

Beattie, Michelle OHCS:EX

From: Bremner, Hector JTST:EX
Sent: Friday, January 16, 2015 12:23 PM
To: Beattie, Michelle OHCS:EX
Subject: RE: Notification

Perfect, thanks so much!

HB

From: Beattie, Michelle OHCS:EX
Sent: Friday, January 16, 2015 12:23 PM
To: Bremner, Hector JTST:EX
Subject: RE: Notification

I would say yes we are planning on it.

Michelle
Office Manager

From: Bremner, Hector JTST:EX
Sent: Friday, January 16, 2015 12:21 PM
To: Beattie, Michelle OHCS:EX
Subject: RE: Notification

So, to confirm, there ARE plans to add email to acceptable methods of notification?

Thanks for looking into this...

HB

From: Beattie, Michelle OHCS:EX
Sent: Friday, January 16, 2015 12:02 PM
To: Bremner, Hector JTST:EX
Subject: RE: Notification

s.12,s.13

Michelle
Office Manager

From: Bremner, Hector JTST:EX
Sent: Friday, January 16, 2015 11:53 AM
To: Beattie, Michelle OHCS:EX
Subject: RE: Notification

Yes, I know;)

s.12,s.13

HB

From: Beattie, Michelle OHCS:EX
Sent: Friday, January 16, 2015 11:12 AM
To: Bremner, Hector JTST:EX
Subject: RE: Notification

The Act doesn't allow it.

Michelle
Office Manager

From: Bremner, Hector JTST:EX
Sent: Thursday, January 15, 2015 4:43 PM
To: Beattie, Michelle OHCS:EX
Subject: RE: Notification

OK, any plans to change that, or what the rationale is?

HB

From: Beattie, Michelle OHCS:EX
Sent: Thursday, January 15, 2015 4:37 PM
To: Bremner, Hector JTST:EX
Subject: RE: Notification

No, it has to be in writing. Email is not considered a form of service.

Michelle
Office Manager

From: Bremner, Hector JTST:EX
Sent: Thursday, January 15, 2015 4:35 PM
To: Beattie, Michelle OHCS:EX
Subject: Notification

Hi Michelle,

s.22

Quick question for you - can a tenant not give notice to a landlord via email? If you could clarify, I'd reply appreciate it... thanks!

HB

Beattie, Michelle OHCS:EX

From: Bremner, Hector MNGD:EX
Sent: Tuesday, December 2, 2014 12:27 PM
To: Beattie, Michelle OHCS:EX
Subject: Re: Residential Tenancy

Fantastic, thanks for this.

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

From: Beattie, Michelle OHCS:EX
Sent: Tuesday, December 2, 2014 12:22 PM
To: Bremner, Hector MNGD:EX
Subject: RE: Residential Tenancy

I have now spoken with s.22.

She is interested in this because the tenants are her friends and she is allegedly acting as a spokesperson for them. Because there is nothing in the file that indicates this and she did not participate in the hearing, I could not discuss particulars. However, given the type of hearing, I could certainly give her general information that would apply to everyone and anyone in this situation.

It was an Order of Possession based on a notice given for cause. The landlords were successful in having the notice upheld. s.22 can't understand why they could possibly be successful AND get an order that requires them to move their mobile out in two days. (Being a homeowner, she has never had any direct exposure to the Act(s) or our office prior to her friends having problems.) I did explain the process – in generalities – and review applications, and JR etc. Gave advocate contact information for CLAS as well.

This information may help her assist her friends, but I suggested that no one procrastinate on exercising the options available to them as time *is* of the essence.

Michelle
Office Manager

From: Bremner, Hector MNGD:EX
Sent: Tuesday, December 2, 2014 9:57 AM
To: Beattie, Michelle OHCS:EX
Subject: FW: Residential Tenancy

Hi Michelle,

Can someone contact ^{s.22} today? She is seeking to serve a two day EET, I don't have details beyond that – Any help would be greatly appreciated!

HB

From: Cowan, Holly [<mailto:Holly.Cowan@leg.bc.ca>]

Sent: Tuesday, December 2, 2014 9:36 AM

To: Bremner, Hector MNGD:EX

Subject: RE: Residential Tenancy

s.22

Thanks Hector (bet you were glad this wasn't about EMT!)

Holly

From: Bremner, Hector MNGD:EX [<mailto:Hector.Bremner@gov.bc.ca>]

Sent: December 2, 2014 9:26 AM

To: Cowan, Holly

Subject: Re: Residential Tenancy

Shoot me a contact, I'll have someone call them asap.

Best regards,

Hector D. Bremner

Executive Assistant to the Honourable Rich Coleman

Minister of Natural Gas Development

Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

From: Cowan, Holly

Sent: Tuesday, December 2, 2014 9:23 AM

To: Bremner, Hector MNGD:EX

Subject: Residential Tenancy

Good morning Hector, do you have a name or number for the RTO that I can pass on to a constituent?^{s.22}
s.22

Thanks

Holly

Greg Kylo, MLA Shuswap

PARLIAMENTARY SECRETARY FOR THE BC JOBS PLAN TO
THE MINISTER OF JOBS, TOURISM AND SKILLS TRAINING

Suite 202A 371 Alexander St NE
Salmon Arm, BC V1E 4N7

www.gregkylomla.ca

Telephone: 250-833-7414

Toll Free: 1-877-771-2557

E-Mail: Greg.Kylo.MLA@leg.bc.ca



Beattie, Michelle OHCS:EX

From: Bremner, Hector MNGD:EX
Sent: Thursday, December 4, 2014 5:06 PM
To: Beattie, Michelle OHCS:EX
Subject: Re: key deposit

Perfect.....thank you!!!

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

From: Beattie, Michelle OHCS:EX
Sent: Thursday, December 4, 2014 4:32 PM
To: Bremner, Hector MNGD:EX
Subject: RE: key deposit

The law does not allow a landlord to charge a key deposit if the key is the sole and only means to access the property.

Attached is section 6 of the Residential Tenancy Regulation:

Refundable fees charged by landlord

6 (1) If a landlord provides a tenant with a key or other access device, the landlord may charge a fee that is

- (a) refundable upon return of the key or access device, and
- (b) no greater than the direct cost of replacing the key or access device.

(2) A landlord must not charge a fee described in subsection (1) if the key or access device is the tenant's sole means of access to the residential property.

If a tenant has paid a key deposit but can prove that it is a situation covered by section 6 of the Regulation, the tenant may file for Dispute Resolution to recover the money.

A landlord, however, may charge a tenant the direct cost of replacing the key or the lock if it was a result caused by the tenant or guest of the tenant.

Hope this information is helpful.

Michelle
Office Manager

From: Bremner, Hector MNGD:EX
Sent: Thursday, December 4, 2014 1:52 PM
To: Beattie, Michelle OHCS:EX
Subject: key deposit

Hi Michelle,

Some seniors who rent at a non-government, low income apartment are being charged a \$25 deposit for replacement keys which were cut after a break in that occurred at the building.

These folks are concerned that the deposit, which was not required beforehand, is now being put on them, especially considering that it was not within their original rental agreement. They are also now being told, if they do not pay it, they will not be supplied keys to their residences.

They have been advised that they could take it to a RTB tribunal, however, they would like to know what grounds they'd have if they did pursue that avenue. Can you tell me if deposits such as these are legal when not included in an agreement, and can a landlord charge for replacement keys when a break in like this occurs?

If the law allows for such things, then they'll simply pay it, despite the fact that \$25 is a lot of money to these folks. That said, if they feel they could go to the tribunal with a reasonable argument, they would.

Please advise, thanks in advance!

Best regards,

Hector D. Bremner

Executive Assistant to the Honourable Rich Coleman

Minister of Natural Gas Development

Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

Beattie, Michelle OHCS:EX

From: Bremner, Hector MNGD:EX
Sent: Tuesday, December 9, 2014 9:42 AM
To: Beattie, Michelle OHCS:EX
Subject: RE: s.22

Thanks Michelle, much appreciated.

HB

From: Beattie, Michelle OHCS:EX
Sent: Tuesday, December 9, 2014 9:11 AM
To: Bremner, Hector MNGD:EX
Subject: RE: s.22

Good morning!

The tenant filed for dispute resolution on Dec 4, 2014, requesting a repair order. This does not actually require any waiting period, as the tenant can file a claim at any time, as long as he has first made the LL aware of the problems and isn't satisfied that the LL is going to fix them. The tenant didn't wait 14 days, and may have filed his claim prior to contacting the MO.

The tenant has another option available to him, and that would be to consider giving notice (to leave) under section 45(3) of the Act, which states:

"If a landlord has failed to comply with a material term of the tenancy agreement or, in relation to an assisted or supported living tenancy, of the service agreement, and has not corrected the situation within a reasonable period after the tenant gives written notice of the failure, the tenant may end the tenancy effective on a date that is after the date the landlord receives the notice"

In this type of situation, the tenant must give the LL written notice of the problem and give the LL a reasonable time to fix the problem, and the tenant can move out if the LL doesn't meet the deadline. There is no guideline as to what a reasonable time might be, and IO's cannot assist with this. If a legal dispute arises out of this problem, it will be up to the arbitrator to determine, first of all, whether the breach is material, and secondly, what would constitute a reasonable period of time in this particular situation. The arbitrator may also consider that the situation is so extreme that no amount of time would be considered reasonable, and that the tenant can leave immediately. Giving notice under this section is extremely risky for a tenant, as the tenant must be prepared to support, with evidence, both the "material term" and the "reasonable period" aspects of this section.

Michelle
Office Manager

From: Bremner, Hector MNGD:EX
Sent: Friday, December 5, 2014 3:23 PM
To: Beattie, Michelle OHCS:EX
Subject: s.22

Hi Michelle,

s.22
contacted us regarding a complaint he's submitted to the RTB regarding his rental house's bed bugs, mice and leaks problems.

He contacted the RTB and was told to wait for 14 days (from yesterday, Dec. 4, 2014) for the landlord's response. Given the circumstances^{9.22}, he feels the 14 days are too long for him to wait.

Could you please look into this case and see if this is an ongoing issue, or what the history is? Also, what options are available to renters when a property is having such serious issues dealt with in the most expeditious manner.

I guess the concern is, that the landlord will have two weeks to respond, then I guess a hearing will be set a few weeks or a month out from that (if the landlord wants to fight), then another four weeks (potentially) for a ruling. So, this could take a while, where, assuming the renter is telling the truth, they could be stuck for a while in this situation.

Let me know your thoughts/findings, thanks in advance!

Best regards,

Hector D. Bremner

Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

Beattie, Michelle OHCS:EX

From: Bremner, Hector MNGD:EX
Sent: Friday, December 12, 2014 2:15 PM
To: Beattie, Michelle OHCS:EX
Subject: RE: Response - Church with Wheelchair lift

Thanks for this – I think this makes sense and is what they are talking about. I'll pass this along and advise they follow the procedures recommended and contact the BCSA for more detail.

Best,

HB

From: Beattie, Michelle OHCS:EX
Sent: Friday, December 12, 2014 12:16 PM
To: Bremner, Hector MNGD:EX
Cc: Rotgans, Trudy OHCS:EX; Moran, Jennifer OHCS:EX; Smith, Shannon M OHCS:EX; Gosman, Sarah OHCS:EX
Subject: Response - Church with Wheelchair lift

Dear Hector:

Below is some information we have gleaned from the BC Safety Authority (BCSA) regarding the query you had. The BCSA was not certain they have the church's concerns 100% understood so have provided this information and have provided a contact person in their head office that the church can contact to follow up on their concerns.

- The BCSA has determined that Unit 20043 has had an active operating permit since its installation, and the church has paid BCSA the operating permit fee each year since the installation.
- The fee associated with the operating permit is separate from the fees associated with a maintenance contract outlined below (the maintenance fees are likely what the church is referring to).
- The BCSA spoke with a Safety Officer from the Okanagan, and confirmed an individual from the church contacted BCSA because their lift was inoperable and needed repair. As BCSA does not do repairs, the individual was given general advice on licensed elevator contractors.
- BCSA believes that at the time the church did not have a mandatory maintenance contract with a licensed contractor as required by Section 21 of the Elevating Devices Safety Regulation.
- BCSA believes the church may have contacted a licensed contractor, and the contractor would likely have informed them that they were obligated to have a maintenance contract in place, and that the frequency of mandatory maintenance for an elevating device is at least quarterly.
- The church could apply for a variance to the requirement for quarterly maintenance (e.g., request a variance to bi-annual maintenance), but they would still need to have a maintenance contract with a licensed contractor and have the lift maintained at least twice a year.
- The church can choose not to use the lift, but the permit and maintenance requirements remain unless they officially remove the lift from service.
- If the church wants to have the lift temporarily or permanently removed from service, they must do so in accordance with Safety Order SO-ED 2014-01
http://www.safetyauthority.ca/sites/default/files/mandatory_req_for_removing_elevating_devices_from_service_so-ed_2014-01.pdf.
- The church would not receive a fee refund if they closed off the lift with a sign.
- The BCSA is happy to speak with someone from the church to sort out the issue and provide advice. Scott Howell-Fellows from their policy team has offered to talk with them. His telephone number is 778.396.2048.

Michelle Beattie | Office Manager
Residential Tenancy Branch

Beattie, Michelle OHCS:EX

From: Bremner, Hector MNGD:EX
Sent: Monday, December 15, 2014 3:37 PM
To: Beattie, Michelle OHCS:EX
Subject: RES.22

OK, great...much appreciated!

HB

From: Beattie, Michelle OHCS:EX
Sent: Monday, December 15, 2014 3:21 PM
To: Bremner, Hector MNGD:EX
Subject: RE: s.22

s.22
became the landlord of the 23 units building in Vancouver in August of 2014.

A joiner was submitted in November and heard at 10:30 A.M. today. The tenants of 13 units are asking for an order for the landlord to comply with the Tenancy Agreement and/or the Residential Tenancy Act. I don't have the details of what precisely the requests are as the files are with the arbitrator but it might have to do with the condition of the 60 years old building.

All the other files were heard and closed. So far these joiners are the only "open" files left.

Michelle
Office Manager

From: Bremner, Hector MNGD:EX
Sent: Monday, December 15, 2014 10:58 AM
To: Beattie, Michelle OHCS:EX
Subject: s.22

Do you have a quick note on this landlord/tenant dispute? Seems that it's been ongoing, but just wanted to see if there was anything we had on file about this in case.

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

Laboucane, Shannon OHCS:EX

From: Horner, Shannon E OHCS:EX
Sent: Monday, January 26, 2015 8:03 AM
To: Moran, Jennifer OHCS:EX
Cc: Smith, Shannon M OHCS:EX; Rotgans, Trudy OHCS:EX
Subject: RE: BCSA - Permits

I've flipped this to BCSA and asked for a response to me ASAP.

Shannon

From: Moran, Jennifer OHCS:EX
Sent: Friday, January 23, 2015 5:42 PM
To: Horner, Shannon E OHCS:EX
Cc: Smith, Shannon M OHCS:EX; Rotgans, Trudy OHCS:EX
Subject: Fwd: BCSA - Permits

Hi Shannon can you assist with a response to Hector. Thank you.

Sent from my iPhone

Begin forwarded message:

From: "Bremner, Hector JTST:EX" <Hector.Bremner@gov.bc.ca>
Date: January 23, 2015 at 4:24:30 PM PST
To: "Moran, Jennifer OHCS:EX" <Jennifer.L.Moran@gov.bc.ca>
Subject: BCSA - Permits

Hi Jennifer,

I'm hearing that the BCSA has a permit requirement to alter or replace a security alarm sensor for the Tri-Cities, and that it does not require this in other municipalities. Is this true, and can you send me the policy that is in place? I first assumed that it was a City issue, but apparently it's the BCSA requiring it, so I'm just trying to get some clarity.

Thanks in advance, speak to you soon!

Best regards,

Hector D. Bremner
Executive Assistant to Hon. Naomi Yamamoto,
Minister of State for Tourism and Small Business

Mobile: 1.778.984.3877

Laboucane, Shannon OHCS:EX

From: Rotgans, Trudy OHCS:EX
Sent: Wednesday, December 10, 2014 12:24 PM
To: Horner, Shannon E OHCS:EX
Cc: Abbott, Clint OHCS:EX; Smith, Shannon M OHCS:EX
Subject: FW: Wheel Chair Lift

Hi Shannon H, please respond to Jennifer with a cc to me. Thanks.

Best regards,

Trudy

From: Moran, Jennifer OHCS:EX
Sent: Wednesday, December 10, 2014 12:14 PM
To: Smith, Shannon M OHCS:EX
Cc: Rotgans, Trudy OHCS:EX; Horner, Shannon E OHCS:EX
Subject: FW: Wheel Chair Lift

For your response, please.

From: Bremner, Hector MNGD:EX
Sent: Wednesday, December 10, 2014 10:42 AM
To: Moran, Jennifer OHCS:EX
Subject: Wheel Chair Lift

Hi Jennifer,

I'm sure I've asked about this issue before, however, I'm trying to find a solution for a church that has a wheel chair lift. They have operated it once a month for last 10 years without having to pay anything, but now it seems the BCSCA is charging a fee.

They now have a few questions, if they get the safety inspection, are they good for a year or will they have to do more than once a year, also are they able to put an out of order sign on it and not use it? Or because it is in the church they now have to have this done each year regardless? Also can they get the \$\$ they paid for the license back if they are able to close it with a sign?

The chair was installed 2001, B355 Stair
Operating permit 2169921
Unit #20043, type ED, Unit class Passenger B355

Please advise, thanks in advance!

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Rich Coleman

Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

Laboucane, Shannon OHCS:EX

From: Moran, Jennifer OHCS:EX
Sent: Wednesday, December 10, 2014 12:14 PM
To: Smith, Shannon M OHCS:EX
Cc: Rotgans, Trudy OHCS:EX; Horner, Shannon E OHCS:EX
Subject: FW: Wheel Chair Lift

For your response, please.

From: Bremner, Hector MNGD:EX
Sent: Wednesday, December 10, 2014 10:42 AM
To: Moran, Jennifer OHCS:EX
Subject: Wheel Chair Lift

Hi Jennifer,

I'm sure I've asked about this issue before, however, I'm trying to find a solution for a church that has a wheel chair lift. They have operated it once a month for last 10 years without having to pay anything, but now it seems the BCSA is charging a fee.

They now have a few questions, if they get the safety inspection, are they good for a year or will they have to do more than once a year, also are they able to put an out of order sign on it and not use it? Or because it is in the church they now have to have this done each year regardless? Also can they get the \$\$ they paid for the license back if they are able to close it with a sign?

The chair was installed 2001, B355 Stair
Operating permit 2169921
Unit #20043, type ED, Unit class Passenger B355

Please advise, thanks in advance!

Best regards,

Hector D. Bremner

Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877

Barnetson, Luella MNGD:EX

From: Hector.Bremner@gov.bc.ca
Sent: Wednesday, January 21, 2015 11:41 AM
To: Barnetson, Luella MNGD:EX
Subject: HB Telus Bill (Signed)
Attachments: 20150121114042.pdf

Barnetson, Luella MNGD:EX

From: Bremner, Hector JTST:EX
Sent: Wednesday, January 21, 2015 12:29 PM
To: Barnetson, Luella MNGD:EX
Cc: Gajda, Gail MNGD:EX
Subject: RE: HB Telus Bill (Signed)

s.22

HB

From: Barnetson, Luella MNGD:EX
Sent: Wednesday, January 21, 2015 11:58 AM
To: Bremner, Hector JTST:EX
Cc: Gajda, Gail MNGD:EX
Subject: RE: HB Telus Bill (Signed)

Got it and thank you Hector.

If you can give me an email address for your next one that I can send to you as it will be after you leave.

Thank you!

Kind regards,

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

From: Hector.Bremner@gov.bc.ca [<mailto:Hector.Bremner@gov.bc.ca>]
Sent: Wednesday, January 21, 2015 11:41 AM
To: Barnetson, Luella MNGD:EX
Subject: HB Telus Bill (Signed)

Barnetson, Luella MNGD:EX

From: Bremner, Hector MIT:EX
Sent: Tuesday, September 23, 2014 3:13 PM
To: Cole, Linsey MIT:EX
Cc: Gajda, Gail MNGD:EX; Barnetson, Luella MNGD:EX
Subject: Re: Linsey Cole (Legislative Precinct) - Delete ID or Transfer Out Request

Thanks!

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Teresa Wat,
Ministry of International Trade, Responsible for the Asia Pacific Strategy and Multiculturalism

Mobile: 1.778.984.3877

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Cole, Linsey MIT:EX
Sent: Tuesday, September 23, 2014 3:11 PM
To: Bremner, Hector MIT:EX
Cc: Gajda, Gail MNGD:EX; Barnetson, Luella MNGD:EX
Subject: FW: Linsey Cole (Legislative Precinct) - Delete ID or Transfer Out Request

Here is a copy of the transfer out request for your info.
Linsey

From: srequest@gov.bc.ca [<mailto:srequest@gov.bc.ca>]
Sent: Tuesday, September 23, 2014 3:11 PM
To: Cole, Linsey MIT:EX
Subject: Linsey Cole (Legislative Precinct) - Delete ID or Transfer Out Request

Originator: This copy has been sent for your records only, no reply is necessary.

Last name of User: Bremner
First name of User: Hector

s.22

La Vertu, Kate MNGD:EX

From: Bremner, Hector MNGD:EX
Sent: Monday, December 1, 2014 1:13 PM
To: Hansen, Brian MNGD:EX
Subject: PG Lands

Hi Brian,

Hector Bremner here from Minister Coleman's office, I hope you are well!

I got a call from some folks who own about 500 acres in Prince George which are adjacent to the rail line there which has been viewed a strong logistical asset for any LNG project proponents operating in that area.

They had been speaking with a group looking to do an LNG related project in that area, however, that group is now focusing on another project in the north, opening up discussions again with other potential LNG project proponents interested in this land.

I understand that you may be able to connect with them and help plug them in – would that be possible?

Here is the main contact:

s.22

If you have any question, just let me know, other than that, these guys would really appreciate someone dropping them a line and explaining what opportunities exist for them. Thanks in advance!

Best regards,

Hector D. Bremner
Executive Assistant to the Honourable Rich Coleman
Minister of Natural Gas Development
Minister Responsible for Housing and Deputy Premier

Mobile: 1.778.984.3877