Katherine Dedyna

Topic: Reporter is looking for information on Sandy Merriman House. Looking back about 20 years, the province paid \$445,000 for the house and the finished cost of the renovations brought the total to \$1.1 million. Can you give me an idea of what the renovation budget coming up might be?

Response:

The Province is spending \$550,000 to complete some exterior and interior renovations on Sandy Merriman House. This work includes:

- Window replacement
- Exterior and interior painting
- Electrical upgrades
- Kitchen and bathroom renovations
- New flooring

The work will take place over the next three months.

Media: CBC Radio

Reporter: Megan Thomas

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Withheld pursuant to/removed as

DUPLICATE

Sures, Lauren MNGD:EX

From: Beattie, Michelle OHCS:EX
Sent: Monday, April 18, 2016 11:59 AM
To: Sures, Lauren MNGD:EX
Cc: Barnettson, Luella MNGD:EX
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Office Manager

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Telephone: (250) 953-0900

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She has an issue with the system as she feels a tenant who doesn't pay rent should not be allowed to dispute any notice. I explained that once she served that notice, she gave the tenant the right to dispute. Until such time as the legislation says differently, we do not have the authority to deny anyone the right to make an application. She felt this was totally wrong. I asked if perhaps she could considered changing her policy of not checking references and possibly eliminating this type of issue happening. She says she might consider it s.22. There lies the conundrum. I explained that we have no control over her selection process but that she DOES have the right to make her own application as soon as the dispute period has passed. AND, she can use the Direct Request process as long as the tenant doesn't file. She seemed okay with that and was very okay with not having to wait 30 days to file on a one month notice.

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Telephone: (250) 953-0900

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From: Beattie, Michelle OHCS:EX
Sent: Tuesday, April 5, 2016 12:14 PM
To: Sures, Lauren MNGD:EX
Cc: Hirji, Keivan MNGD:EX; Barnettson, Luella MNGD:EX
Subject: RE: Phone call s.22

SIO (Janetta) has now spoken with s.22 and explained what her granddaughter must do to get her deposit back. She has not yet given the landlord a forwarding address in writing so that would be the first step. Despite 'grandma's' frustration with this landlord, I explained that there is a requirement for every tenant to do this first in order to move forward with the security deposit issue.

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s.22
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Thank-you,

Lauren Sures
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Page 24 to/à Page 27

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