



City of Richmond

Report to Council

To: Richmond City Council
From: Carli Edwards, P.Eng.
Chief Licence Inspector
Date: October 11, 2016
File: 12-8275-20-AMANDA
#/2016-Vol 01
Re: Business Licence Suspension – King Feet Massage

Staff Recommendation

That the business licence of A & K Health Enterprises Ltd., doing business as King Feet Massage, operating from premises located at 4940 No. 3 Road Unit 132, Richmond BC, be suspended for a period of 10 consecutive days from November 14th 2016 to November 23rd 2016, inclusive.

Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

Att. 3

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

Staff Report

Origin

The City's Business Licencing Division administers a licencing program for approximately 14,000 licence holders and regulates the activities of approximately 24 business types including therapeutic touch clinics. This report deals with the activities and bylaw infractions of A & K Health Enterprises Ltd., doing business as King Feet Massage ("King Feet"), operating from a premises located at 4940 No. 3 Road Unit 132, Richmond BC.

King Feet is licenced as a therapeutic touch clinic and must adhere to all applicable bylaws, including Part Fourteen of Business Regulation Bylaw No. 7538 (Attachment 1). This business has come to the attention of the Chief Licence Inspector after several complaints regarding staying open later than the permitted hours (9:30 p.m. each day).

Findings of Fact

On February 8, 2013, a complaint was received regarding operating outside permitted hours and a licence inspector followed up with Pui Sze (Eugenia) Chan regarding the complaint. At the time of this complaint, Ms. Chan identified herself as the manager of the business.

On March 14, 2016, a complaint was received on a number of therapeutic touch clinics, including King Feet, for operating outside permitted hours. An inspector spoke with Ms. Chan about the complaint and reminded her that she was previously warned about the same complaint.

On March 30, 2016, as a result of an application for change of ownership, Ms. Chan was again reminded about permitted operating hours. Ms. Chan confirmed she is aware of the regulations.

On April 1, 2016, another complaint was received and the complainant provided a statement and a receipt for service from King Feet dated March 26, 2016 at a time of 10:37 p.m.

On April 5, 2016, Ms. Chan attended City Hall to meet with a licence inspector to discuss complaints made for operating outside of permitted hours. At the meeting, Ms. Chan was provided with a copy of the receipt and informed the licence inspector that she was unaware that her staff were working late. Ms. Chan was issued a Municipal Ticket Information (MTI) BL 06671, which included a \$100 fine. The meeting was followed up with a warning letter mailed to the business regarding hours of operation (Attachment 2).

On August 10, 2016, another complaint was received that King Feet continued to operate later than permitted hours.

On September 2, 2016, inspection of the business is performed at 10:08 p.m., at which time inspectors find the doors locked, but a staff member offers to let the inspectors inside and provided an offer of massage services. During the inspection, the inspectors observe 11 customers and 9 staff inside the business.

On September 30, 2016, the Chief Licence Inspector met with Ms. Chan, as well as her legal counsel, Steve Lam, to present the history of findings related to bylaw violations at King Feet. At the meeting, Mr. Lam explained that Ms. Chan has been taking a leave from the business for the last 10 months to

care for her newborn baby at home and has left operation of the business in the hands of her managers. Upon receipt of the complaints in March, April and August, Ms. Chan did not take any action with the manager or with the staff other than asking the employees to return their keys. Subsequent to the inspection in September, the night manager has been moved to the morning shift and Ms. Chan has resumed supervision of the business for the closing time. In discussion regarding a potential suspension of the business licence, Chan indicated that any suspension would be harmful to her business.

Analysis

Business Regulation Bylaw No. 7538, Part Fourteen: Therapeutic Touch Clinic Regulation, permits therapeutic touch clinics to operate between 8:00 a.m. and 9:30 p.m. This regulation provides equity among different clinics and balances neighbourhood impact with the public demand for services to provide equity among businesses and to mitigate potential impact on the adjacent community. King Feet's business operations provided them an unfair competitive advantage over business operators within the same business classification.

King Feet was issued several verbal warnings, an MTI fine and a written warning prior to an inspection which found 11 clients in the premises beyond permitted operating hours. During the inspection (which occurred after 10 p.m.), there was no indication that the business was even in the process of closing, evidenced by one of the inspectors being offered an appointment at that time. While the owner has stated that they have now taken action to conform to the regulations in the bylaw, there was no substantial action taken as a result of the previous warnings.

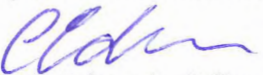
Given the degree of severity of the infractions, it is the recommendation of the Chief Licence Inspector that the business licence for A & K Health Enterprises Ltd., doing business as King Feet Massage, be suspended for 10 days. Suspension of the licence is warranted by Part 23.1 of Business Regulation Bylaw No. 7538 for failing to comply with section 14.1.1 (b).

Financial Impact

None.

Conclusion

Therapeutic touch clinics are regulated businesses under the Business Regulation Bylaw and are permitted to operate only between the hours of 8:00 a.m. and 9:30 p.m. King Feet's ongoing and repeated violation of this bylaw warrants business licence discipline as recommended.


Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

CE:ce

- Att. 1: Part Fourteen of Business Regulation Bylaw No. 7538
2: Letter of Warning
3: Summary of Findings as presented to Business Owner

PART FOURTEEN: THERAPEUTIC TOUCH CLINIC REGULATION

14.1 Operator Obligations

14.1.1 Every **Therapeutic Touch Clinic operator** must:

- (a) provide the **Licence Inspector** with 24 hours' written notice of any changes in the personnel employed or engaged in such **business**, and the applicable provisions of the **Business Licence Bylaw** apply to any new persons proposed to be employed or engaged by the said **Therapeutic Touch Clinic**;
- (b) permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day; and
- (c) provide the **Licence Inspector** with the name, age, birthdate, current address and picture identification of every **person** proposed to be employed or engaged in such **business**, together with such additional information which the **Licence Inspector** may require.

Attachment 9



City of
Richmond

Ref # 09494513

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

April 05, 2016
File: 15 711874

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

KING FEET MASSAGE
4940 NO 3 RD UNIT 132
RICHMOND B.C.
V6X 3A5

Attention: Euginia Chan

Re: King Feet Massage – WARNING NOTICE
4940 No 3 Rd Unit 132

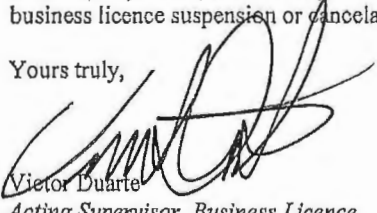
A & K Health Enterprises Ltd, doing business as, King Feet Massage's business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day.

A recent complaint received by the City of Richmond clearly shows your business still not adhering to the permitted operating hours as regulated through the noted bylaw. There was a previous complaint received on March 14, 2016 which the writer spoke with you regarding your violation of the regulations. Further on March 30, 2016, under the change of ownership application process you clearly indicated you understood the permitted operating hours your business is required to follow. With all this in mind, it was determined that a Municipal Ticket Information, BL 06671 was warranted and therefore, issued to your Business with an attached fine of \$100.00.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result, on summary conviction, to further penalties provided for by law, including business licence suspension or cancellation.

Yours truly,


Victor Duarte

Acting Supervisor, Business Licence

VMD:vmd

Licence Review

INFORMATION:

Business: A & K Health Enterprises Ltd. dba:
King Feet Massage

Address: 4940 No 3 Road Unit 132, Richmond, BC V6X 3A5

Ref. File: 09494513

Meeting Date: Thursday, September 22, 2016 **Time:** 10:30 a.m.

Location: Room M.1.002, Richmond City Hall, 6911 No. 3 Road, Richmond, BC

History:

February 8, 2013 – Complaint received regarding A & K Health Enterprises Ltd., doing business as, (hereinafter referred to as **King Feet Massage**) for operating outside permitted hours. – **Attachment 1**

February 13, 2013 – Inspection conducted by Licence Inspector, Victor DUARTE, (hereinafter referred to as DUARTE) at 4940 No 3 Road – Unit # 131 – **King Feet Massage**. DUARTE spoke with Manager, Pui Sze (Eugenia) CHAN (hereinafter referred to as CHAN) regarding business operating outside permitted hours. – **Attachment 1**

March 14, 2016 - Complaint received by DUARTE on a number of businesses operating outside permitted hours. **King Feet Massage** among list received by DUARTE.

March 14, 2016 – DUARTE speaks with CHAN regarding complaint. CHAN is informed she was warned 1-2 years ago. DUARTE instructs CHAN that business pamphlet forwarded to DUARTE which shows operating hours for **King Feet Massage** as 11:00 AM to 10:30 PM. CHAN states she is the owner and is instructed to attend City Hall for a change of Ownership. Notes added to file – **Attachment 2** Copy of pamphlet – **Attachment 3**

March 16, 2016 – Application received for change of owner with attached Incorporation Certificate and Notice of Articles which shows CHAN has been owner since at least 2011. **Attachment 4**

Mar 30, 2016 – Licence process follow up for change of ownership. DUARTE speaks with CHAN regarding operating hours. CHAN confirms she is aware and is complying with permitted hours of operation. – **Attachment 5**

April 01, 2016 – 15:01 hrs - Individual attends City Hall to speak with DUARTE. Individual files complaint with DUARTE regarding 5 businesses. **King Feet Massage** is one of the businesses, complainant states is violating hours of operation. Complainant provides statement to DUARTE and provides a receipt of service received from **King Feet Massage** on March 26, 2016, with a time of 22:37 hrs. Complainant informs DUARTE that attendance was made at **King Feet Massage** at 21:40 and complainant left at 22:40. DUARTE speaks with CHAN who is to attend City Hall on April 05, 2016 to meet with DUARTE -Copy of notes and Receipt – **Attachment 6**

April 05, 2016 – CHAN attends City Hall to speak with DUARTE regarding complaint of her business operating outside permitted hours. DUARTE provides copy of receipt. CHAN acts like she is not aware that her staff stayed open late. CHAN is informed that she is responsible for her business and to make sure her business closes on time. DUARTE issues Municipal Ticket Information (MTI) BL 06671 - \$100 fine. Copy of Municipal Ticket Information (BL 06671) – **Attachment 7** Copy of Notes from meeting with CHAN – **Attachment 8**

April 05, 2016 – Warning Notice letter written and mailed to business on April 06, 2016 – **Attachment 9**

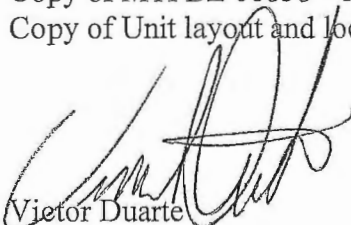
Current Information:

August 10, 2016 – DUARTE receives a telephone call from complainant informing DUARTE a number of the Therapeutic Touch Treatment businesses are operating outside permitted hours. DUARTE documents information. **King Feet Massage** listed as one of the violating businesses.

September 02, 2016 – Man Yi LO (hereinafter referred to as LO), Sign/Licence Inspector, conducts evening inspections with DUARTE at various locations.

September 02, 2016 at or about **22:08 hrs** – LO and DUARTE arrive at 4940 No 3 Rd Unit 132, **King Feet Massage**. Business “OPEN” sign is turned off. Male is observed sitting in Reception area. Entrance door is locked. DUARTE knocks at the front door and identifies self to individual. DUARTE states, “Open the door, City Inspection”, Individual states he does not work at location. DUARTE asks individual to call one of the staff. Individual gets up, out of the chair and moves to hall way where he stopped and looked both ways.

DUARTE hears the back door being opened with the sound of keys unlocking the door. DUARTE moved to the back door just as a female employee was opening the door. DUARTE walks past the employee into the business. Female employee asks DUARTE “You want a massage”. LO informs staff we are conducting an inspection. DUARTE commences to open doors of rooms and observes what is going on and then moves on to the next room. In DUARTE’s estimate, there were 11 customers inside premises and nine staff counted, with one staff member about to depart. MTI issued as a Violation Notice and left with Meng Ling Ying. Copy of MTI BL 06858 – **Attachment A**, Copy of notes from Inspection – **Attachment B** Copy of Unit layout and location of Clients and staff – **Attachment C**


Victor Duarte
Supervisor, Business Licences
City of Richmond

Duarte, Victor

From: Duarte, Victor
Sent: February 13, 2013 13:05
To: [REDACTED]
Subject: RE: [REDACTED]

[REDACTED]

I hope you have had a wonderful Chinese New Year.

As I explained to you in the past, all businesses in your business category are regulated to the same operating hours. King Feet is no exception.

I attended King Feet at 4940 No 3 Road - Unit # 131 this morning and spoke with the Manager regarding their operating hours. I informed them they were to follow the strict operating hours and be closed by 9:30 p.m.. I advised them they were being warned further violations of the regulation could result in fines, suspension of their Business Licence or a Licence Cancellation.

This information will be added to their file and further violations will be dealt with as required. I thank you for the information and if you find further issues arising, please advise me and I will deal with the issue.

I do not think there will be further problems as I advised them the City takes these violations seriously and has strict enforcement regarding this violation.

Best Regards,

Victor Duarte
Licence Inspector
City of Richmond

From: [REDACTED]
Sent: February 8, 2013 10:59 PM
To: Duarte, Victor
Subject: [REDACTED]

Hi Victor,

Happy Chinese New Year ~

This is [REDACTED] from [REDACTED] at [REDACTED]. We met sometime ago in your office to discuss the possibility of our business hour extension.

Recently we have heard from our clients that our neighbor competitor, King Feet, located on Alexandra Rd. is running a long hour business. It shows 10 am to 10:30 pm on their business hour sign. I thought we are regulated under the same regulation and only permitted to operate the business until 9:30 pm as we are only one block away.

We would appreciate if you could confirm this.

Ref # 09494513

MAR 14/2016.

KINGFEET- 13:13- T/C TO KING FEET - 604-278-4300

INFO FORWARDED TO DWARRE SHOWS close at 10:30-

DWARRE ASKED TO SPEAK WITH MANAGER - IND STATES

SHE IS THE MANAGER DWARRE ASKS WHAT TIME DO YOU

CLOSE. IND STATES LAST APPOINTMENT IS AT 10:00.

DWARRE IDENTIFIES SELF AND INFORMS IND DWARRE WOULD

LIKE TO SPEAK WITH EUGENIA CHAN OR YONG MEI HE

DWARRE INFORMS CAROL CHAN - ACTING MANAGER, I SPOKE

WITH HER LAST YEAR ALREADY. CHAN STATES, NO, SHE

IS KNEW, DWARRE NEVER SPOKE WITH HER. DWARRE STATES

DWARRE SPOKE WITH EUGENIA CHAN OR YONG MEI HE - CHAN

STATES SHE DOES NOT KNOW YONG MEI HE. EUGENIA IS OFF

TODAY - DWARRE REQUESTED CONTACT INFO & ASKED CAROL TO HAVE

EUGENIA TO CONTACT DWARRE.

13:27 HRS - DWARRE SPOKE WITH EUGENIA WHO STATES HER

MANAGER IS KNEW & DOES NOT KNOW OPERATING HOURS. DWARRE

INFORMS EUGENIA THAT SHE WAS WARNED 1-2 YEARS AGO.

NOW 2ND TIME. DWARRE STATES I HAVE A COPY OF YOUR

BUSINESS PERMIT WHICH SHOWS YOU ARE OPEN UNTIL

10:30 - YOUR MANAGER DOES NOT DETERMINE BUS OPERATING

HOURS - YOU DO - YOU ARE THE OWNER IF THERE IS A

THIRD VIOLATION THERE WILL BE SERIOUS REPROSECUTIONS.

YOU WILL BE ATTENDING A LICENSE REVIEW HEARING

WHICH MAY BE A LICENSE SUSPENSION. EUGENIA

APOLOGIZED AND STATED SHE WOULD BE COMPLIANT.

Attachment 3



King Feet Massage

[Website](#)[Directions](#)

Acupuncture Clinic

Address: 4940 No 3 Rd #132, Richmond, BC V6X 3A5

Phone: (604) 278-4300

Hours: Open today 11AM–10 30PM ▾

Reviews

[Write a review](#)[Add a photo](#)

"I stopped by the Richmond location for a **foot massage** "



"I have gotten some pretty good foot and **body massages** there "



"The **staff** were not friendly nor organized "

[View all Google reviews](#)



**City of
Richmond**

Business Licence Application

Business Licence Department
6911 No. 3 Road, Richmond, BC V6Y 2C1

www.richmond.ca

Business Licence Department Tel: 604-276-4328 Fax: 604-276-4157

Office Use Only:

Business Licence Number: 09 494513

☐ New ☐ Change of Address ☒ Change of Owner* ☐ Change of Name ☐ Change of Business Use

Have you previously applied for a business licence in Richmond? ☐ Yes ☐ No

Business Type: ☒ Commercial/Industrial Premises ☐ Non-Resident ☐ Home Occupation
(See Appendix A & C) (See Appendix B)

Proposed Start Date: _____ or Effective Date of Change: 16 03 16
Month Day Year Month Day Year

BUSINESS INFORMATION (All to complete)

☐ Sole Ownership ☐ Partnership ☒ Corporation **Copy of Certificate to be submitted with application**

Business or Trade Name: A & R Health Enterprises L.T.D.

Registered Company Name: King Foot Massage

Business Address: B2-6911 No. 3 Rd Unit No: 132

City: Richmond Province: BC Postal Code: V6X 3A5

Bus. Tel.: 604-278-1300 Fax: _____

Cell: 778-882-2801 Email: info@kingfoot.ca

Mailing Address: _____ Unit No: _____

(If different from above)

City: _____ Province: _____ Postal Code: _____

Describe All Business Activities/Services In Richmond: Body Massage Reflexology

Acupuncture

Number of Employees (To include owners): (FT): _____ (PT): 4-5

Copy of contractor TQ to be submitted with application

Contractors TQ No.: _____ TQ Holder's Name: CITY OF RICHMOND

Gas Contractors Bond No.: _____

MAR 16 2016

Commercial & Home Occupation Uses Only

Are goods sold to the general public?

☐ Yes ☒ No **RECEIVED**

Is any part of the business sub-contracted?

☐ Yes ☒ No

Are goods, vehicles, or equipment stored on premises?

☐ Yes ☒ No If yes, please describe:

* Transfer of Business Licence Appendix D to be completed and submitted with this application.

CNCL - 45

(Special)

Commercial/Industrial Business (Premises in Richmond only)Liquor Licence? ☐ Yes ☐ No If yes, type? ☐ Food Primary ☐ Liquor Primary ☐ With Endorsement

No. Seats (Restaurants & liquor establishments): _____

No. Merchandise Machines: _____

No. Amusement Machines: _____

Describe any Structural Changes to Business Premises: ☐ Proposed ☐ Completed ☒ None

Sharing Premises With: _____

Floor Area (In sq. ft.): Retail: _____ Wholesale: _____
Office: 1980 Warehouse: _____
Outside: _____

NOTE: Zoning Bylaw No. 8500 – On-Site Vehicle Parking – Part A, Section 7.1.1 requires that sufficient parking is available for commercial/industrial businesses.

Do you have the sufficient parking: ☒ Yes ☐ No

A new sign or alterations to an existing sign requires a permit.

Has the required sign permit been applied for? ☐ Yes ☒ NoRichmond Representative for Business: Eugenie ChanTitle: Owner Tel.: 778-882-2861Emergency Contact Name: Eugenie Chan Tel.: 778-882-2861
After Hours Number**OWNERSHIP INFORMATION** (All to complete. Additional owners can be submitted on separate paper.)Name: Pui Sze (Eugenie) Chan Title/Position: Owner
First LastHome Address: 28-2891 Jack Bell DriveCity: Richmond Province: BC Postal Code: V6V 2T7Tel.: _____ Cell: 778-882-2861 Email: szpui@olivia.ca

I hereby make application for a business licence in accordance with the above-stated information and declare that the statements are true and correct. I agree, if granted a licence, to comply with all relevant bylaws now in force or which may come into force in the City of Richmond.

Name: Pui Sze (Eugenie) Chan Title: OwnerSignature: [Signature] Date: _____

Note: This application will not be processed without the application fee. In order to receive the fee amount, please contact the Licence Department. Business Licences are public records and are available for inspection on request at City Hall. The City also makes business licence information available in various additional publications on the City website and/or in hard-copy format. If you do not wish your business information to be made available in any additional publications, a request in writing to decline publication must be received by the Licence Inspector. All information gathered for business licencing purposes is managed in accordance with the Freedom of Information and Protection of Privacy Act.

Office Use Only:Folder Type: SU Sub Type: Therapeutic Touch Fee: \$46

Folder Type: _____ Sub Type: _____ Fee: _____

Received by: [Signature] Date: March 16/16Approved by Chief Licence Inspector: CNCL - 461 Date: MAR 30/16



Number: BC0853892

CERTIFICATE OF INCORPORATION

BUSINESS CORPORATIONS ACT

I Hereby Certify that A & K HEALTH ENTERPRISES LTD. was incorporated under the Business Corporations Act on June 8, 2009 at 05:02 PM Pacific Time.

CITY OF RICHMOND

MAR 16 2016

RECEIVED

Issued under my hand at Victoria, British Columbia

On June 8, 2009

RON TOWNSHEND

Registrar of Companies
Province of British Columbia
Canada

**CNCL - 47
(Special)**



BC Registry
Services

Mailing Address:
PO BOX 9431 Stn Prov Govt.
Victoria BC V8W 9V3
www.corporateonline.gov.bc.ca

Location:
2nd Floor - 940 Blanshard St
Victoria BC
250 356-8626

CERTIFIED COPY
Of a Document filed with the Province of
British Columbia Registrar of Companies

Notice of Articles

BUSINESS CORPORATIONS ACT

RON TOWNSHEND
November 30, 2011

This Notice of Articles was issued by the Registrar on: December 1, 2011 12:01 AM Pacific Time

Incorporation Number: BC0853892

Recognition Date and Time: Incorporated on June 8, 2009 05:02 PM Pacific Time

NOTICE OF ARTICLES

Name of Company:

A & K HEALTH ENTERPRISES LTD.

REGISTERED OFFICE INFORMATION

Mailing Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

Delivery Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

RECORDS OFFICE INFORMATION

Mailing Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

Delivery Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

CITY OF RICHMOND

MAR 16 2016

RECEIVED

CNCL - 48
(Special)

DIRECTOR INFORMATION

Last Name, First Name, Middle Name:

CHAN, PUI SZE

Mailing Address:

63 - 6833 LIVINGSTON PLACE
RICHMOND BC V7C 5T1
CANADA

Delivery Address:

63 - 6833 LIVINGSTON PLACE
RICHMOND BC V7C 5T1
CANADA

AUTHORIZED SHARE STRUCTURE

1. No Maximum

Class A Shares

Without Par Value

With Special Rights or
Restrictions attached

2. No Maximum

Class B Shares

With a Par Value of
0.10 Canadian Dollar(s) each

With Special Rights or
Restrictions attached

3. No Maximum

Class C Shares

With a Par Value of
1.00 Canadian Dollar(s) each

With Special Rights or
Restrictions attached

CITY OF RICHMOND

MAR 16 2016

RECEIVED

CNCL - 49
(Special)

City of Richmond
Service Use Inspection Card

09494513

Property Roll Number: 083513021

Folder #: ~~15711874~~

Site Address: 4940 No 3 Rd Unit 132 Richmond V6X 3A5

Expires: November 1, 2016

Legal Description: Except Plan LMP46132.

Issued: October 2, 2015

Attachment 5

By: WEB

Type: Therapeutic Touch Treatments

Work Proposed:

Folder Description: Body/Foot massage, hot-stone massage, Accupuncture

Contact: Eugenia Chan

Work: (778) 882-2801

Business: King Feet Massage

Work: (604) 278-4300

Company Name A & K Health Enterprises Ltd

Work:

Zoning: 040

Subdivision:

Ownership Type	Corporation
# Part Time Employees	5
Zoning	040
Office Area	1980
Stock on Premises	No
Effective date of change	Mar 16, 2016
Stock Sold to Public	No
Subcontracted	No
North American Industry C	812190
Cellular Number	778-882-2801

Inspections: Process

Comments

To Start Date

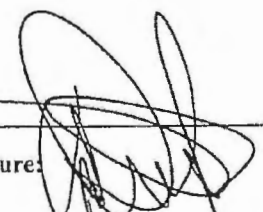
Inspector

Licence Inspection

03/30/16

Victor Duarte

Results: Approved Review Rejected

Date: MAR 30/16 Signature: 

Comments: MAR 30/11:11 AM

TEL # Direct to VIM - MESSAGE Left REITERATION
OPERATING HOURS - SIGNAGE, PANORAMICS & BUS HOURS
ON OPEN SIGN ALL STATE 9:30 PM AS CLOSING
OIC TO ISSUE CNCL - 50
11:25 - Y/C READ (Special) - CONFIRMS AWARD & COMPLIANCE
WITH OPER HOURS - 10.

KING FEET
4940 NO. 3 RD V6X3A4
RICHMOND BC
22206383
GP2220638302

*** PURCHASE ***

03-26-2016 22:37:37
Acct # [REDACTED] C
Exp Date **/** Card Type [REDACTED]
Name: [REDACTED] MasterCard

Trace # 4610
Inv. # 4762
Auth # 02076Z RRN 001006841

Total \$38.50

(00) APPROVED-THANK YOU

Retain this copy for your
records
Customer copy

Attachment 6

16:33 HRS - T/C TO EUGENIA CHAN, of King Feet. DUARTE informed CHAN THAT DUARTE HAS SPOKE WITH HER ON 2 separate occasions RE operation Post permitted hours and HAS WARNED HER AND yet continues to break the rules. CHAN states she is following the rules. Duarte informed CHAN I HAVE A WITNESS WHO ATTENDED HER BUS ON MAR 26/16 AT 21:40 & left AT 22:40 AND DUARTE HAS A copy OF THE RECEIPT TO PROVE IT. DUARTE INSTRUCTED CHAN THAT she would be receiving a \$100 FINE. IF IT continues IT will be a potential court FINE OF \$2000 &/OR A licence suspension. CHAN states OH MY GOODNESS OF WILL attend C/H 11:00 AM on APR 05/16

CNCL 51
(Special)

Attachment 7

City of Richmond
Community Charter

MUNICIPAL TICKET INFORMATION

ISSUED TO **EUGENIA CHAN**

09494513

BL 06671

TRANS CODE 3102

SURNAME OR CORPORATE NAME ASK HEALTH		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D) ENTERPRISES LTD		GENDER M F	BIRTHDATE YY MM DD
ADDRESS 4940 NO 3RD			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X3A5	

The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about **16/03/26** at the time of **22:37**
 at or near **4940 NO 3RD**, City of Richmond,
 STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS LICENCE BY-LAW NO 2360

By-law Name

DESCRIPTION OF OFFENCE	USE FOR ONE OFFENCE ONLY	SECTION	FINE AMOUNT
OPERATING A BUSINESS WITHOUT A LICENCE		4.1.1	\$100.00

If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:

City of Richmond
6911 No. 3 Road
Richmond, B.C. V6Y 2C1

or deliver, have delivered, or mail a **Notice of Dispute** to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).

For Court Use If Ticket Disputed		DATE YY MM DD
AT HEARING <input type="checkbox"/> CONVICTED <input type="checkbox"/> DISMISSED		
SIGNATURE OF JUSTICE		
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTOR D. [Signature]		DATE OF SERVICE 16/04/05
BY-LAW ENFORCEMENT OFFICER SIGNATURE [Signature]		
AREAS OF THIS TICKET SHADDED IN THEY ARE NOT PART OF THE OFFENCE CHARGED		

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable

MUN - FORM A 08/2010

COURT COPY

CNCL - 52
(Special)

APR 01/16 15:01 HRS.

DUARTE met with JOANNA WANG who stated she has worked for SHIRLEY SHAW for 7 years over 30 employees. WANG states she is assistant to Shirley Shaw's on her own without SHAW'S approval or knowledge attended the following businesses. WANG provided a sheet with 5 business name on it. WANG informed Duarte that she went out to the 5 locations listed as 1) KING FEET, 2) SHANG RI-LA, 3) COMPLACENT FOOT REFLEX, 4) MARGO HEALTH CENTRE, 5) LUCKY FEET MASSAGE. WANG provided 5 receipts one from each location each dated and time stamped after 10 PM. DUARTE informed WANG Duarte would deal with this. WANG complains workers lose clients as they go to these locations operation later MARGO HEALTH CENTRE.

13:52- Duarte spoke with LANG YUN GUO. Re her husband's bus. GUO states husband is in Canada his partners do not speak ENGLISH- GUO asking why Duarte contacted on 18- notes added to AMANDA comments-

16:33 HRS- T/C to EUGENIA CHAN, of King Feet. DUARTE informed CHAN that DUARTE has spoken with her on 2 separate occasions re operation past permitted hours and has warned her and yet continues to break the rules. CHAN states she is following the rules. Duarte informed CHAN if have a witness who attended her BUS on MAR 26/16 at 21:40 & left at 22:40 and DUARTE has a copy of the receipt to prove it. DUARTE instructed CHAN that she would be receiving a \$100 fine. If it continues it will be a potential court fine of \$2000 &/or a licence suspension. CHAN states OK. MY GOODNESS OF WILL attend C/H 11:00 AM on APR 05/16



City of
Richmond

Ref # 09494513

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

April 05, 2016
File: 15 711874

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

KING FEET MASSAGE
4940 NO 3 RD UNIT 132
RICHMOND B.C.
V6X 3A5

Attention: Euginia Chan

Re: King Feet Massage – WARNING NOTICE
4940 No 3 Rd Unit 132

A & K Health Enterprises Ltd, doing business as, **King Feet Massage's** business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m. each day.**

A recent complaint received by the City of Richmond clearly shows your business still not adhering to the permitted operating hours as regulated through the noted bylaw. There was a previous complaint received on March 14, 2016 which the writer spoke with you regarding your violation of the regulations. Further on March 30, 2016, under the change of ownership application process you clearly indicated you understood the permitted operating hours your business is required to follow. With all this in mind, it was determined that a Municipal Ticket Information, BL 06671 was warranted and therefore, issued to your Business with an attached fine of \$100.00.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result, on summary conviction, to further penalties provided for by law, including business licence suspension or cancelation.

Yours truly,

Victor Duarte
Acting Supervisor, Business Licence

VMD:vmd

Attachment A

City of Richmond
Community Charter

MUNICIPAL TICKET INFORMATION

ISSUED TO:

BL 06858

TRANS CODE 3102

SURNAME OR CORPORATE NAME ASK HEALTH ENTERPRISES LTD dba		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D) KING FEET MASSAGE		GENDER M <input type="checkbox"/> F <input type="checkbox"/>	BIRTHDATE YY <input type="checkbox"/> MM <input type="checkbox"/> DD <input type="checkbox"/>
ADDRESS 4940 NO 3 RD - UNIT # 132			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X3A5	


The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about **16 09 02** at the time of **22 18**
 at or near **4940 NO 3RD - # 132**, City of Richmond,
 STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS REGULATION BYLAW 7538

By-law Name

DESCRIPTION OF OFFENCE OPERATING OUTSIDE PERMITTED HOURS	USE FOR ONE OFFENCE ONLY	SECTION 13.1.1(a)	FINE AMOUNT \$
<p>If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:</p> <p style="text-align: center;">City of Richmond 6911 No. 3 Road Richmond, B.C. V6Y 2C1</p> <p>or deliver, have delivered, or mail a Notice of Dispute to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).</p>			
<p>For Court Use If Ticket Disputed</p> <p>AT HEARING <input type="checkbox"/> CONVICTED <input type="checkbox"/> DISMISSED</p>		<p>DATE YY <input type="checkbox"/> MM <input type="checkbox"/> DD <input type="checkbox"/></p>	
SIGNATURE OF JUSTICE			
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTORIA DUARTE		DATE OF SERVICE 16 09 02	
BY-LAW ENFORCEMENT OFFICER SIGNATURE 			
AREAS OF THIS TICKET SHADED IN GREY ARE NOT PART OF THE OFFENCE CHARGED			

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable.

MUN - FORM A 08/2010

COURT COPY

CNCL - 55
(Special)



Attachment B

City of Richmond

6911 No. 3 Road
Richmond, BC V6Y 2C1
604-276-4000

Progress Log
Business Licence

Main 604-276-4328 Fax 604-276-4157

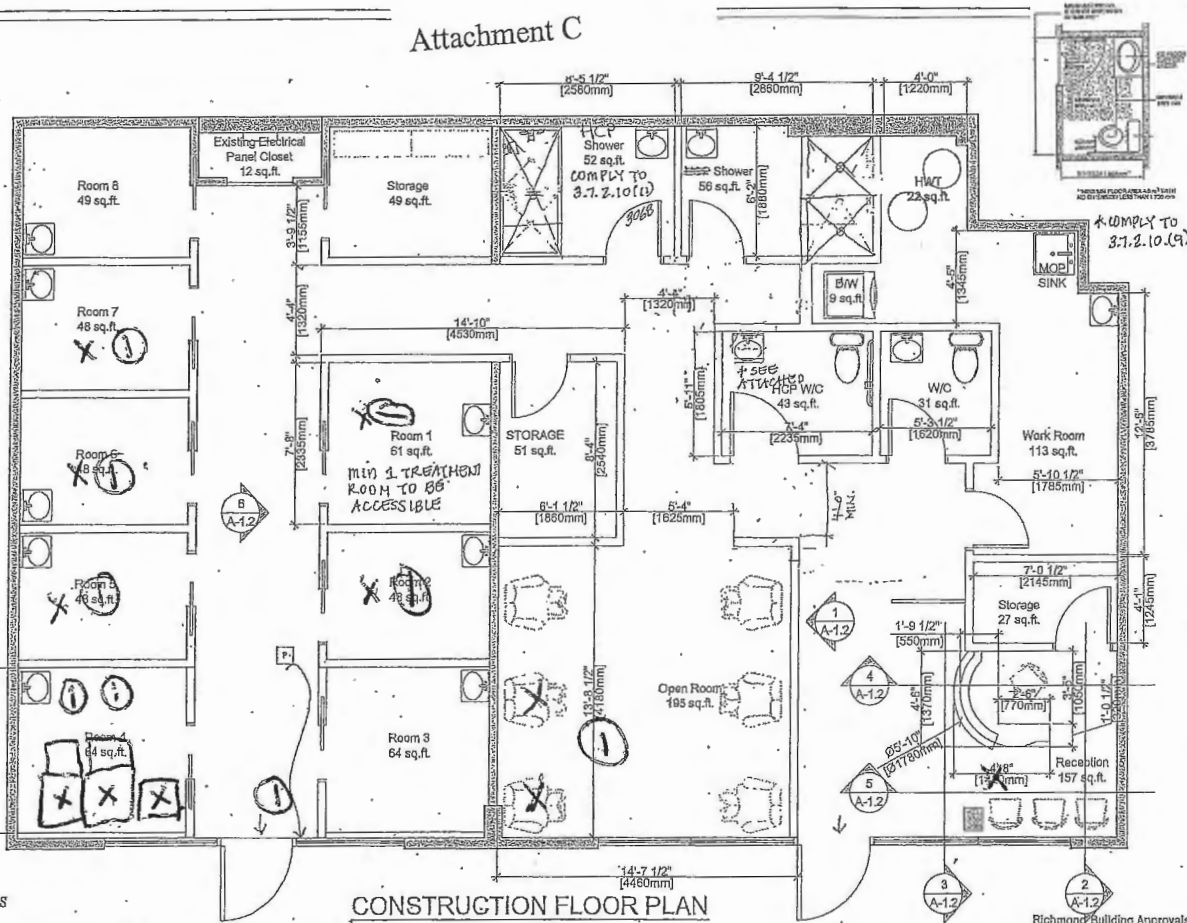
Business Name: A&K HEALTH ENTERPRISES LTD. SPA/MASSAGE
Address: 4940 NO 3RD - UNIT #132
Owner: EUGENIA CHAN
Licence No.: 09494513 Telephone No.: 778-882-2801

Date	Details
SEP 02/16 - 22:08 HRS	SITE INSPECTION CONDUCTED AT ABOVE NOTED BUS. DWORTE COULD SEE LIGHTS THROUGH TRANSPARENT DOOR AT BACK DOOR. DWORTE COULD SEE SILHETTE OF PERSON INSIDE. FRONT DOOR CLEAR GLASS - OPEN SIGN HAS BEEN TURNED OFF BUT LIGHTS ON IN UNIT. MALE SITTING ON LOBBY WITH BACK TO DOOR. DWORTE TRIED FRONT DOOR - LOCKED - DWORTE KNOCKED MALE LOOKED AT DWORTE - DWORTE SAID "OPEN THE DOOR - CITY INSPECTION" - IND STATES TO DO WORK HERE - DWORTE SAID CAN YOU CALL SOMEONE THAT DOES - IND GOT UP AND WENT TO HALLWAY'S LOOKED BOTH WAYS BUT DID NOT MOVE. DWORTE KNOCKED AGAIN. DWORTE COULD HEAR BACK DOOR OWNER - SOUND OF KEYS UNDER A DOOR - DWORTE MOVED TO BACK DOOR JUST AS DWORTE ARRIVED AT BACK DOOR FEMALE IN PINK JACKET ABOUT TO EXIT. DWORTE WALKED PAST FEMALE WHO ASKED DWORTE "YOU WANT MASSAGE?" MALE INFORMED FEMALE WE WERE INSPECTING DWORTE OPENED FIRST DOOR'S FOUND

Progress Log- Continued

Date	Details
1st Room	2 Females on a Lounger having their feet massaged by 2 staff 3rd on female customer sitting on a chair left. talking with other 2 female customers
2nd Room	1 female & one customer on massage on left. BED.
3rd Room	1 female & one customer on massage on left. BED.
4th Room	1 female & one customer on massage on left. BED.
5th Room	
RIGHTSIDE	1 female & one customer on massage BED
6th Room	1 male & one customer on massage RIGHTSIDE BED.
	(COUPLE)
7th Room	2 customers sitting in Loungers - 1 female employee.
LOBBY	1 male states he finished & is waiting for his girlfriend.
	TOTAL 8 STAFF - 11 CUSTOMERS.
	1 staff Dependent.
	STAFF STATED NO ONE WAS IN CHARGE MANAGER left already & OWNER NOT THERE.
	DURANTE spoke with MENEZ last night
	BL 8462598 who informed DURANTE last person to leave, locked up. DURANTE left MTI BL 26858 AS A VIOLATION NOTICE AND LEFT BUS CARD AND INFORMED AGENCY TO FORWARD TO OWNER WHO WILL BE RECEIVING A letter from the city & possible summons, on Hearing. W.

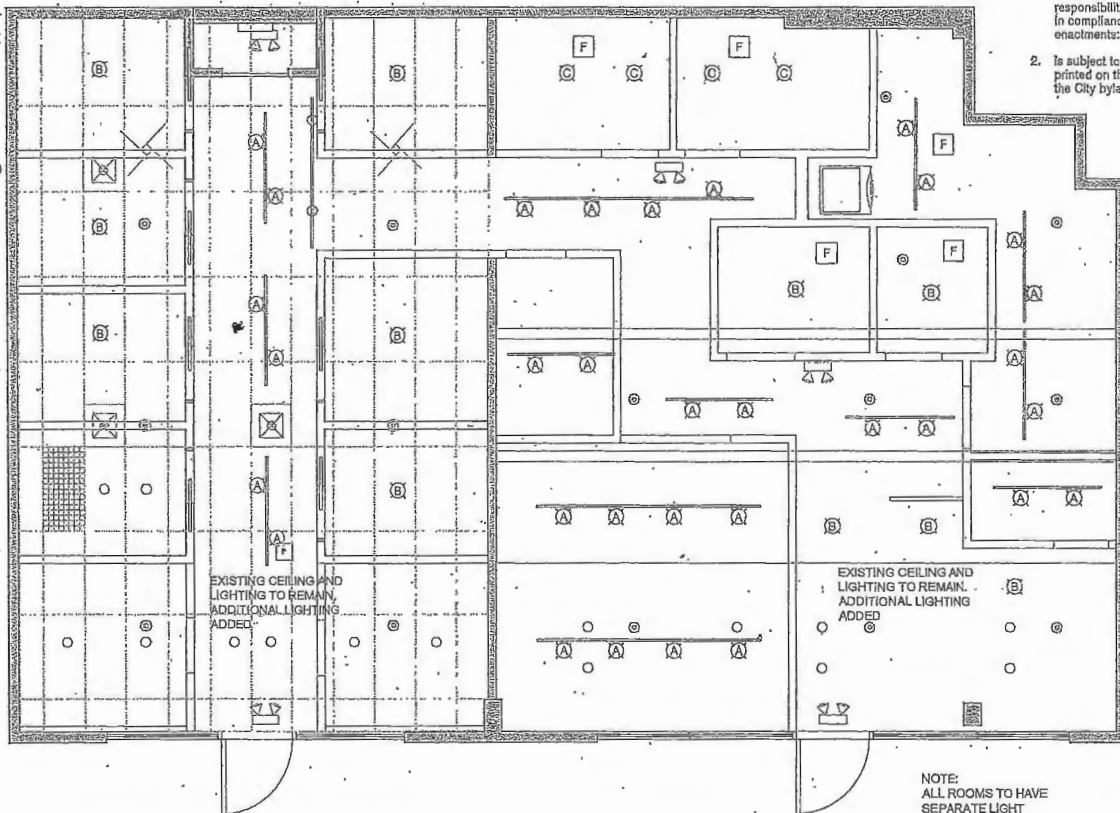
Attachment C



CONSTRUCTION FLOOR PLAN

Scale: 1/4"=1'-0"

X-CLIENTS - 11
①-STAFF - 8



REFLECTED CEILING PLAN

Scale: 1/4"=1'-0"

CNCL - 58
(Special)

09479510

REVISION BY
18.06.09 issued for Building Permit

THIS DRAWING & DESIGN IS THE PROPERTY OF EDSON DESIGN. AND MAY NOT BE REPRODUCED WITHOUT WRITTEN PERMISSION. ALL INFORMATION SHOWN ON THIS DRAWING IS FOR USE IN THIS SPECIFIC PROJECT ONLY AND SHALL NOT BE USED OTHERWISE. CONTRACTOR SHALL VERIFY AND BE RESPONSIBLE FOR ALL DIMENSION ON THE JOB. REPORT ANY VARIATIONS OR DISCREPANCIES SHOWN ON THIS DRAWING.

APPROVALS

APPROVED

PRINT NAME

DATE



Richmond Building Approvals Department

City review of this document:

1. does not relieve the Owner of lands referred to in this document from full responsibility for work being carried out in compliance with City and Provincial enactments;
2. Is subject to terms and conditions printed on the permit and prescribed in the City bylaws.

KING FOOTS
PROFESSIONAL
FOOT MASSAGE

Project

CITY OF RICHMOND

JUL 20 2009

King Foots
Professional Foot Massage
Unit 131 & 132
4940 No.3 Road
Richmond, BC

Drawing
Demolition Plan /
Construction Plan /
Legend / Exterior Elev.

Date 18.06.2009
Scale As Shown
Sheet No. A.1.1
Job No. 2009-02
Drawn By E.L.

EDSON DESIGN