

Report to Council

To:

Richmond City Council

Date:

March 11, 2005

From:

Anne Stevens

File:

Chief Licencing Inspector

Re:

Suspension of Holiday Body Care

Staff Recommendation

That Council suspend the business licence of Holiday Body Care operating at Unit 151 – 5951 Minoru Boulevard, Richmond, B.C. for the period of 30 days commencing April 18, 2005 through May 17, 2005 both dates inclusive.

Anne Stevens

Chief Licencing Inspector

(4273)

Att.

FOR ORIGINATING DIVISION USE ONLY				
CONCURRENCE OF GENERAL MANAGER				
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REVIEWED BY CAO	YES /	NO		
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Staff Report

Origin

The City of Richmond continues to enforce its Business Licence bylaws and Public Health Protection bylaws with an emphasis on the operating hours and permissive functions within the business complex. This enforcement is part of our continuous effort to promote community, customer and employee safety and to ensure that all businesses are operating in a consistent manner so as to prevent one business gaining an operational advantage over another business in the same business category.

This report will deal with Holiday Body Care doing business at #151 - 5951 Minoru Boulevard Richmond, B.C.

Analysis

City licencing regulations set out the permitted operating hours of body rub studios as being Sunday to Thursday 8:00 a.m. to midnight and Friday and Saturday from 8:00 a.m. to 1:00 a.m. City staff and RCMP continue to make unscheduled visits to adult oriented establishments to ensure business operations comply with these hours and various other licencing regulations.

Holiday Body Care operates a body rub studio in Richmond and holds a valid business licence under the category of Adult Oriented Use – Body Rub Studio. This business is one of a number of businesses that is the subject of ongoing inspections carried out by City staff and RCMP to ensure compliance with City regulations.

Since April 13, 2004 Holiday Body Care has had six sight inspections which have resulted in the issuance of eleven municipal tickets for various bylaw infractions. These infractions have included failing to provide written notice of change in personnel, permitting wearing outer garments not in accordance to the regulations and failure to keep windows unobstructed. Attached for Council's information is a more detailed summary of the findings for Holiday Body Care.

On March 9, 2005, a show cause hearing was held in front of the Chief Licensing Inspector. Present at the hearing, was Counsel for Holiday Body Care, a friend representing the owner of Holiday Body Care, an RCMP Constable and the City Business Licence Inspector.

Counsel for Holiday Body Rub apologized on behalf of his client and presented actions that he took with the owner to ensure the infractions and any contravention of the City's bylaw would not occur in the future. Attached for Council consideration is the translations of the bylaws for the owners edification, steps to ensure future compliance by the owner and an apology letter.

Having completed the review and taking into consideration, information received through Counsel for the principal owner, the RCMP and the City's Business Licence Inspector, it is the opinion of the Chief Licence Inspector that this business should have their licence suspended for a period 30 days. It is also felt that the steps outlined by Counsel for Holiday Body Care be implemented immediately to ensure no further contraventions occur.

Financial Impact

No financial impact to the City at this time.

Conclusion

Holiday Body Care has continually ignored the City's Business Licence Bylaw and Business Regulation Bylaw. Eleven tickets have been issued since April 13, 2004, to try and gain compliance. Although the principal owner has apologized and has ensured that steps have been put into place to mitigate any further infractions, it is the opinion of the Chief Licence Inspector that the non compliance issues warrants a suspension of 30 days.

The recommended suspension will be from April 18, 2005 through May 17, 2005 both dates inclusive.

Anne Stevens

Chief Licencing Inspector

(4273)

AS2:as2

TO HAK LEE

Unit #151 – 5951 Minoru Boulevard Richmond, BC V6X 4B1

DELIVERED BY HAND

March 8, 2005

City of Richmond Business License Division 6911 No. 3 Road Richmond, BC V6Y 2C1

Attention: Anne Stevens, Chief License Inspector

Dear Sirs/Mesdames:

Holiday Body Care – Unit #151 – 5951 Minoru Boulevard Business License Review Hearing (Your File Number: 991596)

I regret to inform you that I cannot attend tomorrow's rescheduled business license review hearing. Unfortunately, I will be out-of-town on other business that could not be postponed. However, I have asked my lawyer, Mr. Nicholas Preovolos, and my friend, Mr. Stephen Jeong, to attend the hearing on my behalf. In addition, I am writing this letter to you to formally respond to your letter dated February 17, 2005, and advise you of the steps that I have taken to prevent future by-law infractions at Unit #151 – 5951 Minoru Boulevard.

My Response to the City's Letter

Apology

At the outset, I wish to apologize for the contravention of City by-laws at Unit #151 – 5951 Minoru Boulevard. I do not have firsthand knowledge of the infractions, but I have no reason to challenge or question the City's allegations. As the tenant of the premises at which the infractions occurred as well as the holder of the business license for Holiday Body Care, I feel that I owe an apology to the City.

Since receiving your letter dated February 17, 2005, I have retained legal counsel for assistance in interpreting the applicable by-laws and ensuring that Holiday Body Care complies with them. Please refer to my comments below under the heading "Future Compliance" for the steps that I have taken to prevent additional infractions.

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Problems at the Studio

The problems at Holiday Body Care have arisen primarily because I have limited my role in the business to hiring managers. Since I first leased the premises for the business and obtained the business license, I have not had any involvement in day-to-day operations. Unfortunately, until I received your letter dated February 17, 2005, I was relying exclusively on managers at Holiday Body Care to ensure compliance with by-laws. To make matters worse, my limited English language skills prevented me from personally reviewing the City's by-laws and ensuring compliance with them. I thought the tickets were issued for minor infractions and I did not realize the extent of the problem at Holiday Body Care.

I realize that neither my reliance on managers nor my difficulties with English excuse the infractions. My point in bringing these matters to your attention, however, is that I have not been deliberately allowing or condoning the contravention of by-laws. I regret that the infractions referred to in your letter dated February 17, 2005 occurred, and I have since taken several steps to inform myself about my responsibilities as a business license holder, and prevent future infractions. Particulars with respect to the steps that I have taken are outlined below.

Future Compliance

I have carefully reviewed the following sections of Bylaw No. 7538:

- (a) Part One, General Regulations, Section 1.1 Operator Obligations; and
- (b) Part Seven, Body-Painting/Body-Rub Studio Regulation, Sections 7.1, 7.2 and 7.3

In particular, I have reviewed these sections with the assistance of my legal counsel and with the benefit of English-Korean translation by Mr. Joeng.

To ensure future compliance with the applicable by-laws, the following steps have been or will be taken:

- (a) Preparation of Korean Translation of By-laws. To facilitate my ongoing reference to the by-laws, I have asked Mr. Joeng to prepare a written Korean Translation of Part One, Section 1.1, and Part Seven, Sections 7.1, 7.2 and 7.3 of Bylaw No. 7538.
- (b) <u>Instruction of Managers on By-laws Compliance</u>. I will personally review with each manager the sections of Bylaw No. 7538 referred to above. I will also instruct each manager to instruct all staff on the applicable by-law requirements.
- (c) Translation of By-laws for Managers and Staff. If managers or staff do not have adequate English skills or have difficulty remembering the applicable by-law requirements, I will arrange for the applicable sections of Bylaw No. 7538 to be translated into other languages as necessary.

(d) Random Inspection of Premises. I will visit the studio unannounced to help ensure compliance with all applicable bylaws. Alternatively, I will arrange for others to do the same on my behalf.

I believe that the remedial action I have taken will address the problems that the City has encountered with Holiday Body Care and minimize the risk of future non-compliance. Accordingly, I would be grateful if the City would accept my apology and not impose any additional fines on me or a suspension of my business license, even a temporary one. A suspension would be damaging not only to me personally, but also to the employees who work at Holiday Body Care, none of whom has, to my knowledge, intentionally contravened City bylaws.

This letter was prepared by my legal counsel on my instructions, and then explained to me in Korean by Mr. Jeong for my approval.

Thank you for your time and patience.

Yours truly,

To Hak Lee

SUMMARY OF MUNICIPAL TICKETS

February 25, 2005

Date	Ticket Number	Offence
2004-06-18	M 14316	Failure to provide written notice of change in personnel
2004-06-18	M 14317	Permitting the wearing of garments not covering the body as required
2004-07-15	M 14318	Failure to provide written notice of change in personnel
2004-07-15	M 14319	Failure to keep window unobstructed
2004-07-16	M 2718	Permitting the wearing of garments not covering the body as required
2004-07-16	M 2717	Failure to provide written notice of change in personnel
2004-12-03	M 14479	Failure to provide written notice of change in personnel
2004-12-03	M 14481	Permitting the wearing of garments not covering the body as required
2005-01-05	M 14480	Failure to provide written notice of change in personnel
2005-02-04	M 14499	Failure to keep window unobstructed
2005-02-04	M 14500	Operating business without license



City of Richmond Finance & Corporate Services Division

Memorandum

To:

A. Stevens

Date:

February 7, 2005

Chief Licence Inspector

Manager, Customer Service

From:

Victor M Duarte

File:

99156296

Licence Inspector

Re:

Holiday Body Care - Body-Rub Studio Regulation Violations

This is a brief outline of the continued infractions from Holiday Body Care, a Body Rub Studio operating at Unit #151-5951 Minoru Boulevard, Richmond, BC V6X 4B1. The contraventions are specific to the Business Licence Bylaw No 7360 and Business Regulation Bylaw No 7538.

This business has been under the current owner, To Hak LEE, since April 13, 2004. Since this period, six sight inspections have been conducted at this location with three conducted by RCMP Police. Holiday Body Care has received 11 Municipal Ticket Informations (MTIs) in this period. Five of these MTI infractions were for failing to provide written notice of change in personnel employed/engaged by body-painting/bodyrub studio. An additional three MTI's for permitting the wearing of outer garments not covering the body between the neck and top of the knee. In addition, two MTIs for failure to keep window unobstructed. Lastly, one for operating without a business licence.

Two inspection conducted by Cst D. AU, of the Richmond RCMP revealed that this business was employing Korean Citizens without working visas. As well, activities noted which are not permitted with any type of business licence for the City of Richmond.

When the undersigned conducted an inspection of this business on January 05, 2005. An employee which was asked for identification vacated the premise without providing identification as requested. It is possible this individual did not have a working visa or landed immigrant or Citizen of Canada and not registered with the City as required.

Three of the MTIs issued to this business have not been paid or disputed in the allotted time. This matter was referred to the Richmond Provincial Court on January 28, 2005 and a conviction was returned as provided by law. A notice was delivered to this business on February 04, 2005 informing them of conviction in their absence and they have until March 07, 2005, 30 days to file an appeal or pay the imposed fine of \$100.00.

Two MTIs recently issued are within the 14 days to dispute. No action taken by business on these.

In careful consideration of all mentioned offences, it appears that this business continues to disregard the City of Richmond Bylaws. This leads the undersigned to believe a Show Cause Hearing is warranted in order to correct the continuation of these offences.

Victor N

Licence Inspector

VMD:vmd Att. 16



City of Richmond 99/56296 M 14316 - Community Charter
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6911 No.3 Road, Richmond, BC V6Y 2C1 Telephone (604) 276-4000 www.city.richmond.bc.ca

April 4, 2005 File: 99156296 Finance Department
Business Licence Division
Telephone: (604) 276-4328
Fax: (604) 276-4157

Delivered by Hand

Mr. To Hak Lee Holiday Body Care Unit 151-5951 Minoru Blvd Richmond, BC V6X 4B1

Dear Sir:

Re: Business Licence Review Hearing

This correspondence will serve as official follow up to your licence review hearing held before me at Richmond City Hall at 11:00 a.m. on Wednesday, March 9, 2005 in Room T.1.150.

I have reviewed all the facts presented by Mr. V. Duarte, the City of Richmond's representative and Constable D. Au from the Richmond RCMP Detachment. I have also taken into consideration your comments and proposed changes to your business as presented by Mr. S. Jeong and your legal council Mr. N. Preovolos in your absence.

The findings clearly indicate that your business was operating in contravention of the City of Richmond's Business Licence Bylaw and associated Business Regulation Bylaw. There have been six inspections conducted at your place of business where you have been cited for 11 infractions and in fact, evidence provided by Constable D. Au indicated that there were activities taking place that are not permitted with any type of business licence for the City of Richmond.

The facts presented indicate that a licence suspension is warranted. I will therefore be recommending to Richmond City Council that your business licence be suspended from April 18, 2005 through May 17, 2005 both dates inclusive, which is a total of 30 days.

This recommendation will be dealt with by Richmond City Council at their meeting of April 11, 2005 at City Hall, 6911 No. 3 Road. This meeting will commence at 7:00 p.m. sharp and you have the right to appear before Council to debate the recommendation and to present your case as to why the recommendation should not be supported. Should you wish to attend the meeting to present your case, please contact Mr. Richard McKenna, the City Clerk, and he will ensure you are added to the Council agenda as a delegation.



Should you have any questions regarding this recommendation, or the process relating to the Council meeting, please feel free to contact me directly at 604-276-4273.

Yours truly,

Anne Stevens

Chief Licence Inspector

AS2:vmd

pc:

V. Duarte

Cst. D. Au

R. McKenna

N. Preovolos