

Hon. D. Eby  
Attorney General

s.22

Hon. Carole James ML

<b>RECEIVED</b>	
OFFICE OF THE ATTORNEY GENERAL	
JAN 04 2018	
REFER TO MAIL REGISTRY <input type="checkbox"/>	
OTHER <input type="checkbox"/>	
DRAFT REPLY <input type="checkbox"/>	REPLY DIRECT <input type="checkbox"/>

Dec. 30 '17.

CLIFF # 545328

Dear Carole,

Re:

Leaseholders

s.22

s.22

Westsea - owners of 200-unit  
has just raised our monthly 'maintenance' fee by  
more than \$100/mo., in addition to another <sup>(\$100)</sup> repair  
bill; owners have no recourse (no 'tenants rights')  
other than to pay.

Furthermore, we just received this letter  
from their lawyer stating they are adding <sup>(their)</sup> legal  
costs associated with ' s.22 ' onto  
our present operating costs.

\* We met with the Hon. D. Eby and you at  
the Leg., and were advised you would look at the  
issue of further regulation of Leasehold building  
owners when the election was over.

Please advise re: this matter at your  
earliest convenience.

Thank you,  
Sincerely,

s.22

c: D. Eby

s.22

Info at.

Page 002 to/à Page 005

Withheld pursuant to/removed as

s.22

## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Wednesday, January 10, 2018 3:33 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AG Draft Email please with a referral created to CCU and submitted - FW: NDP lack of action on housing, money laundering and real estate agents regulations

**From:** s.22  
**Sent:** Monday, January 8, 2018 10:56 AM  
**To:** Minister, AG AG:EX  
**Subject:** Fwd: NDP lack of action on housing, money laundering and real estate agents regulations

Hello David,

To ensure this goes to the right email please find my letter below.

Thank you,

s.22

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

**From:** s.22  
**Date:** Mon, Jan 8, 2018 at 10:33 AM  
**Subject:** NDP lack of action on housing, money laundering and real estate agents regulations  
**To:** [s.chandraherbert.mla@leg.bc.ca](mailto:s.chandraherbert.mla@leg.bc.ca), [premier@gov.bc.ca](mailto:premier@gov.bc.ca), [andrew.weaver.mla@leg.bc.ca](mailto:andrew.weaver.mla@leg.bc.ca), [david.eby.mla@leg.bc.ca](mailto:david.eby.mla@leg.bc.ca), [realestate@gov.bc.ca](mailto:realestate@gov.bc.ca), [carole.james.mla@gov.bc.ca](mailto:carole.james.mla@gov.bc.ca)

Hello John, Andrew, David, Carole and Spencer,

This is the first letter I've ever written to my MLA and it's because I've had enough of the lack of action on this subject.

The NDP has had power since June 2017 and there's been very little done on the housing front however before we get into that, let's go in a little about me so you understand where I'm coming from.

s.22

Over that time, I've watched an unaffordable housing market go from unaffordable to outright stupid. If I were wanting to live in Vancouver I would now be expected to spend \$750,000 for a one bedroom. Two bedrooms? Over \$1,000,000 and that's not including strata fees which come with strata ownership. Similarly, if I were to go as far as Surrey the Whalley area has seen condos rise over \$400,000 to live somewhere I'd be commuting over an hour a day. All this happens while the median household income in Vancouver is \$76,000. It's rather simple to see that the math doesn't add up to any of this.

The Vancouver Sun has done an excellent job showcasing the money laundering at the River Rock Casino along with other various infractions by the Real Estate Industry. However, nothing is being done. One of the most popular Real Estate Agents that I know of who have shown the industry has been taken over by criminals is Layla Yang (<https://www.theglobeandmail.com/news/british-columbia/bc-realtor-accused-of-making-threats/article30024457>) yet I have seen nothing happen in regards to her threatening nature.

When New Coast was caught for unlicensed services (<http://vancouver.sun.com/news/local-news/richmond-firm-new-coast-realty-fined-by-real-estate-council-for-unlicensed-services>) they were fined a mere \$7,500. On an average single family home sale in Vancouver, (let's use 1.2M) with a commission rate of 1% (which is far less than they would get) the commission is \$12,000. Once again, this is a complete failure to protect the public. At the sort of money these agents and agencies can make, I'd gladly pay a \$7,500 speeding ticket while bringing in a 7 figure income.

s.22 I get monthly reports on fines and penalties given to brokers who act in bad faith ([https://www.insurancecouncilofbc.com/PublicWeb/PUB\\_CouncilDecisionsList.aspx](https://www.insurancecouncilofbc.com/PublicWeb/PUB_CouncilDecisionsList.aspx)). You can find brokers and agents who have lost their license for doing an unauthorized transaction, cheating on tests, paying for ICBC premiums with their own credit card rather than the clients ect. Ultimately, what I see is stiffer penalties for something which has a far lesser negative impact on society than what the real estate board has done. Which leads me to one simple answer, and that's the abolishment of the BC Real Estate Board and putting it firmly in the hands of government to regulate.

All I can see is this housing crisis is largely due to corruption and the government's failure to do anything about it. While it was the BCLiberals who started this mess, you're now in power, therefore it's your job to clean it up. If you choose not to, then you're just a complicit as they are.

I'm left constantly considering leaving the Province of BC where all my family is, where I grew up, where I love being because I am not about to have all my money tied up in housing.

I look forward to hearing how you plan to fix this but even more so, I'm looking forward to action because I'm tired of waiting.

Sincerely,

s.22



## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Tuesday, January 16, 2018 4:14 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AG Draft Email, with referral created to CCU and submitted (Strata Act) FW: Strata re-developments

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**From:** s.22  
**Sent:** Tuesday, January 16, 2018 3:07 PM  
**To:** Eby.MLA, David LASS:EX; Minister, AG AG:EX  
**Cc:** s.22  
**Subject:** Strata re-developments

Dear Mr. Eby:

I recall several articles in the Vancouver Sun where you had expressed concern over the issue of affordable housing for local residents.

Another issue which you may not be as familiar with is the rampant re-development of older strata buildings (typically 3-4 story wood frame in the 40+ age category).

The previous government amended the Strata Property Act such that the requirement for unanimous approval (to terminate the strata corporation by the existing owners) was reduced to 80% of the owners.

Unfortunately this has resulted in a mad rush by realtors and developers to stampede owners in such buildings to agree to sell their units so that higher density developments can be built.

One of my staff members just went through this with BOSA in the West End and she re-purchased another unit last December and another group is after the building that she just purchased in.

Today, I received three calls from distraught owners who live in similar buildings (one is West Vancouver, one in Vancouver and one in Burnaby) who feel that they are being pressured to sell in similar circumstances (and even threatened with "court costs" if they force the developer to get court approval).

Keep in mind that these are ordinary homeowners –not property flippers or speculators.

While many unsophisticated owners are dazzled by getting an offer for 1.5 or 2 times the current assessment value (and they may have paid half that amount to buy the unit), they often don't realize that they will have to re-buy in the current frenzied real estate market for condos wherein multiple offers are the norm.

Is there any possibility that the 80% threshold can be re-visited or at least some regulations added to the Strata Property Act which curtail or limit this egregious practice which is stressing out so many home owners in older buildings?

Regards

s.22

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## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Tuesday, January 16, 2018 4:29 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AG Draft Email with a referral created to CCU and submitted - Many thanks! FW: Ridesharing/Money laundering in Casinos and Housing

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**From:** s.22  
**Sent:** Saturday, January 13, 2018 7:29 PM  
**To:** Minister, AG AG:EX  
**Subject:** Re: Ridesharing/Money laundering in Casinos and Housing

Sent from Mail for Windows 10  
Dear Sir|:

I have been a political and community activist for most of <sup>s.22</sup> years in this province, and I am saddened by the current state of affairs I see around me.

My two adult sons are constantly talking about leaving BC as they feel it is becoming too difficult and too expensive to raise a family here. What is happening to my beloved BC???

Have we entirely lost our values and the motivation to enforce them?

### 1/ Ridesharing

How is it that everyone else has managed to accommodate ridesharing and we still can't seem to get our act together? Is it too cynical to say it has much to do with the Indo/taxi community?

How is it that we haven't jumped on the absurd situation with illegal rideshare in Richmond? Not to mention the recent news reporting about them refusing to take white passengers?? If this were reversed and whites were refusing others, this would be considered the human rights issue that it is!

If we don't make it very costly to do what they're doing, they will consider the small fines 'cost of doing business' as they currently do. Seize those vehicles. Send some Asian cops to order rides. This is not heart-surgery and can be stopped if we have the interest to do so.

### 2/Money-laundering in casinos and housing

This entire situation is not new to us. Studies were done years ago and we know that Riverrock, in particular, is the go-to place for gangs, organized crime, and money-laundering. Recently Sam Cooper was being interviewed on CKNW and he said that they advertise and recruit in China for money-laundering! As an s.22 and s.22 I can think of many ways to stop this.

Why can't this government?

It is shameful that we don't seize these homes, work with the Chinese government, benefit-share if necessary.

BUT FOR OURSELVES AND OUR CHILDREN, WE NEED TO PUT A STOP TO THIS!!!

## Ussery, Camas AG:EX

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**From:** King, Kim J M JAG:EX  
**Sent:** Thursday, January 18, 2018 9:26 AM  
**To:** Minister, AG AG:EX  
**Cc:** Thompson, Angella N PSSG:EX  
**Subject:** FW: AG Draft Email 545704 (previous: 544899) - s.22  
**Attachments:** As requested: 232384 - RE: Redirecting to your Ministry - See writer's health concerns below FW: s.22 Flooring

Hi Candice,

As per the attached, Finance re-sent the response to the writer's previous correspondence (544899) yesterday. Can we change 545704 to Information? And if you've received the re-sent response, would you mind importing it into the previous log?

Thanks for advising,  
Kim

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**From:** King, Kim J M JAG:EX  
**Sent:** Wednesday, January 17, 2018 9:48 AM  
**To:** Mittag, Greg JAG:EX  
**Subject:** FW: AG Draft Email 545704 (previous: 544899) - s.22  
**Importance:** High

Good morning Greg,

Candice is requesting a response referral the writer's concerns to MAH Minister, further to the previous which was redirected to MAH. Housing's response does not appear to have been sent to the writer, but to Minister Eby instead. I'm getting advice from Housing and will let you know when they get back to me.

Thanks,  
Kim

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**From:** Minister, AG AG:EX  
**Sent:** Wednesday, January 17, 2018 9:18 AM  
**To:** King, Kim J M JAG:EX  
**Cc:** Thompson, Angella N PSSG:EX  
**Subject:** AG Draft Email 545704 (previous: 544899) - s.22  
**Importance:** High

Good Morning Kim,

Mr.s.22 has sent a few emails to our Minister and to his MLA Carole James.

We redirected his correspondence to appropriate Ministry and Julianna Ko, Senior Policy Analyst, Housing Policy Branch wrote to him, but Mr. s.22 is apparently still expecting a response from our office.

Grateful if we could have a referral email prepared from our Ministry advising him that the issues he has raised fall within the Ministry of Housing.

Angella – I am only including you, as this is a special request I am making (an extra step) ... due to the very serious health issues of Mr.s.22

Candice

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**From:** s.22

**Sent:** Wednesday, January 17, 2018 12:49 AM

**To:** Minister, AG AG:EX; James.MLA, Carole A LASS:EX; s.22

**Cc:** s.22

**Subject:** Re: s.22 Flooring

Ms. James and Mr Eby,

It has been nearly a month now since my email to you and this is my second follow up; I have not heard back from anyone. My situation is even more critical<sup>s.22</sup>

s.22

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## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Monday, January 22, 2018 5:31 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AG Draft Email with a referral cted to CCU please - Many thanks FW: NDP Housing Policy

**From:** s.22  
**Sent:** Thursday, January 18, 2018 10:04 AM  
**To:** Minister, AG AG:EX  
**Subject:** NDP Housing Policy

Hello Mr. Eby,

I had previously emailed Selena Robinson regarding this issue, however I was not satisfied with the form-letter style response. As the primary person who, prior to the election, proposed strict new policies and a deep understanding of the issues surrounding Vancouver's stratospheric rise in real estate prices, I thought making my concerns known to you definitely couldn't do any harm.

I am alarmed at the recent statements put out by Premier Horgan along the lines of "protecting homeowner equity" and his outright rebuttal of any ban on foreign ownership. I hope he is not conflating banning non-resident owners (and their proxies, bare-trusts, etc.) and banning of hard working immigrants who want to live here year-round and pay taxes, integrate and contribute to the economy.

I know we must wait until the February budget to see what your government proposes to do, however if this government doesn't "bring the hammer down" on speculators, non-resident buyers, their proxies, obfuscation of beneficial ownership, tax evasion and the first-time homebuyer's program I know this will be the death knell of both the city and your government's chance at re-election.

These policies will certainly affect homeowner equity, however affordability means lower prices. Period. Windfall paper gains driven by outright fraud should not be protected as they were never earned in the first place. This is akin to the government consenting to allow a ponzi scheme to continue as people would lose money if it collapses.

My family and other homeowners are seeing the negative effects of housing prices (children leaving town, small businesses closing, people living paycheck-to-paycheck and the hollowing out of the city to make way for reckless real estate speculation and people who use housing as a commodity to store untaxed ill-gotten gains, declare no income and collect government benefits to boot.

I voted Liberal in prior elections but made a change in the last election due to the previous government's lack of desire (due to willful ignorance) to do anything about this issue and the tough talk that you as housing critic made and took the former government to task on.

I understand that no government wants to preside over a housing bust of sorts, but I believe government has a moral duty to protect the interests of the province and its citizens and if we don't take our medicine now this cancer will win.

I hope this letter finds you well and good luck in the new year.

Thanks,  
s.22



## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Tuesday, January 23, 2018 5:34 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AG Draft email please and create a referral to CCU and submit - many thanks ... FW: BC housing crisis

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**From:** s.22  
**Sent:** Thursday, January 18, 2018 8:56 PM  
**To:** Minister, AG AG:EX  
**Subject:** BC housing crisis

Dear Mr. Eby,

In response to your speech "Housing and trans-national money laundering: an update on what I've been doing as AG to address the housing crisis in BC" and to more simplistic article in today's The Province by M. Smyth,, we would like to express our support for Green Party's approach in dealing with housing crisis. As per M. Smyth, Mr. Weaver is reporting overwhelming support for his foreign buyers ban and is appalled by Mr. Horgan using "immigrants" as an excuse. We are immigrants. Please let us share our story with you. We do believe that majority of people in BC have the similar views and would let our premier and their MLAs know about it.

s.22

- Our Property Tax assessment goes up every year resulting in more and more tax fees. Our salary are not going up with that speed, and it is not fair for us, people who bought the property to live in it, to pay more every year because of the current unhealthy speculative housing market in British Columbia. We would never be able to upgrade to a house, but instead, God forbid, might be squeezed out by increasing property taxes and maintenance fees. Law-abiding working people from BC cannot compete with sneaky corruptionists and criminals from the entire world who are laundering their money and hiding them from taxes in their own countries. Working people would never earn as much as they can steal.

- At our work places, we have immigrants from many different countries, including China, and everybody who went through the honest and legal process of coming to Canada, establishing themselves as Canadian citizens, starting earning money through the hard work – they all support significant taxes for those NOT leaving AND working in Canada and/or banning foreign buyers altogether.

The hiding behind the immigration theme, which Mr. Horgan just used, totally missed the point. No one is talking about "immigrants"; it is dishonest rich people with very questionable money that we are talking about. We absolutely support all points that bold measures are warranted in a dire situation like this:

- Our Canadian Banks should not provide loans to foreigners for purchasing houses;
- All buyers (domestic and foreigners) should provide a proof of money origin;
- Existing law should be enforced – how no income reported for residents of million-dollar-houses?;
- The loopholes when foreign buyers are hiding behind "Canadian" corporations should be closed;
- Taxes for foreigner buyers should be significantly increased and ban would be even better;
- Real estate developers' arguments that we should increase "housing inventory" to satisfy demand (meaning they want to build more) cannot be taken seriously. Vancouver cannot satisfy demand for the entire world of corruptionists and

criminals. We don't want to live in ghost-cities with empty high-risings that belong to foreigners. We don't want to live in cities tightly packed with high-risings with little of sun and little of parks. We want livable, homey neighborhoods full of working people from different countries who call Canada their home and who work hard for Canada every day.

We do remember how it all started few years ago. Liberal government called the first data on foreign house ownership "racists" and denied high percentage of foreign buyers. Gradually, more and more researches confirmed the data. Now, instead of hiding behind "racist theme", the government is hiding behind "immigration theme". We are sure that eventually it would be proven that it is not about "immigration", and necessary measures, which you mentioned in your speech, would be in place to protect working Canadians. However, people's lives are short. Many people would spend years and years struggling if we don't act fast. Please, don't let the government be drugging its feet by false political correctness. BC government should protect BC people, not foreigners with dirty money

Respectfully,  
s.22

## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Tuesday, January 23, 2018 6:58 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AAA please with a referral to CCU - CCU/Ministry officials will determine if AG needs to respond to this writer - Many thanks ... FW: Attached are references referred to in my letter sent via email January 11, 2018  
**Attachments:** Electronic signature (1).jpg

**From:** s.22  
**Sent:** Monday, January 22, 2018 4:37 PM  
**To:** Brenda Prosken, BC Housing, Director, Regional Operations Orange Hall & Hazelwood Offices; BC Housing; Minister, MAH MAH:EX; Minister, AG AG:EX; Minister, SDPR SDPR:EX; Mark.MLA, Melanie LASS:EX  
**Cc:** kevin.quinlan@vancouver.ca;s.22  
**Subject:** Fwd: Attached are references referred to in my letter sent via email January 11, 2018

Kindly all acknowledge receipt of this email letter and its attachments.

Ms. Prosken,  
BC Housing, Regional Director, Orange Hall and Hazelwood Offices  
via email

s.22

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s.22

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

From: **Brenda Prosken** <[bprosken@bchousing.org](mailto:bprosken@bchousing.org)>

Date: Fri, Jan 19, 2018 at 4:28 PM

Subject: RE: Attached are references referred to in my letter sent via email January 11, 2018

To: s.22, Rhonda Forster <[rforster@bchousing.org](mailto:rforster@bchousing.org)>

Dear Ms. s.22

Thank you for your patience in my response. Please consider this email acknowledgement of receipt of your email and attachments below.

As you know BCH's response to your inquiry from my January 8, 2108 email to you, I also wanted to confirm there's no further role for BCH in this matter including leaving unit allocation decisions to the s.22

Sincerely, Brenda



**BC HOUSING**

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Brenda Prosken | Regional Director | Orange Hall & Hazelwood Offices

Office: [604-648-4273](tel:604-648-4273) | Mobile: [604-614-5764](tel:604-614-5764) | [bprosken@bchousing.org](mailto:bprosken@bchousing.org) | [www.bchousing.org](http://www.bchousing.org)

Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations

Orange Hall Office [297 E. Hastings St. Vancouver BC V6A 1P2 Canada](#)

Hazelwood Office [346 E. Hastings St, Vancouver BC V6A 1P2 Canada](#)

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s.22

## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Tuesday, January 23, 2018 7:06 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** AAA please with a referral created to CCU and submitted - Many thanks FW: information

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**From:** s.22  
**Sent:** Tuesday, January 23, 2018 6:11 AM  
**To:** Minister, AG AG:EX  
**Subject:** information

s.22            B.C.

January 23, 2018

Dear Sir;

The Manufactured Home Park Tenancy Act and Regulation of British Columbia existed as law when the s.22  
s.22 Manufactured Home Park set up my new home on lot s. in the said park! This is verified by an  
email message I finally received from Greg Steves, at the time Executive director of the Residential Tenancy  
Branch of British Columbia, despite the fact that I had asked for just this admittance by someone in government,  
many times. I received the message on April 19, 2017, and it goes as follows:

Ref: 22956

Mr. s.22  
Email: s.22

Dear Mr. s.22 :

Your January 23, 2017 email addressed to Premier Christy Clark regarding s.22  
s.22 Manufactured Home Park has been forwarded to me for response. As the Assistant Deputy Minister for the Office of Housing and Construction Standards, I am pleased to respond and apologize for the delay.

I assure you that the *Manufactured Home Park Tenancy Act* (the Act) and Regulation are law in British Columbia. The Residential Tenancy Branch has jurisdiction to hear disputes between landlords and tenants involving the rights, obligations and prohibitions under the Act, and the rights and obligations under the terms of a tenancy agreement that are required or prohibited under the Act, or relate to:

- the tenant's use, occupation or maintenance of the manufactured home site, or
- the use of common areas or services or facilities.

As you identified in your letter, under section 12 of the Manufactured Home Park Tenancy Regulation, a landlord must ensure that a tenancy agreement includes the boundaries of the manufactured home site measured from a fixed point of reference.

If you believe that the landlord has breached this requirement, you may apply to the Residential Tenancy Branch for dispute resolution to have the matter heard before an arbitrator, who will make a final and legally binding decision. As with any civil matter, there may be situations where one of the parties will need to pursue enforcement through the court system. For more information, please visit:

<http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution/after-the-hearing/serving-and-enforcing-orders>

Depending on the relief you are seeking, the Residential Tenancy Branch may not have jurisdiction to hear the dispute. For example, if you are seeking monetary compensation, it is important to note that the Residential Tenancy Branch does not have jurisdiction to award an amount in excess of \$25,000.

For more information about the Residential Tenancy Branch's dispute resolution service, please visit:

<http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution>

Respectfully,

Greg Steves  
Assistant Deputy Minister



cc: Office of the Premier

**The aforementioned park was also guilty of theft according to the following section of the Criminal Code of Canada.**

1. R.S.C., 1985, c. C-46 - Table of Contents

2. R.S.C., 1985, c. C-46

**Criminal Code (R.S.C., 1985, c. C-46)**

Full Document:

- [HTML Full Document: Criminal Code](#) |
- [XML Full Document: Criminal Code \[4118 KB\]](#) |
- [PDF Full Document: Criminal Code \[7176 KB\]](#)

Act current to 2017-12-05 and last amended on 2017-10-18. Previous Versions

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**Marginal note: Theft**

- **322 (1)** Every one commits theft who fraudulently and without colour of right takes, or fraudulently and without colour of right converts to his use or to the use of another person, anything, whether animate or inanimate, with intent
  - (a) to deprive, temporarily or absolutely, the owner of it, or a person who has a special property or interest in it, of the thing or of his property or interest in it;
  - (b) to pledge it or deposit it as security;
  - (c) to part with it under a condition with respect to its return that the person who parts with it may be unable to perform; or
  - (d) to deal with it in such a manner that it cannot be restored in the condition in which it was at the time it was taken or converted.

- **Marginal note: Time when theft completed**

(2) A person commits theft when, with intent to steal anything, he moves it or causes it to move or to be moved, or begins to cause it to become movable.

- **Marginal note: Secrecy**

(3) A taking or conversion of anything may be fraudulent notwithstanding that it is effected without secrecy or attempt at concealment.

- **Marginal note: Purpose of taking**

(4) For the purposes of this Act, the question whether anything that is converted is taken for the purpose of conversion, or whether it is, at the time it is converted, in the lawful possession of the person who converts it is not material.

• **Marginal note: Wild living creature**

(5) For the purposes of this section, a person who has a wild living creature in captivity shall be deemed to have a special property or interest in it while it is in captivity and after it has escaped from captivity.

• R.S., c. C-34, s. 283.

I received a letter from Suzanne Bell, Executive Director of the Residential Tenancy Branch in 2011.

The letter, of which I have a hard copy, specifies that Standard Terms must be included in any tenancy agreement. There is no mention of Standard Terms in my tenancy agreement. One of these Standard Terms is a requirement for a lot plan to be presented to any prospective tenant. Also included, in the Regulation, I believe, is the rule that lots are exclusive to the tenant whose name appears on the tenancy agreement. The landlord/salesman/part owner of the park, has no jurisdiction in the boundaries beyond a mention during the rental of the lot. This law was not mentioned during the sale of the already setup home and the offending setup. It can be proved via the existing tenancy agreement! The park gave every indication of operating under the original system where all I would be required to do is pick up the telephone and call the landlord if I required maintenance access for my home. According to law, the landlord did not have that option. I wound up with no legal access for maintenance to my home when required. Shoveling off roof snow would become a necessary requirement, about twice per year. More is available upon request!

I do have a printed copy of the Manufactured Home Park Tenancy Act and Regulation of B.C. which was printed some months after my purchase of the new home. All the required articles are still included prior to being edited out, by someone, over the years. The setup of the new home, completely engineered by the s.22 Park, is in question as it falls as a part of their business!

I sent out many letters, some which were actionable if untrue. All my allegations are provable! I received little or no replies! What replies I received consisted of double talk by the various parties in government! All have been written up, in book form! I must say that I attempted to set up a dialogue with the s.22 Manufactured Home Park. I was not successful!

Theft of rental land is certainly provable by the existing lot plan, of which I have a copy, although I received it in a rather backhanded manner and somewhat late. Lot sizes and boundaries were changed according to this plan. No documentation was offered or provided.

I would now ask a question. Where is the enforcement of existing law which was enacted, supposedly, to protect me, the consumer!

Yours truly,

s.22

## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Wednesday, January 24, 2018 12:52 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** Reply Direct, on behalf of Premier Horgan, with a referral created and submitted to CCU. Many thanks! FW: PO Log 700389 s.22

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**From:** Wolansky, Allegra PREM:EX  
**Sent:** Wednesday, January 24, 2018 12:41 PM  
**To:** Minister, AG AG:EX  
**Subject:** PO Log 700389 s.22

Good Afternoon,

I'm looking after some of Kayla's incomings s.22 and I wanted to see whether AG may be able to send some sort of response to the below incoming. It initially appears to be about disability assistance issues, however the crux of the email is that she received a DUI with a 1 year driving prohibition and must pay to take part in two anti-drinking and driving programs. She is asking the Premier to intervene because she feels it is unfair she must pay for these courses given the circumstances that led to her DUI and her current financial situation as a PWD. I am not sure if there is any further resources/assistance that AG can offer her, however I am wondering if it would be possible for your ministry to send some sort of acknowledgement or response? I'm hesitant to send an acknowledgment from the PO given that it is a very specific case and doesn't seem appropriate for the Premier to comment on/intervene with a DUI case. Any input would be much appreciated!!

Thanks,  
Allegra Wolansky  
Correspondence Officer  
Office of the Premier  
(778) 698-5465

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**From:** s.22  
**Sent:** Saturday, January 20, 2018 12:59 PM  
**To:** OfficeofthePremier, Office PREM:EX  
**Subject:** letter to premiere a desperate plea for hel

**ATTN: Premiere Horgan**

***Dear Honourable Premiere Horgan :***

**REQUEST FOR YOUR ASSISTANCE PLEASE**

Thank you so very much Premiere Horgan for all the amazing positive changes you have made to assist low income residents in British Columbia and especially for people on disability. The issue I am writing to you about is not a political one, but a social one. I am s.22 I am nearly s. years old and

on long term disability and am desperately seeking assistance from you and your Government to help me with a complex issue I have been dealing with that I feel in a way discriminates against me as a person with a disability. I am very very sorry to bother you with this issue as I know how extremely busy you have been with implementing many provincial changes and that you still have many more political agendas to tackle. I think you have done an amazing job this far Sir for the short length of time you have been serving as Premiere. I do not know where else to turn for any answers or help as you are my last resort. I have already contacted our Ombudsman officials and they told me that there is nothing that they are able to do to help me with my situation because there is no way to change current provincial legislation.

s.22

s.22

s.22

Affordable housing has been a huge problem for me and I have been at risk of being homeless a few times over past s. years or more. I have been on the BC Housing waitlist for s. years now, as well. s.22

s.22

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s.22

Premiere Horgan Sir, could you please speak to the Superintendent of Motor Vehicles to see if there can be anything done . I just feel that for people in my situation who are on disability and who already feel disempowered by the system, and the housing market, judicial processes, job market, etc...and who do not have the financial means to overcome all of this in order to drive a vehicle again. I apologize for the length of this e-mail, but I felt it was important to explain the entire story and background. Thank you very much Premiere Horgan Sir.

*Respectfully,*

## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Monday, January 29, 2018 1:07 PM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** Log for AAA please with a referral to CCU submitted - Many thanks! FW: Housing and money laundering and tax evasion  
**Attachments:** \$hosuing.pdf

**From:** s.22  
**Sent:** Saturday, January 27, 2018 9:40 PM  
**To:** Minister, AG AG:EX  
**Subject:** Housing and money laundering and tax evasion

Hi Mr. Eby,

I commend you on your recent announcement on cracking down on money laundering. I have attached a PDF for you as it may cast more light on your investigations. Thank you for your tenacity and courage,

s.22





# **Low Incomes and High House Prices in Metro Vancouver**

**SITE ECONOMICS LTD.**

Page 037 to/à Page 048

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## Ussery, Camas AG:EX

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**From:** s.22  
**Sent:** Wednesday, January 31, 2018 4:23 PM  
**To:** BCH Complaint Resolution; BC Housing; Brenda Prosken, BC Housing, Director, Regional Operations Orange Hall & Hazelwood Offices; Eliza Li; Minister, AG AG:EX; Minister, MAH MAH:EX; Minister, SDPR SDPR:EX; Mark.MLA, Melanie LASS:EX; s.22  
**Cc:** kevin.quinlan@vancouver.ca; s.22  
**Subject:** Re :s.22 Appeal): s.22 and BC Housing Complaint Resolution Process/Charter issues  
**Attachments:** s.22

To whom it may concern, including Jabeen, Manager, BC Housing Complaints and Resolutions:

Please be advised I am still trying to fill out the BC Housing Complaint Resolution Form - with Exhibits. I hope to have it completed today and perhaps delivered by hand on Friday February 2, 2018.

s.22

Page 050 to/à Page 062

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s.22

Page 063

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## Ussery, Camas AG:EX

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**From:** s.22  
**Sent:** Wednesday, January 31, 2018 4:43 PM  
**To:** BCH Complaint Resolution; BC Housing; Brenda Prosken, BC Housing, Director, Regional Operations Orange Hall & Hazelwood Offices; Eliza Li; Minister, AG AG:EX; Minister, MAH MAH:EX; Minister, SDPR SDPR:EX; Mark.MLA, Melanie LASS:EX;s.22  
**Cc:** kevin.quinlan@vancouver.ca; s.22  
**Subject:** 2. Attachments: Re s.22 Appeal): s.22 and BC Housing Complaint Resolution Process/Charter issues  
**Attachments:** C.(a) 2018-01-12, GM ATT, 2017-11-30, Complaint Resolution re Charter, Court Interest.pdf; C.(b) 2018-01-12, GM ATT. 2017-11-30, Signature, s.22 Complaint Resolution re Charter.pdf; C.(c) 2018-01-12, GM ATT-Standards-of-Conduct-Policy.pdf; Electronic signature.jpg

Reference: Re s.22  
Process/Charter issues  
Email from s.22

Appeal): s.22 and BC Housing Complaint Resolution  
dated 2018-01-31:

s.22

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Withheld pursuant to/removed as

s.22



<b>Title:</b>		<b>Standards of Conduct Policy</b>	
<b>Policy No.:</b>	GPS-004	<b>Responsible Executive:</b>	Vice President, Human Resources
<b>Effective Date:</b>	December 16, 2014	<b>Date approved by:</b> Ministry of Finance	December 16, 2014

## **1. REASON FOR POLICY**

The purpose of this Code is to define and communicate the standards of conduct expected of all Employees and Commissioners of the Board of BC Housing.

## **2. WHO SHOULD KNOW THIS POLICY**

This Code and the standards contained in it apply to all employees and Commissioners, contractors, service providers and volunteers who in the course of their duties would be expected at all times to adhere to the standards of this policy. This Code will be reviewed and acknowledged by all employees, Commissioners, contractors, service providers and volunteers every two years to ensure current knowledge and compliance.

## **3. POLICY STATEMENT**

Employees and Commissioners of the Board of BC Housing must uphold the highest standards of conduct in order to maintain and enhance the public's trust and confidence in BC Housing. Employees and Commissioners must be focused on positive outcomes for the citizens of British Columbia by delivering effective, cost-efficient public services and programs. Employees and Commissioners of BC Housing have a duty of loyalty to BC Housing. The fairness and the impartiality of Employees and Commissioners in the conduct of their duties must be exemplary and include honest and fair decisions that are consistently in the best interest of BC Housing.

### **3.1 INTERPRETATION**

This Code sets out minimum standards of conduct. It is not possible to foresee every possible situation. The Code provides a framework of basic principles. Although presented separately, all principles and requirements are interconnected. For example, the principle of trustworthiness is fundamental to all activities of Employees and Commissioners in every circumstance even though that may not be expressed in every example in the Code.

This Code is intended to compliment and clarify other policies, guidelines or directives of BC Housing. If there is a conflict between this Code and any other Agreement, Policy, Guideline, or Directive of BC Housing, this Code prevails.



### **3.2 COMPLIANCE WITH LAWS**

BC Housing Employees and Commissioners must act at all times in full compliance with both the letter and the spirit of all applicable laws. In his or her relationship with BC Housing, no Employee or Commissioner shall commit or condone an unethical or illegal act or instruct another Employee or Commissioner to do so. Employees and Commissioners are expected to be sufficiently familiar with any legislation which applies to his or her work, to recognize potential liabilities and to know when to seek advice. If in doubt, Employees and Commissioners are expected to ask for clarification.

BC Housing is continually under public scrutiny. Therefore, Employees and Commissioners must comply fully with the law, and must also avoid any situation which could be perceived as improper or indicate a casual attitude towards compliance.

### **3.3 WORKPLACE BEHAVIOUR**

Employees and Commissioners must carry out their duties and responsibilities in a manner that is courteous, professional, equitable, efficient, and effective. The conduct and language of all Employees and Commissioners in the performance of their duties must contribute to a positive work environment. An Employee's conduct, both during and outside of work, must not compromise the integrity of BC Housing.

Employees are to treat each other in the workplace with respect and dignity and must not engage in discrimination or harassment based on any of the prohibited grounds covered by the *Human Rights Code*, namely: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, and a previous criminal conviction unrelated to the employment. For further clarification of workplace conduct standards, consult the Harassment Free Workplace Policy, the Terms and Conditions of Employment for Excluded Employees, and Article 6 of the Administrative/Clerical Division and Maintenance/Service Division Collective Agreements.

### **3.4 CONFLICTS OF INTEREST**

#### **(a) Definition and Explanation**

Employees and Commissioners of BC Housing will not put themselves in a position in which their private interests might be or might be perceived to be in conflict with the interests of BC Housing. Further, Employees and Commissioners must avoid actions or conduct that might or might be perceived to undermine, impair or compromise their ability to act in the public interest, the trust that the public places in BC Housing or the ability of BC Housing to accomplish its mandate.

Some conflicts are quite clear, but others are less obvious. BC Housing recognizes that its Employees and Commissioners have legitimate outside interests. However, there may also be situations which could be perceived as a conflict of interest no matter how innocent the intentions of the Employee or Commissioner.

A perceived conflict of interest exists when a reasonably well informed person could perceive that an Employee's or Commissioner's ability to perform a duty or function of the position was or will be affected by the Employee's or Commissioner's private interests.

An actual conflict of interest exists when an Employee or Commissioner, in performing a duty or function of the position has the opportunity to further his or her private interests. An actual conflict of interest also exists where an Employee's or Commissioner's personal interests directly or indirectly interfere or conflict, or appear to interfere or conflict, with that Employee's or Commissioner's obligation to act in the best interest of BC Housing.

Employees and Commissioners of BC Housing may not hold a significant financial interest, either directly or through a company, relative or associate, or hold or accept a position as a director or officer in an organization having business dealings with BC Housing, unless that interest has been fully and properly disclosed and a determination has been made that a conflict of interest does not exist, or appropriate steps have been taken to mitigate or remove the circumstances giving rise to the conflict. A significant financial interest includes a financial interest or shareholdings that could interfere or conflict, or appear to interfere or conflict, with that individual's obligation to act in the best interests of BC Housing, but would not normally include a holding of less than 1% of shares of a publicly traded company, or of the right to acquire less than 1% of such shares.

If an Employee has a conflict or any doubt about whether he or she is in a conflict of interest, he/she must consult with the Vice President of Human Resources. If the Chief Executive Officer or a Commissioner has a conflict or any doubt respecting a Conflict of Interest, he / she must consult with the Chair who may refer the matter to the Ethics Commissioner. The Ethics Commissioner will be an independent appointment of the Board. An Employee or Commissioner may be required to

submit the circumstances in writing, in which case the Vice President, Chair, or the Ethics Commissioner, as the case may be, will provide a response in writing

Employees and Commissioners of BC Housing who perceive a conflict between this Code and any professional code of conduct or ethics to which they are subject, should consult with the Vice President of Human Resources or in the circumstance of the Chief Executive Officer or a Commissioner with the Chair of the Board.

Some examples of possible conflicts of interest include:

- an Employee or Commissioner taking for oneself an opportunity through the use of information specifically available to BC Housing;
- an Employee or Commissioner using BC Housing property, information, or position for personal benefit, whether direct or indirect;
- an Employee or Commissioner competing with BC Housing;
- an Employee or Commissioner serving as a director, officer, partner or owner of a company that enters into a contract with BC Housing;
- an Employee or Commissioner disclosing confidential information held by BC Housing;
- an Employee or Commissioner participating in a personnel decision concerning a relative of that Employee or Commissioner or person with whom they reside, or is in a relationship the nature of which could cause any reasonable person to question the impartiality of the ensuing decision.
- an Employee or Commissioner or a relative of an Employee or Commissioner receiving a gift from a potential contractor of BC Housing; and/or
- an Employee or Commissioner purchasing shares in a public company that he or she is aware is in negotiations with BC Housing for a contract.

**(b) Entertainment, Gifts & Benefits**

It is essential to ethical business practices that all those who do business with BC Housing, as contractors, suppliers or customers, have access to BC Housing on equal terms.

Except as expressly noted below, Employees and Commissioners must not accept entertainment, gifts or benefits where their personal interest could conflict or appear to conflict with their employment duties or responsibilities by creating an obligation or the reasonable perception of an obligation to a current or potential supplier, contractor, tenant or other business partner.

Similarly, no Employee or Commissioner may offer entertainment, gifts or benefits in order to secure preferential treatment for BC Housing. Gifts, entertainment and benefits may only be accepted or offered by an Employee or Commissioner in the normal exchanges common to business relationships.

Gifts, entertainment and benefits are defined as:

<u>Gift</u>	A tangible item of value that is of enjoyment or benefit for the recipient (gift cards, clock, gift basket, etc. ...).
<u>Entertainment</u>	An offer to experience or participate in an event that serves the sole purpose of entertainment, unrelated to business (sporting event, concert tickets, golf tournament, weekend fishing trip, movie pass, etc. ...).
<u>Benefit</u>	An offer of services or an event that may or may not serve the purpose of the recipient and the organization, but it is of a value either in enjoyment or personal/professional development (complimentary services, conference, etc. ...).

The following criteria should guide judgment in respect of gifts, entertainment or benefits:

- (i) the gift, entertainment or benefit would be considered by the business community to be within the bounds of propriety taking into account all the circumstances of the occasion and appropriate to the business responsibilities of the individuals involved;
- (ii) the exchange does not nor is it expected to create an obligation;
- (iii) it occurs infrequently; and
- (iv) it could be justified on a BC Housing expense statement if the Employee or Commissioner offers rather than receives and would

be seen to be within limits of reciprocation as a normal business expense.

Employees or Commissioners will be required to declare receipt of all gifts, entertainment or benefit to their manager who will determine whether acceptance is acceptable according to the above guidelines. In the instance of an offer of entertainment that is in excess of a value of \$100.00 the manager responsible may make the decision of whether acceptance is appropriate; however, a declaration must be made in writing to the Vice President, Human Resources. Declaration should occur within 30 days of accepting or declining the entertainment and should include the following information:

- estimated value of the benefit;
- date received;
- nature of business relationship;
- is the benefit for an individual or a group/team;
- a brief description of the benefit.

This can be done by e-mail, personal conversation or a written statement.

Human Resources will monitor declarations to ensure reasonable compliance with the code.

Where the Employee or Commissioner determines gifts offered and received are inappropriate they should be declined or returned to the donor and may be accompanied by a copy of this Code. Perishable gifts can be donated to a charity and the donor notified.

In some cultures or business settings the return of a gift or refusal of a favour, benefit or entertainment would be offensive; in these cases, an Employee or Commissioner should refer the circumstances to the BC Housing Vice President of Human Resources or the Chair of the Board for guidance.

If an Employee or Commissioner has any doubt about whether a gift, entertainment or benefit might breach this Code he or she must report it, in the case of an Employee, to the Vice President of Human Resources, and in the case of a Commissioner or the Vice President of Human Resources, or the Chief Executive Officer to the Chair of the Commission. All reports will be accepted as good faith compliance with this Code.

The earning of personal loyalty points are not an accepted practice when making Employer purchases. Utilizing an Employer established discount for personal purchases is also an unacceptable practice at BC Housing.

The use of the employer's equipment such as tools and materials for personal gain is considered a violation of the Standards of Conduct.

(c) **Restriction on Employee's or Commissioner's use of BC Housing's Affordable Housing**

Due to the public nature of BC Housing, special care and attention must be taken to ensure its integrity. Given public perception and the potential for the appearance of improper dealing, BC Housing Employees and Commissioners may not avail themselves of the directly managed affordable housing provided by BC Housing except where the nature of employment (such as Resident Building Managers) requires an Employee to live on-site or provides guaranteed accommodation such as provisions in the Maintenance Service Division Collective Agreement (Article 8). An exception may be made where BC Housing management is fully satisfied that the Employee or Commissioner is a *bona fide* candidate for directly managed affordable housing according to the criteria set by BC Housing.

(d) **Disclosure**

(i) **Employees and Commissioners**

Full disclosure enables Employees and Commissioners to resolve unclear situations and gives an opportunity to dispose of conflicting interests before any difficulty can arise.

At the time of his or her employment or appointment, each Employee or Commissioner must disclose to management of BC Housing in writing, all interests and relationships of which the Employee or Commissioner is aware at the time of employment or appointment which will or may give rise to a conflict of interest to management of BC Housing.

Further, upon becoming aware of a conflict or potential conflict of interest, each Employee or Commissioner must immediately disclose the conflict in writing, in the case of an Employee, to the Vice President of Human Resources, and in the case of a Commissioner, or the Vice President of Human Resources or the Chief Executive Officer, to the Chair of the Commission. This requirement exists even if the Employee or Commissioner does not become aware of the conflict until after a transaction is complete.

Written assurance that no conflict of interest or other breach of this Code exists may be required from an Employee or Commissioner from time to time.

Unless an Employee or Commissioner is otherwise directed, he or she must immediately take steps to resolve any conflict or perceived conflict.

If an Employee or Commissioner is concerned that another Employee or Commissioner is in a conflict of interest, the Employee or Commissioner must immediately request that the other Employee or Commissioner bring the concern, in the case of an Employee, to the attention of the Vice President of Human Resources and in the case of a Commissioner, to the attention of the Chair of the Commission. If the concerned Employee or Commissioner does not feel comfortable raising a concern with a potentially conflicted Employee or Commissioner, or if the potentially conflicted Employee or Commissioner does not declare his or her conflict, the concerned Employee or Commissioner must immediately bring the concern, in the case of an Employee, to the attention of the Vice President of Human Resources, and in the case of a Commissioner or Chief Executive Officer, to the attention of the Chair of the Board. If there is a concern with the Chair, the issue should be referred to the Minister responsible for BC Housing who may refer the matter to the Ethics Commissioners.

A Commissioner is required to disclose the nature and extent of any conflict at the first opportunity with the Chair of the Board, and thereafter at the first meeting of the Board after which the facts leading to the conflict have come to that Commissioner's attention. After disclosing the conflict the Commissioner:

- (a) must not take part in the discussion of the matter or vote on any questions in respect of the matter. However, the Commissioner may be counted in the quorum present at the Board meeting;
- (b) if the meeting is open to the public, may remain in the room, but shall not take part in the portion of the meeting during which the matter giving rise to the conflict is under discussion, and shall leave the room prior to any vote on the matter giving rise to the conflict;
- (c) must, if the meeting is not open to the public, immediately leave the meeting and not return until all discussion and voting with respect to the matter giving rise to the conflict is completed;
- (d) must not attempt, in any way or at any time, to influence the discussion or the voting of the Board on any questions relating to the matter giving rise to the conflict.



### **3.5 OUTSIDE BUSINESS INTERESTS**

Employees and Commissioners are required to limit outside business activities (current or prospective), including ownership, board membership, advising, consulting or interacting with a stakeholder business, to avoid any real or perceived conflict of interest or other breaches of the provisions of the Code. Notwithstanding any outside business activities, Employees and Commissioners are required to act in the best interest of BC Housing.

No Employee or Commissioner should hold a substantial private interest, directly or indirectly, through a relative, friend or associate, or hold or accept a position as an officer or director, in an entity where, by virtue of his or her position in BC Housing, the Employee or Commissioner could in any way benefit the entity by influencing the decisions of BC Housing.

### **3.6 OUTSIDE EMPLOYMENT**

Employees and Commissioners are required to limit outside current or prospective employment, to avoid any conflicts of interest or other breaches of the provisions of this Code. Notwithstanding any outside employment, Employees and Commissioners are required to act in the best interest of BC Housing.

Employees and Commissioners may hold outside jobs on their own time, using their own resources, and in a manner not adversely affecting their performance or objectivity for BC Housing. However, no BC Housing Employee or Commissioner may accept work with any entity that could lead to a conflict of interest or situation prejudicial to BC Housing's interests.

All Employees must disclose in writing annually to the Vice President of Human Resources any and all outside employment.

### **3.7 VOLUNTEER WORK**

BC Housing encourages its Employees and Commissioners to contribute to their communities through involvement with charitable, community service and professional organizations. Employees and Commissioners should only use BC Housing time or resources for such activities with the prior agreement of management.

From time to time, individual Employees and Commissioners reach positions of leadership in non-profit associations, societies or charities where they may be viewed as spokespersons for those groups. In such situations, the individuals should ensure that they are seen as speaking for their organization or as individuals, and not as employees, Commissioners or spokespersons of BC Housing.



### **3.8 USE OF BC HOUSING PROPERTY**

The property and assets of BC Housing must only be used in the course of carrying out the *bona fide* business purposes of BC Housing. Employees and Commissioners are entrusted with the care, management, and cost-effective use of BC Housing's property and assets, including the use of BC Housing's name and intellectual property, and should not make use of these resources for purposes that are unrelated to BC Housing's business or for their own personal gain.

Employees and Commissioners should ensure that all property and assets of the BC Housing assigned to them are maintained in good condition, secured and stored in a safe manner, and should be able to account for such property while assigned to them.

Property and assets, including intellectual property, financial information, contracts, agreements and rights produced or developed during the course of employment, or through the use of BC Housing property or assets, are the property of BC Housing.

### **3.9 PUBLIC COMMENTS**

Employees and Commissioners are free to comment on public issues but must exercise caution to ensure that by doing so they do not jeopardize the perception of impartiality in the performance of their duties. When commenting on public issues, Employees and Commissioners must ensure they make it abundantly clear that they are speaking on their own behalf and not on behalf of BC Housing, and that their comments in no way represent or reflect the opinions or beliefs of BC Housing.

### **3.10 CONFIDENTIAL INFORMATION**

Employees and Commissioners may have access to, or become aware of, confidential or proprietary information of BC Housing, or confidential or proprietary information of a third party (clients, contractors, suppliers) who has disclosed such information to BC Housing. Employees and Commissioners are to maintain the confidentiality of such information in whatever form or however stored or transmitted, and must protect such confidential information from loss, theft, or misuse. This obligation does not end when employment with BC Housing ceases. Employees must continue to protect the confidentiality of confidential, private, or proprietary information after the end of their employment, and must not disclose this information without prior written approval from BC Housing.

Unless authorized to be made available to the public, by Court Order or by the Chair, plans, strategies, records, reports, papers, internal communications, techniques, programs, software, formulas, developmental or experimental work, processes, and methods are proprietary and confidential, and are not to be disclosed or used by any Employee or Commissioner other than in the ordinary course of the business of BC Housing.

Employees and Commissioners must exercise caution and discretion in handling confidential information and, in particular, care should be taken not to discuss confidential information in social or public contexts.

For further information refer to BC Housing Privacy policy.

Employees and Commissioners must not use confidential information obtained as a result of employment with BC Housing for the purpose of furthering any private interest, or as a means of making personal gains.

### **3.11 POLITICAL PARTICIPATION**

Employees and Commissioners are free to participate in political activities including belonging to a political party, supporting a candidate for elected office and actively seeking elected office. An Employee's or Commissioner's political activities, however, must be clearly separated from activities related to that Employee's or Commissioner's duties with BC Housing.

If engaging in political activities, an Employee or Commissioner must be able to retain impartiality and the perception of impartiality in relation to his or her duties and responsibilities. An Employee or Commissioner must not engage in political activities during working hours or use BC Housing facilities, equipment, or resources in support of these activities.

### **3.12 ENVIRONMENT AND SAFETY**

Environmental protection is a fundamental BC Housing value. Every Employee and Commissioner has a role in ensuring BC Housing's operations comply with environmental legislation and standards.

Management and Commissioners have both a legal and a moral responsibility for safety and the protection of the environment, and every manager has a specific obligation in this respect.

BC Housing is committed to providing all Employees and Commissioners a safe workplace and to ensuring safe and respectful work practices and conditions.

All Employees have the right to expect, and the responsibility to create, a workplace where all Employees are safe. Violence in the workplace is unacceptable and will not be tolerated. Violence includes any attempted or actual exercise by any person, including another Employee, of any physical force so as to cause injury to an Employee and includes any express threat of violence.

Employees must report any incident of violence directed towards themselves or their co-workers. Any Employee hearing a threat, including a threat to co-worker, must report that threat if he or she has reasonable cause to believe that the threat is

serious. Any incident of threat of violence in the workplace must be addressed immediately.

An employee or Commissioner shall report any situation they believe represents a danger to public health or safety or may be a significant danger to the environment to the Chief Executive Officer or the Chair of the Board.

Further information on Health and Safety policies and procedures can be referenced through the BC Housing Occupational Health and Safety intranet site and Human Resources policies referring to health and safety items.

### **3.13 FINANCIAL ACCOUNTABILITY**

BC Housing will fully comply with all applicable laws and regulations regarding its books of account, business records, and financial reporting. Such books of account and records will be properly and accurately maintained.

All assets, liabilities, and transactions of BC Housing must be accurately reflected in BC Housing's financial records and reports, and must be supported by appropriate documentation. No Employee or Commissioner shall create or condone the creation of false records, or destroy or condone the destruction of a record except in accordance with the policies of BC Housing.

No assets, liabilities, or financial transactions will be concealed from management or from BC Housing's auditors.

Appropriate accounting and financial policies, procedures, controls, and audit processes must be maintained. Further information on accounting and financial policies can be referenced through the Financial Administration Act, internal BC Housing financial policies and applicable government mandates.

All Employees and Commissioners, regardless of their positions in BC Housing, are expected to follow internal BC Housing policies and procedures designed to protect the integrity of BC Housing assets, data, and financial reports, and to foster a culture of cost-consciousness at all levels.

If Employees or Commissioners have concerns about questionable accounting auditing or taxpayer accountability matters, they must promptly report them to the appropriate person. Employees are encouraged to speak to their manager. The manager will promptly contact the VP Corporate Services and Chief Financial Officer who will conduct a preliminary investigation of every concern. If the Employee is uncomfortable with talking to his or her manager about the matter, or believes the manager has not reported the matter, the Employee may contact the Chair of the Commission directly and, if desired, anonymously. If the Employee or Commissioner has concerns that may involve the Chair of the Commission or does not feel comfortable talking to the Chair, the Employee or Commissioner may report

the concerns directly to the Minister responsible for BC Housing who may refer the matter to the Ethics Commissioners.

Complaints will be handled promptly, professionally, and with as much confidentiality as possible consistent with investigating the complaint.

Further information is available in the BC Housing Fraud policy.

### **3.14 EXEMPTIONS**

#### **(a) When an Exemption May be Granted**

An Employee or Commissioner may request an exemption from a requirement of this Code in accordance with the procedure outlined in this section.

In extraordinary circumstances and where it is clearly in the best interests of BC Housing to do so, the Vice President of Human Resources of BC Housing may grant to an Employee an exemption from the requirements of this Code to allow the continuation of circumstances that would otherwise be considered an actual or apparent conflict of interest under this Code or that would be considered a breach of this Code. Conditions may be attached to an exemption.

In extraordinary circumstances and where it is clearly in the best interests of BC Housing to do so, the Chair of the Commission may exempt a Commissioner or the Chief Executive Officer from a requirement of this Code following full and detailed disclosure by the Commissioner or Chief Executive Officer of all material and relevant circumstances respecting the matter. Conditions may be attached to an exemption.

In extraordinary circumstances and where it is clearly in the best interests of BC Housing, the Chief Executive Officer may exempt a Vice President from a requirement of this Code following full and detailed disclosure by the Vice President of all material and relevant circumstances respecting the matter. Conditions may be attached to an exemption.

If a Commissioner or Employee is exempted from a requirement of this Code for the continuation of circumstances that would otherwise be considered an actual or apparent conflict of interest, the Commissioner or Employee must refrain from participating in any way in any decision-making respecting the subject matter of the conflict of interest except to the extent specifically authorized in the decision granting the exemption.

Note: The provisions of this Code of Conduct are in addition to, and not in substitution for, any obligation to BC Housing imposed upon a Commissioner or

Employee by common law, equity or statute. Compliance with the Code shall not relieve a Commissioner or Employee from any such obligation.

**(b) Procedure for Granting an Exemption**

**(i) Guiding Policies**

Employees and Commissioners are permitted to request an exemption from the provisions of the Code.

It is not possible to provide guidelines to cover all circumstances where an exemption may be requested. Each circumstance must be considered on its own merits. However, the following are some general principles that will guide decision-makers in their evaluation of requests.

As a general proposition, the exemption procedure, although expected to be utilized rarely, provides a means to address situations where to require compliance with a Code requirement may not be in the overall best interest of BC Housing. The exemption procedure is not intended to benefit Employees or Commissioners – it is intended to benefit BC Housing and to provide it with the opportunity to relieve an Employee or Commissioner from complying with the Code in circumstances where it is in the best interest of BC Housing to do so.

Any individual who is requesting an exemption is responsible for making full disclosure of all relevant facts and circumstances – whether or not they appear to support the request being made. Full disclosure permits BC Housing to assess whether its best interest are being served by approving a request for an exemption. Failure to make full disclosure may result in denial of the request or in subsequent withdrawal of an approval given. If a manager is aware that an Employee is considering requesting an exemption, the manager should provide the Employee with a copy of this Code.

Determining the best interests of BC Housing always requires consideration of specific facts. Consideration of relevant facts addressing the following issues will be included in an assessment of the best interests of BC Housing:

- (a) operational requirements, including hiring and appointing qualified individuals and securing required services and products;
- (b) financial economic considerations;
- (c) legal obligations;

- (d) mission and values; and
- (e) the public interest.

If approving an exemption from the requirements of the Code would better serve BC Housing's interests than requiring compliance with the Code, then it may be appropriate to approve an exemption.

The facts disclosed by an Employee or Commissioner should be assessed taking into account the following considerations, where applicable. Other considerations may be relevant, depending upon the circumstances:

- (a) Materiality: Is the subject matter of the prohibition material to the applicant and to BC Housing? If it is not material to either party, granting an exemption may be in the best interest of BC Housing. If it is material to one party and not to the other, caution should be exercised before granting an exemption. If it is material to both parties, an exemption is not likely to be in the best interests of BC Housing.
- (b) Proximity: Are the applicant and the subject matter of the prohibition closely related? If yes, an exemption is not likely to be in the best interests of BC Housing. If the relationship is remote, granting an exemption may be in the best interests of BC Housing.
- (c) Conflict of Interest: Did the circumstances that are the subject matter of the prohibition arise or result from the applicant being in a potential conflict of interest? If yes, did the applicant disclose the potential conflict of interest fully and in a timely manner and take steps to avoid any involvement in the matter. If such disclosure was not made, an exemption is not likely to be in the best interests of BC Housing.
- (d) Cost of Compliance: Are BC Housing's interests adversely affected by requiring compliance? If, for example, BC Housing may lose valued personnel, access to required or scarce services/products, or may incur increased costs by requiring compliance, an exemption may be in the best interests of BC Housing. On the other hand, are the interests of BC Housing adversely affected by not requiring compliance? If, for example, BC Housing may suffer from low morale or public criticism, or incur legal liability by not requiring compliance, an exemption may not be in the best interests of BC Housing.

- (e) Taxpayer Accountability: Is the proposed exemption in alignment with the Taxpayer Accountability Principles? Would the exemption jeopardize the cost efficiency or efficacy of programming or services?
- (f) Timeliness of Disclosure: When and how was the subject matter of the prohibition disclosed to BC Housing? If it was disclosed fully and as soon as practically possible by the applicant, granting an exemption may be in the best interest of BC Housing. If the subject matter of the prohibition was not disclosed fully and as soon as practically possible by the applicant, an exemption may not be in the best interests of BC Housing.
- (g) Fair and Reasonable: Would granting the exemption meet community standards about fair dealing and be considered fair and reasonable in all of the circumstances?

(ii) **Employees**

Where an Employee deems appropriate and desires an exemption from this Code, he or she, or a manager on his or her behalf, may make a request directly to the Vice President of Human Resources. If a manager makes the request on behalf of an Employee, the manager will provide the Employee with a copy of the request. If the Employee makes the request, the Employee will provide his or her manager with a copy of the request.

A request should contain, at minimum:

- (a) a statement of the specific nature of the exemption being requested, including the provision of the Code from which the exemption is requested;
- (b) a full and complete statement of all material and relevant circumstances relating to the request being made, including the name of the Employee and the Employee's job description particularly as it may relate to the exemption being sought. This statement must be prepared and signed by the Employee even if the request is made by the Employee's manager;
- (c) the reasons why it may be considered appropriate to give the exemption;
- (d) in the case of an exemption from the conflict of interest provisions, a statement of the steps the Employee will take or



has taken to avoid participating in any decision or activity relating to the disclosed circumstances; and

- (e) a statement of whether or not the Employee has discussed the request with the Employee's manager.

The Vice President of Human Resources will acknowledge in writing that the request has been received and may request additional information from the Employee or the Employee's manager. Following the review of any requested additional information, if any, the Vice President of Human Resources will advise the Employee and the Employee's manager in writing of the decision on the request. If the exemption request is granted, the Vice President of Human Resources may impose conditions on the exemption granted.

**(iii) Commissioners/CEO**

Where a Commissioner or Chief Executive Officer desires an exemption from the Code of Conduct, he or she, personally, may make a request to the Chair. If the request is by the Chair, the request should be made to the Minister responsible for BC Housing who may refer the matter to the Ethics Commissioner.

Such a request should contain, at minimum:

- (a) a statement of the specific nature of the exemption being requested, including the provision of the Code from which the exemption is requested;
- (b) a full and complete statement of all material and relevant circumstances relating to the request being made;
- (c) the reasons why it may be considered appropriate to give the exemption. The Code requires that exemptions should only be given "in extraordinary circumstances and where it is clearly in the best interests of BC Housing to do so"; and
- (d) in the case of an exemption from the conflict of interest provisions, a statement of the steps the Commissioner/CEO will take or has taken to avoid participating in any way in any decision or other activity relating to the subject matter of the conflict of interest.

The Chair will acknowledge in writing that the request has been received and may request additional information from the Commissioner. Following the review of any requested additional information, if any, the Chair will



advise the Commissioner/CEO in writing of the decision on the request. Where the request is made by the Chair, the Minister responsible for BC Housing or the Ethics Commissioner will make a decision and will advise the Chair of the decision, in writing. Conditions may be imposed on any exemption granted.

### **3.15 BREACH OF THE CODE**

#### **(a) What Constitutes a Breach**

An Employee or Commissioner will be in breach of this Code in the following circumstances:

- (i) Where he or she acts in a manner that violates or is inconsistent with any standard set out in this Code;
- (ii) Where he or she, upon becoming aware, fails to report an act of another Employee or Commissioner that violates the standards set out in this Code;
- (iii) Where he or she, upon becoming aware, fails to report conduct of another Employee or Commissioner inconsistent with the standards set out in this Code;
- (iv) Where he or she fails to act and that failure violates or is inconsistent with the standards set out in this Code.

A supervisor or manager is in breach of this Code if he or she directs or condones conduct that violates or is inconsistent with the standards set out in this Code.

#### **(b) Consequences of a Breach**

This Code applies to all Employees of BC Housing. Compliance with this Code is a condition of employment. An Employee's breach of this Code could lead to disciplinary action.

This Code applies to all Commissioners of BC Housing. Compliance with this Code is a condition of appointment. A Commissioner's breach of this Code could result in a recommendation for removal from office.

#### **(c) Reporting**

If an Employee becomes aware of circumstances that he or she reasonably believes may be a breach of this Code, he or she must promptly report the possible breach to his or her manager. The manager will promptly contact the Vice President of Human Resources who will designate an appropriate person to conduct a preliminary investigation of the possible breach. If the Employee is

uncomfortable with talking to his or her manager about the possible breach, or, if his or her manager is involved in the possible breach, the Employee may promptly contact the Vice President of Human Resources directly and, if desired do this anonymously.

If a Commissioner or Chief Executive Officer becomes aware of circumstances that he or she reasonably believes may be a breach of this Code, he or she must promptly report the possible breach to the Chair. The Chair will personally or will designate someone to conduct a preliminary investigation of the possible breach. If the Chair is involved in the possible breach, a Commissioner must promptly report the possible breach to the Ethics Commissioner.

If it has been alleged that a person or persons has or have breached or may have breached the Code and these circumstances have been reported, the person(s), in respect of who the allegations have been made will be informed of the allegations and given the opportunity to respond to them and where appropriate, to contribute to the discussions on how the breach could be remedied. If disclosure of the complaint would jeopardize the investigation process, such disclosure may be delayed until the investigation, but no investigation will be completed without the person(s) who is/are the subject of the investigation being fully informed and given the reasonable opportunity to provide information respecting any allegation of a breach of this Code.

All complaints will be handled promptly, professionally, and with as much confidentiality as possible consistent with investigating the complaint.

**(d) No Retaliation**

BC Housing will not retaliate against an Employee or Commissioner who, in good faith, reports a known or suspected breach of this Code. This means that Employees will not be dismissed, demoted, or discriminated against in any way for reporting legitimate concerns about these matters in accordance with this Code, including giving information in relation to an investigation. However, because of the seriousness of a false allegation and the resources which will be expended to investigate complaints, BC Housing reserves the right to discipline anyone who knowingly makes a false accusation, or knowingly provides false information in respect of any alleged breach of this Code.

No Employee or Commissioner will discriminate or retaliate in any way against another person because that person reported or participated in any way in an investigation of a possible breach of this Code. Any such discrimination or retaliation will be treated very seriously and is a violation of this Code that may result in discipline.

#### **4. RESPONSIBILITIES**

BC Housing is determined to behave, and to be perceived, as an ethical organization. Each Employee and Commissioner must adhere to the standards described in this Code of Conduct, and to the standards set out in all policies, guidelines, legislation and mandates that apply to BC Housing directly or indirectly.

Decisions and actions are to be transparent, ethical and free from conflict of interest and must serve citizens of British Columbia by respecting the shared public trust.

To demonstrate its determination and commitment, BC Housing asks each Employee and Commissioner to review the Code periodically throughout the year. Employees and Commissioners should take the opportunity to discuss with the appropriate individual, any circumstances that may have arisen which could be an actual or potential violation of this Code of Conduct.

#### **5. DEFINITIONS**

Not applicable

#### **6. RELATED DOCUMENTS**

- Standards of Conduct Policy - Appendix
- Standards of Conduct Questions and Answers
- Fraud Policy and Procedures
- IT Security Policy
- Privacy Policy
- Taxpayer Accountability Principles
- Records and Information Management Policy

#### **7. CONTACTS**

Where an Employee or Commissioner is uncertain about anything contained in this Code, BC Housing strongly encourages them to seek clarification from their manager. If a manager is not able to provide the necessary clarification, the Employee should seek clarification from the BC Housing Human Resources Department.

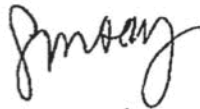
A Commissioner who requires clarification on any matter contained in the Code should first seek it from the BC Housing Vice President of Human Resources. If the Vice President of Human Resources is not able to provide the necessary clarification, the Commissioner should seek clarification from the Chair.

## HISTORY

Version No.	Policy No. and Name	Reason	Date
5.0	Standards of Conduct	Updates	December 16, 2014
4.0	Standards of Conduct	Full Review – changes to acceptance of entertainment and gifts, loyalty points, employer's tools or equipment; approved by Board November, 2011 and by Executive Committee February 1, 2011.	February 1, 2012
3.0	Standards of Conduct	Full Review.	June 2007
2.0	(22.20.20) Standards of Conduct	Revision.	October 1, 1997
1.0	(06.10.05) Conflict of Interest	Original policy	June 6, 1988

## APPROVAL

Authorized:



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Shayne Ramsay, Chief Executive Officer

Date Approved:

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December 23, 2014



BC Housing

## STANDARDS OF CONDUCT POLICY QUESTIONS & ANSWERS

In the fall of 2014, BC Housing began the process to review and update our Standards of Conduct Policy. The goals of the review and update were to:

1. embed the government's newly issued BC Taxpayer Accountability Principles into the Standards of Conduct;
2. ensure full compliance with the government mandate, particularly within the Conflict of Interest provisions;
3. incorporate changes and updates to the policy since its last review in 2011.

The result of this review is an updated Standards of Conduct Policy for all BC Housing employees and stakeholders. Consistent with BC Housing's values, this policy is aligned with the highest standards of accountability and transparency.

In addition to a new Standards of Conduct Policy, the following list of Questions and Answers has been prepared and is available to all employees via the Human Resources website. If you have additional questions, please check with your manager and please feel free to contact Human Resources.

### **Q1. What is the definition of Gifts, Entertainment and Benefits?**

A. Gifts, entertainment and benefits are defined as:

<u>Gifts</u>	A tangible item of value that is of enjoyment or benefit for the recipient (gift cards, clock, gift basket, etc.).
<u>Entertainment</u>	An offer to experience or participate in an event that serves the sole purpose of entertainment, unrelated to business (sporting event, concert tickets, golf tournament, weekend fishing trip, movie pass, etc.).
<u>Benefits</u>	An offer of services or an event that may or may not serve the purpose of the recipient and the organization, but is of a value either in enjoyment or personal/professional development (complimentary services, conference, etc.).

### **Q2. Is there a value of a gift received from a supplier or client that would be acceptable? At what value is a gift deemed to be excessive?**

A. There is not a set value that would be regarded as acceptable for a gift; each gift received must be assessed on its own merits. For example, a fruit basket received from a regular supplier at Christmas for the workgroup would likely be reasonable and shared

among the staff; however, an expensive watch given to one individual would not be acceptable. Another aspect of the gift would be how and when it was received. If there is any potential perceived "return" expected (i.e. an expectation of favouritism from a supplier bidding on a project), this would not be acceptable and would need to be returned. In all cases, the item(s) must be reviewed with your manager and a reasonable determination will be made based on the criteria outlined in the policy.

**Q3. Is there a value of entertainment received from a supplier or client that would be acceptable?**

- A. Most entertainment up to about \$100.00 in value is acceptable, so long as it is approved by your supervisor/manager and meets the criteria outlined in the Standards of Conduct policy. Some entertainment, such as hockey or concert tickets, may exceed the \$100.00 mark but would still be acceptable if it meets the criteria outlined in the Standards of Conduct policy, including that the offer of entertainment occurs infrequently and that acceptance of the offer does not create any obligation.

**Q4. When do I need to declare gifts and/or entertainment?**

- A. All gifts must be verbally declared to your manager/supervisor who will determine if the gift is appropriate and acceptable.

All entertainment must be verbally declared to your manager/supervisor to determine if it is appropriate. The manager/supervisor must declare any entertainment in excess of an estimated \$100.00 value to the Vice President, Human Resources within 30 days of the employee accepting or declining the offer of entertainment.

**Q5. Is this audited?**

- A. Yes. Human Resources is responsible for monitoring declarations to ensure there is a reasonable and consistent application of the policy.

**Q6. I believe I have a right to practice my political beliefs on my own time. Is this correct?**

- A. Yes, this is your right; however, your activities must not come into conflict with your employment. For example, writing a signed letter to the editor of a newspaper criticising BC Housing's policies would not be acceptable for an employee of BC Housing. However, participating in political activities for an opposition party not in office is your right.

**Q7. I am on the board of a co-op, and I hold a position at BC Housing related to the Commission's funding of co-ops. Am I in a conflict of interest?**

- A. You could potentially be in a conflict of interest; however, there may be safeguards that can be put in place to ensure you can do your job without having to deal with the specific co-op with which you are involved. You need to disclose this to your manager/supervisor and to Human Resources so that this can be reviewed and addressed.

**Q8. My mother is a tenant and I am a housing clerk. What can I do?**

- A. As in the situation above, you must disclose this to your manager/supervisor and to Human Resources and they will work with you to assess the situation and ensure that you are not in a conflict of interest position.

**Q9. Is there any time when contracting with or hiring a relative is allowed?**

- A. There are situations in which this is acceptable, provided there is full disclosure made in advance and no involvement of the employee in the process of hiring or contracting a relative. As well, intervening levels of management and supervision would need to be in place to ensure there is no conflict of interest or favouritism, perceived or actual.

**Q10. I have been approached by a supplier (i.e. Shaw, TELUS) asking me to canvas my tenants for interest in signing up. They have offered me a small bonus for anyone who signs up through me, is this OK?**

- A. No, it is not acceptable for an employee to accept a personal benefit or a perceived personal benefit. All such issues or requests must be brought to the attention of your supervisor or the Vice President, Human Resources.

**Q11. How often do I need to update BC Housing on my second job or on my volunteer activities?**

- A. You must declare your status annually and provide updates of any changes as they happen in order to avoid any possible conflicts that could adversely affect BC Housing's interests.

#### **Questions 12 & 13**

##### *NOTE*

There may be situations in which you purchase something for BC Housing using your own personal credit card and are later reimbursed by BC Housing, although this is not encouraged. If you receive points for this purchase from your credit card company this is seen as a benefit and there is an income tax implication. The Canada Revenue Agency considers this to be a taxable benefit and the value would need to be determined and reported by you as taxable income on your income tax.

**Q12. If I purchase items for work at Save-On-Foods, am I violating the Standards of Conduct policy by using my Save-On-More card to get a discount for BC Housing and receiving personal points?**

- A. Yes. Although this may save BC Housing money, you are receiving a personal benefit. While there may be some savings for the employer, it is in conflict with the Standards of Conduct policy.

**Q13. I purchase goods/supplies on behalf of BC Housing and/or stay at hotels on BC Housing business on a regular basis. Many of the places I make purchases or hotels I stay at have points programs (i.e. Air Miles®). Am I able to collect these points?**

A. No, this is in conflict with the Standards of Conduct Policy that we have for all employees.

**Q14. What are the Taxpayer Accountability Principles?**

A. The BC Taxpayer Accountability Principles is a set of guidelines set out by the provincial government for the broader BC public sector. Recognizing and valuing our accountability to the taxpayers of British Columbia, BC Housing acts in accordance with the BC Taxpayer Accountability Principles at all times. This set of principles ensures our organization's decisions and actions reflect the priorities and values of government and the shareholders – the citizens of British Columbia.

The Taxpayer Accountability Principles are:

**Cost Consciousness**

We provide public services and programs as efficiently and effectively as possible.

**Accountability**

We manage responsibilities in a way that meets the best interest of the citizens of the province.

**Appropriate Compensation**

We comply with a standardized approach to performance management and employee compensation, reflecting appropriate compensation across the public sector.

**Service**

We maintain a clear focus on positive outcomes for the citizens, delivering cost-efficient, effective, public services and programs.

**Respect**

We proactively communicate and collaborate in a spirit of partnership that respects and informs citizens.

**Integrity**

We make decisions and take actions that are transparent, ethical and free from conflict of interest.

**These principles are integrated with all business and decision-making processes at BC Housing.**





## BC Housing

### **BC Taxpayer Accountability Principles**

Recognizing and valuing our accountability to the taxpayers of British Columbia, BC Housing acts in accordance with the BC Taxpayer Accountability Principles. The Taxpayer Accountability Principles is a set of guidelines that ensures our organization's decisions and actions reflect the priorities and values of government and the shareholders – the citizens of British Columbia.

### **Cost Consciousness (Efficiency)**

Strengthen cost management capabilities and foster a culture of cost-consciousness at all levels of public sector organizations. Provide public services and programs as efficiently and effectively as possible to "bend the cost curve" and support sustainable public policies and programs as a lasting legacy for generations to come.

### **Accountability**

Transparently manage responsibilities according to a set series of common principles in the best interest of the citizens of the province. By enhancing organizational efficiency and effectiveness in planning, reporting and decision making, public sector organizations will ensure actions are aligned with government's strategic mandate.

### **Appropriate Compensation**

Comply with a rigorous, standardized approach to performance management and employee compensation, which reflects appropriate compensation for work across the public sector that is consistent with government's Taxpayer Accountability Principles and respectful of the Taxpayer.

### **Service**

Maintain a clear focus on positive outcomes for the citizens of British Columbia by delivering cost-efficient, effective, value-for-money public services and programs.

### **Respect**

Engage in equitable, compassionate, respectful and effective communications that ensure all parties are properly informed or consulted on actions, decisions or public communications in a timely manner. Proactively collaborate in a spirit of partnership that respects the use of taxpayers' monies.

### **Integrity**

Make decisions and take actions that are transparent, ethical and free from conflict of interest. Require the establishment of a strong ethical code of conduct for all employees and executives. Serve the citizens of British Columbia by respecting the shared public trust and acting in accordance with the taxpayer accountability principles.

For more information about the principles, please visit: [BC Taxpayer Accountability Principles](#)

## Ussery, Camas AG:EX

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**From:** s.22  
**Sent:** Wednesday, January 31, 2018 4:45 PM  
**To:** BCH Complaint Resolution; BC Housing; Brenda Prosken, BC Housing, Director, Regional Operations Orange Hall & Hazelwood Offices; Eliza Li; Minister, AG AG:EX; Minister, MAH MAH:EX; Minister, SDPR SDPR:EX; Mark.MLA, Melanie LASS:EX; s.22  
**Cc:** s.22  
**Subject:** kevin.quinlan@vancouver.ca; s.22  
3. Attachments: Re s.22 ; Appeal): s.22 and BC Housing Complaint Resolution Process/Charter issues  
**Attachments:** D. 2018-01-19 to 2018-01-22, Re\_ MAH, Re s.22 - Why I have not yet received a reply\_.pdf; E. 2018-01-12 to 2018-01-25, GM-R. Forster role; letters to and from B. Prosken, both BCH.pdf; F. s.22 Housing-Application-Rev-July-25.pdf; Electronic signature.jpg

Reference: Re s.22 ; Appeal): s.22 and BC Housing Complaint Resolution Process/Charter issues  
Email from s.22 dated 2018-01-31:

Enclosed are attachments:

s.22

Page 125 to/à Page 127

Withheld pursuant to/removed as

s.22



s.22

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**RE: Attached are references referred to in my letter sent via email January 11, 2018**

1 message

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**Rhonda Forster** <rforster@bchousing.org>

Thu, Jan 25, 2018 at 9:09 AM

To: s.22

Hi s.22

As you requested, here is my email advising you of my position in your concerns.

I was originally asked to contact you by the Minister's office on January 2, 2018. My position at BC Housing is to ensure individuals who contact the Minister's office with housing concerns, are directed to the appropriate person who can assist them.

When we spoke, I indicated that I would ensure that either Eliza Li, BC Housing's Supportive Housing Advisor, and Brenda Prosken, BC Housing's Regional Director followed up with your concerns.

Since that time, I have forwarded any correspondence that you sent to Eliza and Brenda.

I'm apologize for any confusion I may have caused.

Rhonda

**BC HOUSING**

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Rhonda Forster | Executive Assistant | Operations

Office: 604-439-4140 | rforster@bchousing.org

1701 - 4555 Kingsway, Burnaby, BC V5H 4V8 Canada



Please consider the environment before printing this email and/or its attachment(s)

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s.22

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

From: **Brenda Prosken** <bprosken@bchousing.org>

Date: Fri, Jan 19, 2018 at 4:28 PM

Subject: RE: Attached are references referred to in my letter sent via email January 11, 2018

To: s.22, Rhonda Forster <rforster@bchousing.org>

Dear <sup>s.22</sup>

Thank you for your patience in my response. Please consider this email acknowledgement of receipt of your email and attachments below.

As you know BCH's response to your inquiry from my January 8, 2108 email to you, I also wanted to confirm there's no further role for BCH in this matter including leaving unit allocation decisions to s.22

Sincerely, Brenda



**BC HOUSING**

1/31/2018

Gmail - RE: Attached are references referred to in my letter sent via email January 11, 2018

Brenda Prosken |Regional Director | Orange Hall & Hazelwood Offices

Office: 604-648-4273 | Mobile: 604-614-5764| bprosken@bchousing.org | www.bchousing.org

Traditional Coast Salish Territory of the Musqueam, Tsleil-Waututh and Squamish First Nations

Orange Hall Office 297 E. Hastings St. Vancouver BC V6A 1P2 Canada

Hazelwood Office 346 E. Hastings St, Vancouver BC V6A 1P2 Canada

**From:** s.22

**Sent:** January 12, 2018 9:23 AM

**To:** Brenda Prosken <bprosken@bchousing.org>; Rhonda Forster <rforster@bchousing.org>

**Cc:** s.22

**Subject:** Attached are references referred to in my letter sent via email January 11, 2018

Dear Ms. Prosken,

s.22

Page 133 to/à Page 138

Withheld pursuant to/removed as

s.22



## Ussery, Camas AG:EX

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**From:** Minister, AG AG:EX  
**Sent:** Monday, February 5, 2018 10:49 AM  
**To:** Addo, Wolfgang AG:EX  
**Subject:** This was addressed to the Premier - we can log for Information please with a referral to CCU FW: Site C

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**From:** s.22  
**Sent:** Tuesday, January 23, 2018 12:59 PM  
**To:** OfficeofthePremier, Office PREM:EX  
**Cc:** Minister, AG AG:EX  
**Subject:** Site C

Dear Mr. Horgan and Mr. Eby,

I have to say I am incredibly disappointed so far with certain aspects of your government. Namely the awarding of the controversial Site C to China Communications Construction, a company with a spotty history with corruption and workplace safety issues. And a company that as a party of the Communist Government of China is a safety risk for Canada. Given the political situation going on, and the decision to choose to move ahead with site C this is possibly the worst choice you could have made. This does not bring money into the province. I can guarantee they will try to evade as many taxes as possible, using every loophole and broken law to their advantage. I am honestly getting really tired of the hubris of white male politicians from Canada when it comes to doing business with China. That country as a whole plays by a different set of rules, and simply being a white male in a "power position" safeguards you against nothing. Most intelligent governments around the world are pushing business with China to an arms length approach for good reason. Working with large companies from China means you are working with the Communist Party of China. Which has proven itself time and again to be deceitful, power hungry, and litigious, and willing to break laws in order to further their position. People in Canada have had enough. We don't need to tie ourselves to a country that has zero interest in our long term well being.

The next issue is the lack of action against foreign ownership of residential properties in BC. You MUST take action on this. Many, many people voted for you simply on this basis. I am extremely impressed with Mr. Eby's work on corruption and money laundering but more must be done. Trips to China should be OFF the schedule for the foreseeable future. Courting that country's illegally imported assets has done nothing but create temporary jobs, a reliance on temporary jobs, a shortage of housing for locals, unaffordability for locals, mass importation of fentanyl, and its made a very select few politicians, business leaders and homeowners wealthy. (For the record I am a home owner, and a business owner, and have been both for a long time). We MUST have a ban on foreign buyers, and much much higher taxes on speculation and foreign owners. Not to mention limitations on property hoarding and short term rentals. Ms. Robinson is doing nothing and seems to be highly uneducated on the subject of housing in BC. I am deeply disappointed in the current action on this and the fence sitting when it comes to China. And no, I am NOT a racist. I have lived in s.22 my entire life and the majority of my friends and family are from Asia. But the problems coming now from China affect them too. These problems affect anyone whose income is tied to this province.

For the first time in my life I voted NDP in the last election. Please don't make it the last time I vote NDP. I wanted change. I was sick and tired of seeing working class people fighting to survive and the bar of attainability of a normal life slipping further and further away. I can't hire staff in this economy, I can't even afford to take many jobs because they simply don't pay enough. The only reason that I am able to survive here is because s.22 and we were fortunate enough to

buy a home before the housing ran out of sight. And even so we have waited til our late 30's to try to have kids because we have been extremely concerned about the rapidly escalating cost of living and child care. We are not poor. And we are concerned. I have many friends who have chosen not to have families or to only have one child due to expenses running out of hand. Its unacceptable. Especially when we are told daily that we need to bring in more immigration due to falling birth rates. You think the immigrants will have an easier time? Statistics don't lie on that point. I have lost countless friends and co workers to other cities due to the corruption and government inaction here. If we both didn't have family who need us we would have left too. You need to do something, or next election we will be back to the Liberals or worse.

Stop kissing ass to a country that sees us as a statistic and a place to be plundered. (Even if you aren't, the optics show that you are)

Warm regards,

s.22