

**From:** [REDACTED]  
**Sent:** February-21-17 11:39 AM  
**To:** Tax; Mayor; Clerks  
**Subject:** Letter to Burnaby Council Re: 2017 additional secondary suite utility fees prior to final occupancy - roll number 2416-5416 5416 Rugby Ave

Dear Mayor and Council,

Due to the unsatisfactory responses from my inquiries into the city to resolve this matter. As a burnaby tax payer, I would like to have my concerns within this chain of emails below heard and discussed during the next city councilor meeting.

Response from the tax office:

"Your water fees are charged according to the type of residence you are building (single family dwelling or two family dwelling) and these charges came into effect when you obtained your building permit."

It is not fair for new home builders to pay for the the additional secondary suite water and sewage charges when the final occupancy approval has not been secured... and for the other reasons which are outlined below in my original email.

Thank you,  
Michael Hong  
5416 Rugby Ave.  
Burnaby, BC

On Feb 21, 2017, at 8:59 AM, Tax <[Tax@city.burnaby.bc.ca](mailto:Tax@city.burnaby.bc.ca)> wrote:

Thank you for your inquiry regarding Utility and Toter Charges during construction.  
Please note that there is no reduction in Toter Charges during the building phase.

- Section 3 (c ) of the Residential Toter Data Change Management 2013 v10 states:

Only vacant land without a residential improvement will warrant a zero annual toter charge.  
All other applicable properties must pay the annual charge, or the minimum if no toter is present / or if a toter is not wanted by the customer.

Your water fees are charged according to the type of residence you are building (single family dwelling or two family dwelling) and these charges came into effect when you obtained your building permit.

Regards,

City of Burnaby, Property Tax Department  
4949 Canada Way Burnaby BC V5G 1M2  
Telephone: 604-294-7350  
Fax: 604-294-7153

Copied to:  
City Manager  
Director Planning and Building  
Director Finance  
Director Engineering

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

From: [REDACTED]  
Sent: February-20-17 12:06 PM  
To: Tax; Mayor  
Subject: 2017 utility fees - roll number 2416-5416 5416 Rugby Ave

Dear Sirs/Madams,

I have been living in Burnaby at the current address for 16 plus years. My wife and I raised two children here. We love our neighbourhood and enjoy the parks and community facilities in the area tremendously. My wife and I decided to demolish our dated single detached house and build a new house with the plan of creating a secondary suite for rental purposes. We recently received the necessary city permits to go ahead.

Last week, I was surprised to see the already applied secondary suite charges in my 2017 utility bill. I have made several calls to the city tax office and was advised that once the permit has been approved, the additional charges are calculated automatically and applied. I was also told to give my contact number and someone from the city would get back to me. I did not receive any response so far.

I strongly do not agree that additional secondary utility charges are applied as soon as the permit for a new construction is approved for all home owners not just myself. I am writing to present this matter and ask for a review and consideration. Hopefully the outcome is that the additional charges are adjusted. My reasons are:

- the property is just in the permit and building stage
- water has been turned off. Sewage and garbage collection is not being utilized
- the building process could take anywhere from 1 to 2 years to complete
- there is no occupancy in the primary and secondary suites during the construction stage.
- Various building (check point) inspections have not occurred. Final occupancy inspection is months and months away and approval is to be decided

Thank you for your considerations and I look forward to your response.

Sincerely,  
Michael Hong