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**From:** Alex de Figueiredo [REDACTED]  
**Sent:** October-28-19 1:06 PM  
**To:** Clerks <Clerks@burnaby.ca>  
**Subject:** Staff Appreciation

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To: The city Clerk and Mayor and Council

I would like to express my appreciation for the help I received from the tax department when I had problems filling out the forms for the new registration of rental properties because I am in Spain.

Shelly, Eva and Lora went out of their way to be helpful. That is not something one usually sees from City staff, especially in Vancouver. It was a pleasure to deal with them.

Sincerely,  
Alex de Figueiredo

Referred to:  
Financial Management Committee (2019.11.20)  
Copied to:  
City Manager  
Dir. Corporate Services  
Dir. Planning and Building  
Dir. Public Safety and Community Services  
Dir. Finance