



# City of Richmond

## Report to Council

**To:** Richmond City Council

**Date:** September 15 2017

**From:** Carli Edwards, P.Eng.  
Acting Senior Manager, Community Safety,  
Policy & Programs and Licencing

**File:** 12-8275-20-AMANDA  
#/2017-Vol 01

**Re:** **Business Licence Cancellation for Best Home Inn, operating from a premises  
at 10660 Westminster Hwy**

### Staff Recommendation

That the business licence of Best Home Inn, operating from a premises located at 10660 Westminster Hwy, be cancelled.

Carli Edwards, P.Eng.  
Acting Senior Manager, Community Safety, Policy & Programs and Licencing  
(604-276-4136)

Att. 1

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Law	<input checked="checked" type="checkbox"/>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> CJ	<b>APPROVED BY CAO</b> 

## **Staff Report**

### **Origin**

In May 2017, City Council adopted amendments to several bylaws, including the Richmond Zoning Bylaw and Business Licence Bylaw, in order to implement changes to the regulations for bed and breakfast businesses. In order to “grandfather” existing businesses, and allow them to operate under the previous regulations, staff inspected and reviewed the files of all bed and breakfast businesses licenced prior to the bylaw changes. During this review, several businesses were identified that were not in compliance with the bylaws.

### **Background**

The City’s Business Licencing department administers a licencing program for approximately 14,000 licence holders and regulates the activities of approximately 24 business types including bed and breakfast businesses. This report deals with the licence for Best Home Inn, located at 10660 Westminster Hwy, in terms of compliance with the Business Licence and Richmond Zoning bylaws.

### **Findings of Fact**

Best Home Inn is a licenced bed and breakfast that has operated since 2013. An inspection of the premises revealed that it contains a secondary suite in addition to the bed and breakfast operation. According to section 5.5 of the Richmond Zoning Bylaw, a bed and breakfast is not permitted in a home that contains a secondary suite.

Under section 1.6 of the Business Licence Bylaw, all premises from which a business is located must comply with the City bylaws. The owner and operator of the businesses, Letty Ho, was first notified of these issues in February 2017 and was provided with written notice to resolve the issues prior to May 31, 2017 in order to maintain the bed and breakfast business. This deadline was subsequently extended to May and then until September. A copy of the information provided to Ms. Ho is provided in Attachment 1.

Throughout this time, staff had several meetings with Ms. Ho to explain the permitting and approval process and the specific requirements to remove a secondary suite. Subsequent to this, Ms. Ho submitted a permit application to remove the secondary suite but has yet to complete the work.

### **Analysis**

Evidence indicates that the secondary suite was in existence at the time that the licence was originally issued. However, a bed and breakfast is not permitted in a home with a secondary suite and therefore the City cannot “grandfather” an existing condition that has never been compliant with City bylaws.

### **Financial Impact**

None.

## **Conclusion**

Best Home Inn, a bed and breakfast business located at 10660 Westminster Hwy, is non-compliant with the Business Licence and Richmond Zoning Bylaws. Staff recommend cancelling the business licence.



Carli Edwards, P.Eng.  
Acting Senior Manager, Community Safety, Policy & Programs and Licencing  
(604-276-4136)

Att. 1: Information provided to Ms. Ho



# City of Richmond

ATTACHMENT 1

6911 No. 3 Road,  
Richmond, BC V6Y 2C1  
www.richmond.ca

March 17, 2017  
File: 12-8275-20-AMANDA #/2016-Vol 01

Finance and Corporate Services Division  
Telephone: 604-276-4136  
Fax: 604-276-4157

Best Home Inn  
10660 Westminster Hwy  
Richmond BC V6X 1B2

**Attention: Letty Ho**

Dear Ms. Ho:

**Re: Business Licence for Best Home Inn / 10660 Westminster Hwy (the "Property")  
Reference File# 13649994**

Further to our meeting on February 21, 2017, and subsequent telephone conversations, an inspection of the Property on February 7, 2017 revealed issues with the licencing requirements related to the operation of a Bed and Breakfast ("B&B") business. The Property contains a secondary suite, in contravention of Richmond Bylaw 8500 which does not permit a B&B in the same dwelling as a secondary suite.

According to section 5.1 (b) of Business Licence Bylaw 7360, all premises from which business is conducted, including a B&B, must comply with all City bylaws. In order comply with City bylaws, the secondary suite must be decommissioned. As discussed in our meeting on March 13<sup>th</sup>, this includes:

1. Removing the stove (including the 220V connection) and fridge (unit with water service) in the kitchen of the suite;
2. Removing the counter tops and cabinetry adjacent to the stove;
3. Removing the internal door and demising walls between the suite and the rest of the house; and
4. Removing the closet inside the existing (to be removed) internal door.

This work will require building and plumbing permits as well as an electrical permit (issued from the BC Safety Authority). You were provided with forms and information about acquiring permits at our March 13<sup>th</sup> meeting.

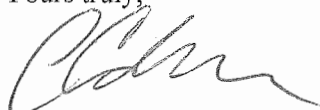
In order for you to keep your B&B business licence, **these issues must be resolved on or before May 30, 2017**. This includes issuance of permits, inspection of the works and final approval.

Should these issues not be resolved, the B&B business licence will be recommended for cancellation through a business licence hearing with City Council. If the licence is cancelled by

City Council, you will be required to cease operating immediately. Operation of a business without a valid Business Licence is an offence, and may be subject to prosecution.

Please contact me directly if you have any questions at 604.276.4136 or [cedwards@richmond.ca](mailto:cedwards@richmond.ca).

Yours truly,

A handwritten signature in black ink, appearing to read 'Carli Edwards', written over a horizontal line.

Carli Edwards, P.Eng.  
*Chief Licence Inspector*

pc: Daniel McKenna, Senior Manager, Community Safety Policy and Programs  
Gavin Woo, P. Eng., Senior Manager, Building Approvals



# City of Richmond

6911 No. 3 Road,  
Richmond, BC V6Y 2C1  
www.richmond.ca

May 4, 2017  
File: 12-8275-20-AMANDA #/2016-Vol 01

Finance and Corporate Services Division  
Telephone: 604-276-4136  
Fax: 604-276-4157

Best Home Inn  
10660 Westminster Hwy  
Richmond BC V6X 1B2

**Attention: Letty Ho**

Dear Ms. Ho:

**Re: Business Licence for Best Home Inn / 10660 Westminster Hwy (the "Property")  
Reference File# 13649994**

Further to the April 6, 2017 Business Licence building inspection of your property and our subsequent telephone conversations, staff have performed additional review of your building records in order to assist you prior to any City permit submission.

The following considerations have been confirmed as requirements towards maintaining your B&B licence in good standing and decommissioning the secondary suite:

1. Removing the stove (including the 220V connection) and fridge (unit with water service) in the kitchen of the suite;
2. Removing the counter tops and cabinetry adjacent to the stove;
3. Removing the internal door and demising walls between the suite and the rest of the house;
4. Removing the washer/drier laundry facility from the secondary suite;
5. Enclosing the exterior door on the west elevation that accesses the secondary suite.

This work will require building and plumbing permits as well as an electrical permit (issued from the BC Safety Authority). You were provided with forms and information about acquiring permits at our March 13<sup>th</sup> meeting.

In order for you to keep your B&B business licence, **these issues must be resolved on or before May 30, 2017**. This includes issuance of permits, inspection of the works and final approval.

Should these issues not be resolved, the B&B business licence will be recommended for cancellation through a business licence hearing with City Council. If the licence is cancelled by City Council, you will be required to cease operating immediately. Operation of a business without a valid Business Licence is an offence, and may be subject to prosecution.

Please contact me directly if you have any questions at 604.276.4136 or [cedwards@richmond.ca](mailto:cedwards@richmond.ca).

Yours truly,

A handwritten signature in black ink, appearing to read 'CE', with a stylized flourish extending from the end.

Carli Edwards, P.Eng.  
*Chief Licence Inspector*

pc: Gavin Woo, P. Eng., Senior Manager, Building Approvals



## City of Richmond

6911 No. 3 Road,  
Richmond, BC V6Y 2C1  
[www.richmond.ca](http://www.richmond.ca)

September 14, 2017  
File: 12-8275-20-AMANDA #/2017-Vol 01

Community Safety Division  
Business Licences  
Telephone: 604-276-4328  
Fax: 604-276-4157

Letty Ho  
Best Home Inn  
10660 Westminster Hwy  
Richmond BC V6X 1B2

**Attention: Letty Ho**

Dear Ms. Ho:

**Re: Business Licence Hearing for Best Home Inn / 10660 Westminster Hwy (the "Property")**

Further to conversations and correspondence dating back to February 2017, there are violations of licencing requirements related to the operation of a Bed and Breakfast ("B&B") business. The Property contains a secondary suite, in contravention of Richmond Bylaw 8500 which does not permit a B&B in the same dwelling as a secondary suite.

In previous correspondence, you were given until May 30, 2017 to address these issues. Upon request, you were then offered further extensions (to July and then to September) in order to address all of the outstanding issues, including hiring building and design professionals. To date, you have been issued a building permit for the required work but are required to have all work completed and inspected.

In the event that the work is not completed pursuant to the permits and bylaw violations are not resolved, I have requested a business licence hearing with City Council to review the status of your business licence. Should the bylaw violations be resolved prior to the business licence hearing, your hearing will be cancelled.

The date for this hearing has been tentatively set for October 10, 2017. Prior to that meeting, you will be formally notified of the date and time of the hearing. You will also be provided with copies of all materials related to your file that are provided to City Council for their consideration.

If the issues are not resolved prior to the business licence hearing, your B&B business licence will be recommended for cancellation. If the licence is cancelled by City Council, you will be required to cease operating immediately. Operation of a business without a valid Business Licence is an offence, and may be subject to prosecution.

Please contact me directly if you have any questions at 604.276.4136 or [cedwards@richmond.ca](mailto:cedwards@richmond.ca).

Yours truly,

Carli Edwards, P.Eng.  
*Acting Senior Manager, Community Safety, Policy & Programs and Licencing*

pc: Gavin Woo, P. Eng., Senior Manager, Building Approvals  
James Cooper, Architect AIBC, Manager, Plan Review  
Victor Duarte, Supervisor, Business Licencing  
Robert Lum, Acting Manager, Customer Service