

TO: CITY MANAGER **DATE:** 2000 08 17
FROM: DIRECTOR ENGINEERING **FILE:**
SUBJECT: Response to letter from Mrs. V.R. Munday - Various Issues
PURPOSE: To respond to a letter received from Mrs. V.R. Munday regarding various issues

RECOMMENDATION:

1. **THAT** a copy of this report be sent to Mrs. V.R. Munday, 4661 Southlawn Drive, Burnaby, BC V5C 3S5

R E P O R T

Council at its meeting of 2000 August 14, received correspondence from Mrs. Vera Munday, 4661 Southlawn Drive. In her letter, Mrs. Munday raised issues related to the regulation of secondary suites, the issuance of envelopes at tax time, the installation of water meters and the provision of wheelchair ramps in the 3800 block Sunset Street. This report provides a response to these issues.

1. Illegal Suites

Mrs. Munday enquired regarding regulation of secondary suites. The Director Planning and Building advises as follows:

“ Concern is expressed in the letter about unauthorized secondary suites in single family houses. Through its Bylaws, the City of Burnaby regulates residential land use, including the illegal occupancy of single family houses. If the City receives a written complaint regarding a suspected case of illegal occupancy, the situation is investigated and if needed, action to enforce the Bylaw is taken.”

2.0 Envelopes at tax time

Mrs. Munday questioned the need to provide return envelopes with the tax notices. The Director Finance advises as follows:

“The City of Burnaby provides self addressed envelopes as a cost effective service to its citizens. Having the correct address and postal code on the envelope eliminates addressing errors and phone calls asking where payments should be mailed. This saves staff time and helps to ensure mail does not go astray resulting in penalties for late receipt. The return envelopes are a standard sized, clearly marked and made from recycled paper. The standard size and recycled paper helps to keep costs to a minimum and saves some trees. The clearly marked envelopes make mail sorting faster and more efficient saving staff time and enabling funds to be deposited into the City’s bank account quicker. The envelopes also have a reminder on the back “Have you Completed your Home Owner Grant Application” which reinforces the importance of submitting a grant application along with a tax payment to avoid any penalty.

Although it is true that more and more people are using new technology to pay their taxes it is still less than 2% of Burnaby residents. This year over 40% of Burnaby taxpayers mailed in their tax payments. This is due in part to the requirement for a signed Provincial Homeowner Grant application form which must be forwarded to the City by the tax payment due date if a grant is being claimed. Over 37,000 Provincial Homeowner Grants were claimed in July 2000.

The City will continue to monitor the methods of payment and change processes as technology advances and more payments are made electronically.”

3. Water Meters

Mrs. Munday suggested that water meters be installed when new houses are built. Council at its meeting of 2000 June 26 passed a motion that staff be directed to examine the desirability and feasibility of requiring water meters and fire sprinklers in new single and two family dwellings. Staff are preparing this report and it is anticipated that it will be submitted to Council in the near future once all materials and information have been garnered from the relevant agencies.

Upon receipt of this report by Council, staff will ensure that a copy is provided to Mrs. Munday.

4. Wheelchair access - 3800 Sunset Street

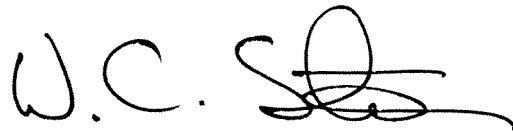
Mrs. Munday pointed out the circuitous nature of the handicapped access to the medical building at 3800 Sunset Street. It is fair to assume that the majority of persons using the existing handicapped parking stalls on Sunset Street would be destined for the Sunset Medical Building. Accordingly, the observation made by Mrs. Munday that the current location of disabled parking stalls is not the most practical given the location of the medical buildings

handicapped access ramp is correct. Her suggestion for relocation closer to the handicapped access ramp for the Medical Building also appears to be the most appropriate course of action.

A review of the current parking configuration along the North side of Sunset Street suggests that relocating the existing handicapped stalls would not be a major undertaking. Re-organization would require the relocation of two existing parking meters, construction of new wheelchair let downs and removal of existing wheelchair let downs, together with the removal and repainting of the required pavement markings.

Staff will incorporate these proposed changes into our work program.

It is recommended that Mrs. Munday be provided with a copy of this report.



W.C. Sinclair, P. Eng.
DIRECTOR ENGINEERING

WCS:jh

cc: Director Planning & Building
Director Finance

