



General Purposes Committee

**Anderson Room, City Hall
6911 No. 3 Road**

**Monday, March 17, 2025
4:00 p.m.**

Pg. # ITEM

MINUTES

GP-4 *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on March 3, 2025.*

DEPUTY CAO'S OFFICE

- WEST RICHMOND PAVILION – CHARACTER DESIGN**
(File Ref. No. 06-2052-20-HBSC) (REDMS No. 7963915)

GP-10

See Page GP-10 for full report

Designated Speakers: Mile Racic & Mandeep Bains

STAFF RECOMMENDATION

That the character design for the West Richmond Pavilion as outlined in the report titled, “West Richmond Pavilion – Character Design” dated February 18, 2025, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services, be endorsed.

FINANCE AND CORPORATE SERVICES DIVISION

2. **REFERRAL RESPONSE – ACCEPTED FORMS OF PAYMENT**

(File Ref. No. 08-4150-01) (REDMS No. 7884702)

GP-18

See Page GP-18 for full report

Designated Speaker: Katie Ferland

STAFF RECOMMENDATION

That the City advocate for the establishment of a Provincial Anti-Money Laundering Office and apply to become a member of the Counter Illicit Finance Alliance of British Columbia as detailed in Option 1 in the staff report titled “Referral Response – Accepted Forms of Payment”, dated March 5, 2025, from the Director, Business Services.



LAW AND COMMUNITY SAFETY DIVISION

3. **APPLICATION FOR A NEW LIQUOR PRIMARY LIQUOR LICENCE - SPARK KARAOKE LTD - 8291 ALEXANDRA RD UNIT 155**

(File Ref. No. 12-8275-30-001) (REDMS No. 7934593)

GP-28

See Page GP-28 for Staff Memorandum

See Page GP-114 for prior report

STAFF RECOMMENDATIONS

- (1) *That the application from Sparke Karaoke Ltd., for a new Liquor Primary Liquor Licence seeking the following capacity, hours of liquor sales, and endorsement terms for a new Karaoke Lounge at the premises located at 8291 Alexandra Road Unit 155, with liquor service, not be supported:*
- (a) *A new Liquor Primary Liquor Licence with total person capacity of 150 occupants;*
 - (b) *Proposed hours of liquor sales from Monday to Sunday, from 9:00 AM to 2:00 AM; and*
 - (c) *A Family Foodservice Endorsement to allow minors when accompanied by a parent/guardian until 10 PM, where the service of food will be served from 9:00 AM to 10:00 PM;*

Pg. # ITEM

- (2) *That a letter be sent to the Liquor and Cannabis Regulation Branch recommending that the application for Liquor Primary Liquor Licence submitted by Spark Karaoke Ltd., described in Recommendation 1 of this memorandum, should be rejected for the reasons and based on the evidence set out in the memorandum of the Director, Community Bylaws and Licensing, dated March 5, 2025, which shall be appended to said letter; and*
- (3) *That the letter contemplated by Recommendation 2 of this memorandum also include the additional prescribed information required by s.71 Liquor Control and Licensing Regulation that is set out in Attachment 1 of this memorandum.*

COUNCILLOR LAURA GILLANDERS

4. **SOCIAL MEDIA ACCOUNTS**
(File Ref. No.)

GP-129

See Page GP-129 for background materials

MOTION

That staff take the necessary steps towards removal of its X account.

ADJOURNMENT



General Purposes Committee

- Date: Monday, March 3, 2025
- Place: Anderson Room
Richmond City Hall
- Present: Mayor Malcolm D. Brodie, Chair
Councillor Chak Au
Councillor Carol Day
Councillor Laura Gillanders
Councillor Kash Heed
Councillor Andy Hobbs
Councillor Alexa Loo
Councillor Bill McNulty
Councillor Michael Wolfe
- Call to Order: The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded
That the minutes of the meeting of the General Purposes Committee held on February 18, 2025, be adopted as circulated.

CARRIED

PRESENTATION

1. Barbara Tomasic, Executive Artistic Director, and Jane Fernyhough, Board Chair, Gateway Theatre, presented their annual report with the aid of a PowerPoint presentation (copy on file, City Clerk's office) highlighting the following information:
 - In 2024, the Lunar New Year was celebrated with a sold out performance of the Flame, of a story telling series;

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- On Family Day, Gateway Theatre presented Division Infinity Saves the World, a children's show in collaboration with the Richmond Children's Festival;
- 2024/2025 Season opened in July with a Pride story telling event and continued with a celebration of the mid autumn festival in September with a sold out concert in Minoru Park;
- Gateway Theatre's holiday musical Oliver received Ovation Awards for Best Director, Set Design, and Outstanding Performances;
- The Gateway Theatre Academy delivered more then 562 hours of theatre education to 259 students;
- Community rentals is thriving and included 45 rental performances;
- To attract younger ticket buyers and families Gateway is offering 2 for 1 Thursdays and Pay What You Will on preview night, where patrons pay what they can;
- Gateway Theatre has applied for a Canada Cultural Spaces Fund Grant, which would be used to fund up to 40 percent of the cost of their technical upgrades; and
- On Saturday March 8, 2025, Gateway Theatre is hosting their 40th Anniversary Gala, Ruby Reflections and an Online Auction. More information can be found at www.gatewaytheatre.com.

LAW AND COMMUNITY SAFETY DIVISION

2. APPLICATION FOR A NEW LIQUOR PRIMARY LIQUOR LICENCE - SPARK KARAOKE LTD - 8291 ALEXANDRA RD UNIT 155

(File Ref. No. 12-8275-30-001) (REDMS No. 7934593)

It was moved and seconded

(1) *That the application from Sparke Karaoke Ltd., for a new Liquor Primary Liquor Licence seeking the following capacity, hours of liquor sales, and endorsement terms for a new Karaoke Lounge at the premises located at 8291 Alexandra Road Unit 155, with liquor service, be supported:*

- (a) *A new Liquor Primary Liquor Licence with total person capacity of 150 occupants;*
- (b) *Proposed hours of liquor sales from Monday to Sunday, from 9:00 AM to 2:00 AM; and*

A Family Foodservice Endorsement to allow minors when accompanied by a parent/guardian until 10 PM, where the

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service of food will be served from 9:00 AM to 10:00 PM; and

- (2) *That a letter be sent to the Liquor and Cannabis Regulation Branch, which includes the information as set out in Attachment 1 to this report, advising that Council recommends the approval of the liquor licence.*

CARRIED

DEPUTY CAO'S OFFICE

3. SEWER HEAT RECOVERY CENTRAL ENERGY PLANT - CONCEPT DESIGN

(File Ref. No. 01-0060-20-LIEC1) (REDMS No. 7827724)

In response to queries from Committee, staff advised that (i) the Plant will occupy approximately 5 percent of the future Lulu Island Park, (ii) staff will provide Council with an updated rendering of Attachment 3 - Sewer Heat Recovery Central Energy Plant- Renders (Future Vision), (iii) the Plant will interconnect to other neighborhood sections in the City Centre area such as the Aberdeen neighborhood and portions of the Capstan neighborhood, (iv) this system has been proven to be successful technology in reducing greenhouse gas emissions, (v) the back up technology for the system will be a combination of natural gas and electric boilers, (vi) a \$6.2 Million CleanBC Communities Fund grant towards the Sewer Heat Recovery Plant is fully executed, and Metro Vancouver has also authorized up to \$20 Million in funding towards the project, and (vii) there are plans for driveway access for vehicles to pull up in front of the facility, specific details will be refined during the detailed design stage.

It was moved and seconded

That, as presented in the staff report titled "Sewer Heat Recovery Central Energy Plant – Concept Design", dated January 18, 2025:

- (1) *The concept design for the Sewer Heat Recovery Central Energy Plant be approved; and*
- (2) *The Sewer Heat Recovery Central Energy Plant project to be referred to the Major Projects Oversight Committee.*

CARRIED

PLANNING AND DEVELOPMENT DIVISION

General Purposes Committee

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4. **HOMELESSNESS STRATEGY 2019–2029: 2024 UPDATE**

(File Ref. No. 08-4057-11-03) (REDMS No. 7937840)

Discussion ensued with respect to (i) the inclusion of all stakeholders in discussions regarding the homelessness strategy, (ii) second stage housing, (iii) pathway out of supportive housing, (iv) establishment of a community health clinic, (v) challenges with the housing continuum with regards to individuals transitioning through various stages of independent housing, (vi) prevention of pathways into homelessness, (vii) targeted housing needs, (viii) progress reporting, (ix) reimagining the strategy and updating with a new date and name, and (x) the benefits of stakeholder coordination.

In response to queries from Committee, staff advised that (i) the Homelessness Strategy was developed in collaboration with a range of individuals in the community, including people with lived experience, and the service providers that were in place at the time, (ii) the temporary winter shelters have provided overnight shelter to an average of 35 individuals since early November 2024, (iii) the Integrated Outreach Team is comprised of representation from the City of Richmond, Ministry of Social Development and Poverty Reductions, Community Integration Specialists, Vancouver Coastal Health, and the Operators of the drop-in centre and the temporary winter shelters, (iv) between May and December 2024, the Integrated Outreach Team helped 77 individuals exit from unsheltered homelessness including 51 percent who moved into housing or supportive housing, 19 percent who entered treatment or detox and 10 percent who left Richmond, and by December 2024, 51 percent of the individuals involved with the team did have an identified housing plan they were working towards, (v) there is no detox program in Richmond, (vi) homelessness is a very complex issue with different mandates and different levels of responsibility which falls under many Ministerial levels, at the Municipal level, staff work with counterparts to address problems in Richmond, (vii) there are a wide range of people and services providing support in Richmond to people facing homelessness, such as, food security programs, a range of outreach from faith based organizations, government funded organizations and the City Outreach team, and (viii) the Metro Vancouver Special Issues Sub Committee shares information with regards to homelessness initiatives across all the municipalities.

Staff will provide Council with a memorandum with respect to how the City is doing in terms of advocacy, funding and providing services.

It was moved and seconded

(1) ***That the Homelessness Strategy 2019–2029: 2024 Update, as outlined in the staff report titled “Homelessness Strategy 2019–2029: 2024 Update”, dated February 5, 2025, from the Director, Community Social Development, be received for information; and***

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- (2) *That the Homelessness Strategy 2019–2029: 2024 Update be distributed to key community partners, including Vancouver Coastal Health, local Members of Parliament, local Members of the Legislative Assembly, including the Minister of Health, the Minister of Social Development and Poverty Reduction and the Minister of Housing and Municipal Affairs, and posted on the City’s website; and*
- (3) *That the matter be referred to staff to consult with City Council, public stakeholders and facility users regarding:*
 - (a) *further strategies to address the issues arising out of those who are unhoused; and,*
 - (b) *further support services needed for those affected, such as detox facilities or community health clinics.*

CARRIED

5. BILL 16 – REQUEST TO EXTEND JUNE 30, 2025 DEADLINE TO EXISTING BONUS DENSITY ZONES

(File Ref. No. 08-4000-01) (REDMS No. 7962815)

It was moved and seconded

That a letter be sent to the Minister of Housing and Municipal Affairs requesting an extension to Provincial deadlines to allow the continuation of the use of existing density bonusing zones until December 31, 2026, with copies of this letter sent to Richmond Members of the Legislative Assembly.

CARRIED

6. REFERRAL MOTION – PROPOSED POLICY ON THE ROUTINE RELEASE OF CLOSED COUNCIL RESOLUTIONS.

(File Ref. No.) (REDMS No.)

Discussion ensued with respect to (i) receiving quarterly reports of resolutions from past closed meetings that can be released to the public, and (ii) more comprehensive closed minutes.

It was moved and seconded

That staff be directed to amend the relevant policies to provide for the periodic/routine release of the Closed Council information contemplated by the policies.

The question on the motion was not called as further discussion ensued with respect to (i) new policy implementation timeline, (ii) accountability and transparency, (iii) embedding practices in the current policies that take a systemic approach to how information is released, and (iv) disclosure of closed matters.

5.

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The question on the motion was then called and it was **CARRIED**.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:49 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the General Purposes Committee of the Council of the City of Richmond held on Monday, March 3, 2025.

Mayor Malcolm D. Brodie
Chair

Raman Grewal
Legislative Services Associate



To: General Purposes Committee
From: Martin Younis, B. Eng., M. Eng.
Director, Facilities and Project Development
Keith Miller
Director, Recreation and Sports Services
Re: **West Richmond Pavilion – Character Design**

Date: February 18, 2025
File: 06-2052-20-HBSC/Vol 01

Staff Recommendation

That the character design for the West Richmond Pavilion as outlined in the report titled, “West Richmond Pavilion – Character Design” dated February 18, 2025, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services, be endorsed.

Martin Younis, B. Eng., M. Eng.
Director, Facilities and Project Development
(604-204-8501)

Keith Miller
Director, Recreation and Sport Services
(604-247-4475)

Att. 2

REPORT CONCURRENCE		
ROUTED TO: Parks Services	CONCURRENCE <input checked="" type="checkbox"/>	CONCURRENCE OF DEPUTY CAO
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

On July 8, 2024, Council approved the program, site selection, and two-storey form and concept design for the new West Richmond Pavilion facility. Subsequently, on July 24, 2024 Council also approved a limited service kitchen and a premium movable wall, with a revised total program of 10,840 sq. ft. and budget totaling \$19.85 million.

The purpose of this report is to present the proposed exterior character design of the West Richmond Pavilion for endorsement. The approval of the character design will allow staff to continue to detailed design as well as enabling works and site preparation for construction of the new facility.

This report supports Council's Strategic Plan 2022-2026 Strategy #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

1.2 Advocate for the needs of Richmond in collaboration with partners and stakeholders.

This report supports Council's Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous city.

2.3 Ensure that both built and natural infrastructure supports sustainable development throughout the city.

This report supports Council's Strategic Plan 2022-2026 Focus Area #6 A Vibrant, Resilient and Active Community:

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.

6.1 Advance a variety of program, services, and community amenities to support diverse needs and interests and activate the community.

This report supports the following action from the City of Richmond Community Wellness Strategy:

Foster healthy, active and involved lifestyles for all Richmond residents with an emphasis on physical activity, healthy eating, and mental wellness.

This report also supports the City's Recreation and Sport Strategy, Focus Area #4 Active People and Vibrant Places:

Natural and built environments within neighbourhoods in Richmond encourage connectedness and participation in recreation and sport.

Action 4.3 Provide inclusive, safe and welcoming facilities and spaces for recreation and sport programs and services.

This report also supports the Richmond Circular City Strategy, Direction 1: Maximizing Ecosystem Services and Direction 5: Adaptive Built Environment:

1.3.1. Explore opportunities to foster the development of contemporary landscapes and architecture that incorporates natural and living materials while optimizing the use of land through policies, measures, and actions that promote their use.

5. Maximize the optimal use of construction materials and buildings, infrastructure, and land.

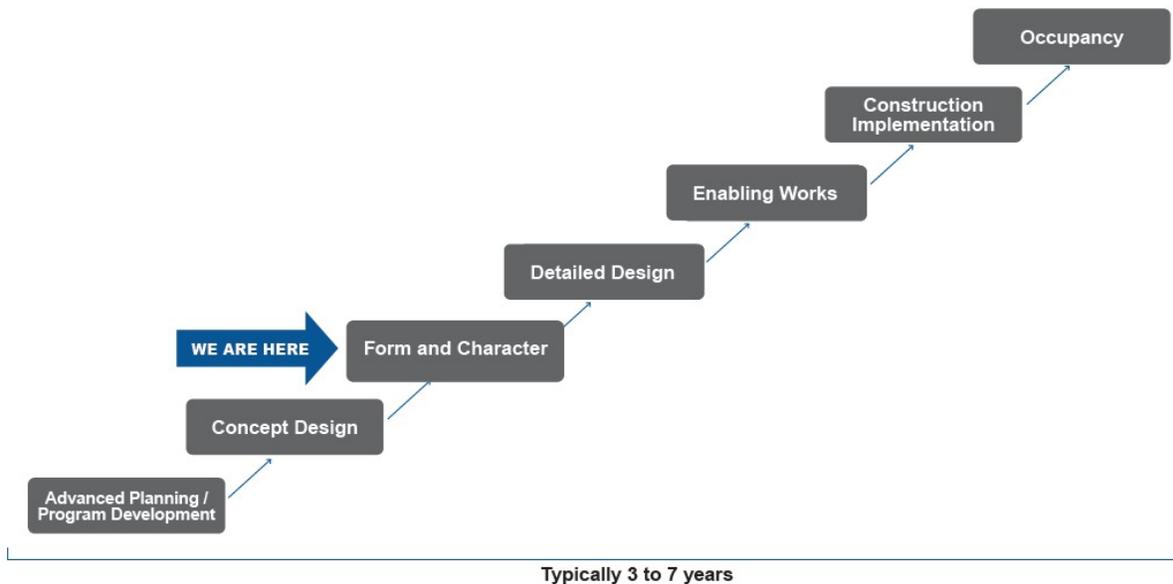
Background

Council previously approved the location, two-storey form, along with the program for the 10,830 square-foot West Richmond Pavilion in Hugh Boyd Community Park (Attachment 1). This modernized space will feature team and referee change rooms, public washrooms, multipurpose rooms, a limited service kitchen, a concession area, and a covered outdoor viewing space, ensuring it meets the day-to-day needs of multiple local sport user groups, enhances the provision of community programs and offers opportunities to attract and host high-profile tournaments and sporting competitions.

Analysis

The project has now entered the final steps of the Character Design stage, the third phase of a multi-stage process in delivering a major facility project, as shown in Figure 1. This stage defines a building's exterior appearance, architectural expression, and overall visual identity, allowing for the advancement of the Detailed Design phase.

Figure 1: Delivery Stages of a Major Facility Project



To ensure the character design of the West Richmond Pavilion aligns with both the current and future needs of park and facility users, the proposed design was developed through an iterative and collaborative process. This approach, built upon prior engagement with the West Richmond Pavilion Building Committee (Building Committee), incorporated an additional phase of consultation with the committee as well as representatives from the architectural and construction management firms. The resulting character design has the full support of the Building Committee.

Advisory Design Panel

Following engagement with the Building Committee, the character design was presented to the Advisory Design Panel (ADP).

The ADP expressed strong overall support of the proposed character design, offering positive remarks on key elements such as general design, choice of materials, and accessibility features. During the meeting, the project team addressed several questions and comments from the ADP. These insights will be carefully considered during the detailed design phase to further enhance the proposal.

Recommended Character Design

The proposed character of the building (Attachment 2) reflects input from the Building Committee, aligns with the approved program, and embodies the modern aesthetic of various City of Richmond facilities. These elements have been cohesively incorporated together, within the Council-approved program and budget to shape the facility's exterior character design. Using a blend of natural and durable materials, the West Richmond Pavilion is designed to endure over time.

Key considerations for the proposed character design include:

- Integration with adjacent playing fields, ensuring clear sightlines and direct connections to washrooms and change rooms, with convenient access from both east and west fields;
- An open and inviting design that prioritizes efficient and safe access for park and facility users;
- Covered outdoor spaces to provide weather protection for the public;
- Controlled access to the second-floor viewing area, offering elevated sightlines to the fields and a flexible outdoor space for community use; and
- Design elements that enhance wayfinding and clearly highlight access points.

The proposed character design aligns with the following City Policies and Guidelines:

- Passive House standards guided by the High Performance Building Policy 2307;
- Building Design Guidelines and Technical Specifications;
- Enhanced Accessibility Design Guidelines and Technical Specifications; and
- Rick Hansen Foundation Accessibility Certification.

Next Steps

Should Council approve the character design as detailed in this report, staff will advance to the next phase of Detailed Design. This phase will incorporate considerations based on the ADP recommendations. As the detailed design progresses, minor modifications to the form and character are expected to ensure the project stays within budget and aligns with operational and stakeholder requirements.

Upon approval of the character design, preparatory site activities and enabling works will commence. Construction is planned to begin in Q1 2026 with occupancy anticipated in Q4 2027.

Financial Impact

None.

Conclusion

Staff recommend the proposed character design of the facility be endorsed, which highlights the City's dedication to fostering sustainable, inclusive, and well-connected community spaces. The new facility will stand as a vital community hub, enhancing recreational opportunities, encouraging active living and wellness, and strengthening community bonds for years to come.



Mile Racic
Manager, Capital Buildings Project Development
(604-247-4655)



Mandeep Bains
Manager, Planning and Projects
(604-247-4479)

- Att. 1: Hugh Boyd Community Park – Site Plan
- 2: West Richmond Pavilion – Proposed Character Design Renderings

Hugh Boyd Community Park - Site Plan



* Location approved by Council July 8, 2024.

West Richmond Pavilion – Proposed Character Design Renderings



View of front entrance looking southwest



View from Hugh Boyd Oval field looking northeast



View from Hugh Boyd turf field looking northwest



View from covered deck looking northeast towards turf fields



To: General Purposes Committee

Date: March 5, 2025

From: Katie Ferland
Director, Business Services

File: 08-4150-01/2024-Vol 01

Re: Referral Response – Accepted Forms of Payment

Staff Recommendation

That the City advocate for the establishment of a Provincial Anti-Money Laundering Office and apply to become a member of the Counter Illicit Finance Alliance of British Columbia as detailed in Option 1 in the staff report titled “Referral Response – Accepted Forms of Payment”, dated March 5, 2025, from the Director, Business Services.

K. Ferland

Katie Ferland
Director, Business Services
(604-247-4923)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Community Safety Administration	<input checked="" type="checkbox"/>	
Community Bylaws	<input checked="" type="checkbox"/>	
RCMP	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: <i>CF</i>	APPROVED BY CAO 

Staff Report

Origin

At its regular meeting held on November 25, 2024, Council adopted the following resolution:

A referral to staff to consult with stakeholders and report back to advise Council on the nature, extent and context of the problems caused by the misuse of cash transactions such as the avoidance of tax, money laundering or otherwise and to provide potential solutions which could be implemented within the purview of local government. Consultation would include the Richmond Chamber of Commerce, other business groups, Provincial regulatory agencies relating to money laundering and the results of the Cullen Commission as well as applicable Federal agencies such as the CRA.

This report responds to the above noted resolution.

Background

Factors such as the growth of e-commerce and the COVID-19 pandemic have significantly accelerated the demand for and adoption of digital, non-cash payment methods. Between 2019 and 2023, the volume of cash transactions in Canada declined by 20%. Despite this trend, cash remains and is expected to continue to remain a common payment method, particularly for lower value transactions conducted at small businesses.

For Canadians who continue to use cash, the primary reasons cited include speed, broad acceptance, the ability to use personal funds instead of borrowing, convenience, and the ease of tracking and controlling expenses. Businesses who choose not to adopt non-cash payment solutions cite barriers related to feasibility, logistics, and costs associated with implementing a wider array of payment methods. Attachment 1 contains more detailed findings from recent Statistics Canada and Payments Canada studies regarding payment methods and trends in Canada, as well as barriers to businesses' adoption of alternate payment methods. Both consumers and businesses prefer to have the choice to implement and use the payment method(s) most suitable to them.

Issues Related to the Misuse of Cash Transactions

As with other payment methods, the acceptance of cash comes with risks and challenges. Data is not publicly available to quantify the extent to which these issues may occur in Richmond.

Cash transactions can facilitate unlawful activities, such as tax evasion, fraud, or money laundering, as its lack of digital attributes can complicate tracking and auditing. Unreported, cash-based transactions that evade tax laws undermine economic growth and reduce tax revenue at all levels of government. Financial regulations in Canada aim to ensure the stability and integrity of the financial system, covering all payment methods, including cash, and protecting the public from unfair practices and illegal activities.

Laws, Regulations, and Enforcement Mechanisms

The regulatory landscape addressing the misuse of cash by businesses, particularly related to tax avoidance and money laundering, is shaped by federal and provincial laws.

This is summarized below under the two main regulatory bodies responsible for addressing these issues.

Canada Revenue Agency (CRA)

The Canada Revenue Agency (CRA) is responsible for administering a number of laws related to financial reporting and taxation, including the *Income Tax Act*, in order to ensure compliance and mitigate fraud. To reduce tax non-compliance, the CRA has expanded its education and outreach efforts – particularly for small and medium-sized businesses in industries that are at high risk of unreported financial transactions, such as residential construction, finance, insurance, real estate and leasing, retail trade, and accommodation and food services.

The CRA publishes guidelines on its response to the underground economy and efforts to reduce tax non-compliance which follow a three-pillar strategy:

1. Identifying Activities: Using business intelligence, risk analysis, and statistical data to detect non-compliant activities.
2. Preventing Activities: Engaging in education and outreach efforts such as the CRA's Liaison Office Services and compliance initiatives.
3. Addressing Activities: Implementing a compliance approach that includes education, assisted compliance, and audits.

Consequences for non-compliance with federal tax laws may include financial and administrative penalties, and serious cases may also lead to criminal investigations resulting in criminal charges with potential for additional fines or imprisonment upon conviction.

Financial Transactions and Reports Analysis Centre of Canada (FINTRAC)

The Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) serves as Canada's financial intelligence unit and supervisor for anti-money laundering and anti-terrorist financing efforts. Its mandate is to detect, prevent, and deter money laundering and the financing of terrorist activities.

Under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and its associated regulations, certain financial institutions, intermediaries and businesses including life insurance companies, securities dealers, money service businesses, real estate brokers and casinos are legally required to report specific transactions to FINTRAC.

The types of cash transactions that must be reported include large cash transactions (i.e. \$10,000 or more in a single transaction or within a 24-hour period by the same person or entity, casino disbursements (i.e. \$10,000 or more in a single transaction or within a 24-hour period to the same recipient), and cross-border currency or monetary instrument reports (i.e. any person entering or leaving Canada carrying \$10,000 or more in currency or monetary instruments).

Penalties for non-compliance and offences can include administrative and monetary penalties or criminal charges.

Summary of Cullen Commission

In 2019, the Government of BC established the Commission of Inquiry into Money Laundering in British Columbia (Cullen Commission). The Cullen Commission was established in the wake of significant public concern over the nature and prevalence of money laundering in British Columbia as well as the institutional effectiveness of those charged with detecting and combatting it. The final report was released in June 2022.

The Commission identified systemic vulnerabilities in high-risk sectors for money laundering, including gaming, real estate, and luxury goods. Key findings included:

- **Gaming Sector:** The nature of money laundering cited in the report involved the use of illicit cash for gambling activities, followed by integrating funds into legitimate financial systems. The Commission documented practices such as large cash buy-ins with minimal gambling activity and structured transactions designed to evade reporting thresholds.
- **Real Estate:** While the direct use of cash for property purchases was found to be less prevalent, indirect methods such as cash-funded renovations or private mortgage payments, were noted to pose significant risks.
- **Luxury Goods:** High-value items such as jewelry, art, and vehicles were found to have facilitated money laundering due to their portability and ease of resale. The Commission highlighted the need for stricter oversight and reporting requirements in this sector.
- **Cash-Intensive Businesses:** Restaurants, bars, and nightclubs were noted as potential avenues for integrating illicit funds. These businesses' reliance on cash transactions created opportunities for tax evasion and money laundering, with links to broader criminal activities.

The Cullen Commission recommended establishing an independent office of the Anti-Money Laundering (AML) Commissioner to enhance oversight, improve coordination among stakeholders, and address regulatory gaps. While the Provincial government has yet to appoint an AML Commissioner, it has pursued incremental measures targeting money laundering in high-risk sectors, particularly those involving illicit and significant cash transactions. Additional measures to address the vulnerabilities identified in the Cullen Commission included implementing a beneficial ownership registry, source-of-funds declarations, and increased monitoring in high-risk sectors.

In parallel with the Cullen Commission, the Province, regulators and law enforcement have focused on strengthening information-sharing initiatives regarding financial crime and specifically, money laundering. The Counter Illicit Finance Alliance of British Columbia (CIFA-BC) is an RCMP financial information-sharing partnership that is composed of multi-sectoral public and private organizations. Its mission is to lawfully exchange information to protect the economic integrity of B.C. through the prevention, detection and disruption of illicit financial activity. The UBCM was previously but is no longer a participant in CIFA BC. Currently, there is no municipal representation and there are no formal information sharing agreements in place between any municipality and CIFA BC.

Stakeholder Engagement

Staff conducted targeted consultation with the Richmond Chamber of Commerce and representatives from a financial institution responsible for commercial accounts to gather preliminary feedback regarding the role that local government could play in addressing the potential misuse of cash transactions by local businesses.

Those consulted expressed opposition to the introduction of municipal regulations mandating non-cash payment as a secondary form of payment in addition to cash, for the reasons summarized below:

- **Higher Costs:** Requiring businesses to implement alternate payment methods, such as digital payments, could impose significant financial burdens on local businesses that currently only accept cash as a form of payment. The pricing structure for merchant services fees associated with digital and other payment methods is typically based on average transaction size and volume, and therefore tends to be relatively higher for smaller businesses. There are also costs associated with implementing alternate payment infrastructure and systems.
- **Increased Barriers for Small Businesses:** Some business owners may not qualify for merchant services accounts. For example, newcomers to Canada without a local credit history, as well as individuals with poor personal credit, may encounter difficulties in securing these accounts or may encounter disproportionately higher fees in attempting to do so.
- **Business Climate:** Imposition of regulation in the form of a bylaw could be a deterrent to businesses considering moving their operations to Richmond or starting up a business in the city due to increased costs and regulatory burden. It may also raise challenges related to business retention, if surrounding municipalities do not have similar regulations.
- **Operational Challenges:** Some businesses may face logistical challenges related to implementing alternate payment methods such as the integration with existing technologies or lack of internet connectivity in satellite or remote locations.
- **Unintended Benefits to Merchant Service Providers:** Mandating an alternative form of payment in addition to cash may disproportionately benefit merchant service providers, as businesses would be subject to their fees if a digital payment option was chosen.
- **Existing Oversight:** Cash transactions are already subject to regulatory oversight by agencies such as FINTRAC and the CRA. In addition, financial institutions closely monitor accounts for potential fraud and/ or signs of money laundering.

It was noted that to promote awareness of and compliance with financial regulations, many businesses who may regularly accept large cash payments are already well-supported by their respective industry associations such as the Canadian Mortgage Brokers Association, Canadian Automobile Dealers Association, and New Car Dealers Association of BC who provide education regarding financial regulations specific to businesses in these industries.

Those consulted were supportive of additional efforts by local government to help educate businesses on financial management, tax laws, and regulatory requirements related to cash transactions.

Potential Local Government Solutions

The misuse of cash transactions by businesses can result in issues such as tax avoidance or money laundering. In Canada these risks are mitigated through financial regulations administered and enforced by entities such as the CRA and FINTRAC; and data is not publicly available to quantify the extent to which these risks and issues may occur in Richmond. Options that could be implemented by the City of Richmond are outlined below for Council's consideration.

Option 1 – Strategic Partnerships: Advocate for Establishment of Anti-Money Laundering Office and Apply to Become a Member of CIFA BC (Recommended)

Establishing and enforcing laws and regulations related to the potential misuse of cash transactions is the responsibility of senior levels of government. The Cullen Commission final report included key recommendations to strengthen this regulatory landscape that have yet to be implemented but that could have a significant impact on countering money laundering. These key recommendations¹ included:

1. Establishing an independent office of the Anti-Money Laundering (AML) Commissioner in British Columbia to enhance oversight, improve coordination among stakeholders, and address regulatory gaps.
2. Establishing a specialized provincial law enforcement anti-money laundering unit, for example within the existing Combined Forces Special Enforcement Unit (CFSEU) which is a Provincial and Federally joint-funded anti-organized crime unit. The Commissioner Cullen noted a serious shortage in specialized police resource following the collapse of the Integrated Proceeds of Crime Unit (IPOC), which was then the primary unit for targeting high level money laundering.
3. Establishing a pan-Canadian corporate beneficial ownership registry that would be open to both the public and law enforcement. This registry would enable City staff to understand the ownership structure of large shareholders and to examine the true beneficial ownership status that underlies corporate registries. This registry was targeted for completion by the end of 2023 but has not yet been implemented.

Under Option 1, the City would write a letter to the Minister of Public Safety and Solicitor General, Province of British Columbia, to advocate for the implementation of the outstanding recommendations from the Cullen Commission related to cash misuse and money laundering. In addition, Staff also recommend that the City apply to become a member of CIFA BC's information sharing network. As a member of CIFA BC, the City would have greater ability to receive and share investigative information that could be of importance to bylaw enforcement action and Provincial prosecution against businesses who have or have a strong suspicion of participating in financial crime. During Council show cause hearings to cancel a business licence, a formal disclosure of law enforcement information regarding predicate crimes may be required. To participate in CIFA, a request for participation letter from the City to the CIFA BC executive would be required. This letter would need to be endorsed by the executive and members of CIFA BC.

¹ <https://cullencommission.ca/files/reports/CullenCommission-FinalReport-Recommendations.pdf>

Option 2 - Regulation: Introduce Business Regulation Requiring Multiple Forms of Payment

Establishing and enforcing regulations related to the potential misuse of cash transactions at a municipal level is possible but may have limited effect and may also have unintended negative consequences for local businesses.

Option 2 involves introducing an amendment to the *Business Regulation Bylaw* or *Business Licence Bylaw* requiring businesses to accept a minimum of two payment methods to prevent cash-only businesses from operating in Richmond.

This solution would have limited potential to address issues caused by the misuse of cash transactions as cash would continue to be legal tender and a common method of payment. Requiring businesses to accept a minimum of two payment methods could place an undue burden on some small businesses, especially those hindered by service fees, insufficient local credit history, lack of knowledge about new payment systems and other barriers noted in an earlier section and detailed in Attachment 1. Staff therefore do not recommend pursuing this option.

If Council directs staff to pursue Option 2, additional engagement with businesses and stakeholders would be required to ensure effective implementation and to mitigate potential negative impacts on Richmond's business community. It would also require the utilization of the City's Bylaws resources to monitor and enforce this additional business regulation, which could result in pressure on existing resources. Given the uncertainty around the extent of this additional service delivery demand on enforcement staff, it would be recommended to review and report back to Council in one year's time.

Option 3 - Education: Promote Education and Awareness of Financial Regulations and Payment Methods

Option 3 involves exploring what educational and awareness activities the City could undertake to help ensure that local businesses are aware of financial regulations and reporting requirements, and the various payment methods available to them.

Through research and engagement, it was discovered that industry associations, such as the Canadian Mortgage Brokers Association, Canadian Automobile Dealers Association, and New Car Dealers Association of BC already provide education to businesses about CRA and FINTRAC regulations specific to their sector. The CRA and other entities also undertake outreach and educational efforts related to financial regulations and payment methods.

Staff could explore potential opportunities with partners, such as the Richmond Chamber of Commerce, to provide information to Richmond businesses on tax laws, financial reporting requirements, and available payment methods. This would require staff resources to implement and may duplicate existing efforts by industry associations and other entities, and therefore this option is not recommended.

Financial Impact

None.

Conclusion

In response to a referral from Council, staff have provided an overview of the payment landscape among Canadian consumers and businesses and outlined potential issues related to the misuse of cash by businesses. Information is included about the regulatory landscape in place to address these issues, as well as options available for Council's consideration that include strategic partnerships, regulation and education. The recommended option, to advance strategic partnerships by advocating for the establishment of a provincial anti-money laundering office and applying to become a member of the Counter Illicit Finance Alliance of British Columbia, has been determined by staff to have the most potential to have a positive impact while avoiding unintended negative consequences for local businesses and the duplication of efforts being undertaken by senior levels of government and other entities.



Katie Ferland
Director, Business Services
604-247-4923

Att 1: Payment Methods: Trends and Barriers to Adoption

Payment Methods: Trends and Barriers to Adoption

Canadian Payment Method Trends

According to Payments Canada’s “Canadian Payment Methods and Trends Report 2024²”, over the five-year period between 2019 and 2023, the volume of cash transactions in Canada declined by 20%. Over the same period, the use of alternate payment methods such as credit card, debit card and electronic funds transfer increased. This parallels consumer trends such as the rise of e-commerce activity.

Cash transactions in 2023 accounted for 11% of all payments and only 0.5% of their total value. The average transaction value of \$26 was the lowest among all payment methods analyzed, suggesting that cash is predominantly used for low-value purchases, often at small businesses for the purchase of goods and services.

Figure 1: Five Year Canadian Payment Transaction Trends



Source: Payments Canada

The Bank of Canada conducts an annual Merchant Acceptance Survey (Survey)³ focusing on small and medium-sized businesses (SMBs). The 2023 study notes that the vast majority (96%) of SMBs accept cash as a payment method, and 89% accept debit and credit cards. It was noted that while there are generally high levels of acceptance for contactless payment methods, that 92% of merchants do not plan to eliminate cash payments in the future. Data was not available regarding the number of businesses that only accepted cash as a method of payment

For Canadians who continue to use cash, the primary reasons cited include speed, broad acceptance, the ability to use personal funds instead of borrowing, convenience, and the ease of tracking and controlling expenses. The Survey’s qualitative research indicated that merchants would continue to accept the payment methods that consumers prefer to use.

² Payments Canada. Canadian Payment Methods and Trends Report 2024: Fueling the Future of Payments Through Choice. At https://www.payments.ca/sites/default/files/PaymentsCanada_Canadian_Payment_Methods_and_Trends_Report_2024_En.pdf

³ Bank of Canada. Merchant Acceptance Survey. At <https://www.bankofcanada.ca/banknotes/bank-notes-research-reports/merchant-acceptance-survey/>

Barriers to Business Adoption of Alternate Payment Methods

According to Statistics Canada's 2023⁴ report on payment methods accepted by businesses, the COVID-19 pandemic significantly accelerated the demand for and adoption of digital and contactless payment solutions. However, businesses face challenges in balancing these evolving consumer expectations with considerations related to feasibility, logistics, and costs associated with adopting a wider array of payment methods.

The study identified several key barriers preventing businesses from accepting digital payment methods:

- **Sufficiency of Current Payment Methods (67.8%):** Many businesses find that their existing payment systems adequately meet the needs of both the business and its customers.
- **Service Fees (22.6%):** The cost of transaction fees associated with digital payment methods is a concern for many businesses.
- **Security or Privacy Concerns (15.1%):** Businesses may hesitate to adopt new payment methods due to potential vulnerabilities related to data security and customer privacy.
- **Incompatibility with Existing Equipment or Software (13.0%):** Technical challenges arise when new payment methods are not compatible with existing infrastructure, adding to implementation complexity and cost.
- **Lack of Knowledge About Available Payment Methods (9.3%):** Many businesses are not fully aware of the range of alternative payment solutions available or how to implement them.
- **Legal Barriers or Concerns (5.7%):** Legal matters, including compliance with regulations, can deter businesses from adopting new payment systems.

⁴ Statistics Canada. Analysis of payment methods accepted by businesses, third quarter of 2023. At <https://www150.statcan.gc.ca/n1/pub/11-621-m/11-621-m2023014-eng.htm>



To: Mayor and Councillors
From: Mark Corrado
Director, Community Bylaws and Business
Licencing
Date: March 5, 2025
File: 99-LAW/2025-Vol 01
Re: **Application for a new Liquor Primary Licence – Spark Karaoke Ltd – 8291
Alexandra Rd Unit 155**

Based on additional information that is set out in this memorandum, the following Staff Recommendations are intended to replace those considered at the General Purposes Committee meeting held on March 3, 2025.

The General Manager, Law and Community Safety, concurs with these recommendations.

Staff Recommendations

1. That the application from Spark Karaoke Ltd., for a new Liquor Primary Liquor Licence seeking the following capacity, hours of liquor sales, and endorsement terms for a new Karaoke Lounge at the premises located at 8291 Alexandra Road Unit 155, with liquor service, not be supported:
 - a) A new Liquor Primary Liquor Licence with total person capacity of 150 occupants;
 - b) Proposed hours of liquor sales from Monday to Sunday, from 9:00 AM to 2:00 AM; and
 - c) A Family Foodservice Endorsement to allow minors when accompanied by a parent/guardian until 10 PM, where the service of food will be served from 9:00 AM to 10:00 PM;
2. That a letter be sent to the Liquor and Cannabis Regulation Branch recommending that the application for Liquor Primary Liquor Licence submitted by Spark Karaoke Ltd. described in Recommendation 1 of this memorandum should be rejected for the reasons and based on the evidence set out in the memorandum of the Director, Community Bylaws and Licencing, dated March 5, 2025, which shall be appended to said letter; and
3. That the letter contemplated by Recommendation 2 of this memorandum also include the additional prescribed information required by s.71 Liquor Control and Licensing Regulation that is set out in Attachment 1 of this memorandum.

Background

During the consideration of this matter at the General Purposes Committee meeting held on March 3, 2025, questions were posed by members of the Committee that triggered an expanded investigation by staff in relation to the activities of the business owner/applicant in other municipalities.

Investigation Findings

Through this investigation it was discovered that the Business Owner, Yan Zhang, had been operating a similar business, Solo Karaoke, through a different corporation in Burnaby and that the business licence issued for that business was cancelled by the City of Burnaby in 2023.

The grounds relied upon for cancelling that business licence and for Burnaby Council on April 3, 2023 upholding the Chief Licence Inspector's decision to cancel the business licence issued to Novahome Event Planning Inc., doing business as Solo Karaoke at #102-6462 Kingsway, are set out in the Special Reconsideration Hearing minutes and in the report of the Chief Licence Inspector. The minutes and the Special Reconsideration Hearing Agenda package which includes the report of Burnaby's Chief Licence Inspector are appended as **Attachments 2 and 3**.

Among the grounds relied upon for the cancellation of the business licence are the following:

Excerpt Taken from Burnaby's Chief Licence Inspector's Report dated February 17, 2023

"...Since 2021 August 05, the City has received a total of nine (9) public complaints from eight (8) separate complainants regarding Solo Karaoke. In all cases the complainants alleged that the business was permitting alcohol to be served and/or consumed on the premises without a valid liquor licence. In addition, complainants also expressed various other concerns related to noise disturbance, smoking on the premises and unauthorized use of a portion of the business premises.

In spite of City staff's previous directives to cease the service of alcohol until a liquor licence had been obtained, an RCMP inspection conducted in December 2022 found alcohol being served on the premises. During the inspection, patrons confirmed the business had served them the alcohol. As a result of the findings of the RCMP inspection, on 2023 January 18, the Chief Licence Inspector provided written notification to the business that the Burnaby business licence was forthwith cancelled.

Section 11.8 of the Burnaby Business Licence Bylaw 2017 requires that "every holder of a business licence shall comply at all times with every City bylaw or enactment of the Province or Canada or other governmental authority in respect to the business and the business premises named in the business licence."

Pursuant to section 8.1 of the Burnaby Business Licence Bylaw 2017, Solo Karaoke had 30 days from the date of the Chief Licence Inspector's decision to seek Council reconsideration of the decision. On 2023 January 24, Solo Karaoke requested a hearing

before Council to reconsider the Chief Licence Inspector's decision.

The purpose of this report is to provide Council with the information that led to the Chief Licence Inspector's decision to cancel the business licence for Solo Karaoke....”

It is also noteworthy that among the evidence presented by Burnaby's Chief Licence Inspector to Burnaby Council was a letter from RCMP identified as Attachment G in his report that provided the following:

Burnaby file 2022-43646 refers: *On December 30, 2022 Burnaby RCMP attended the Solo Karaoke establishment, located at 6462 Kingsway, to conduct a liquor and licencing check. Police learnt the establishment did not have a valid liquor licence for the day and staff denied serving any liquor. Further investigation revealed that patrons had in fact purchased liquor from the business. Patrons told police that 10 minutes before police entered the business they were asked to hide the beer bottles and cans. Once confronted again staff admitted to selling alcohol. Further checks of the premises revealed large amounts of disposable unstamped vape products were displayed for sale. Police also located and seized a large quantity of unopened beer and hard liquor. Burnaby Bylaw was advised and the file has been concluded as information only.*

A comparison of the Notice of Articles for Novahome Event Planning Inc. (doing business as Solo Karaoke at #102-6462 Kingsway, Burnaby) and the information contained in Attachment 3 to the Notice of Articles for Spark Karaoke Ltd. and to the City of Richmond Business Licence Application for Spark Karaoke Ltd. completed by the Owner, confirms that Yan Zhang was the business owner of Solo Karaoke and is the director and business owner of Spark Karaoke Ltd. (doing business as Spark Kitchen and Bar at 8291 Alexandra Rd., Unit 155, Richmond). The Notices of Articles and Richmond Business Licence Application are appended collectively as Attachment 4.

This past conduct by the Business Owner demonstrates a history of non-compliance with Federal and Provincial legislation and municipal bylaws and has put the public at risk. Accordingly, under these circumstances and for this reason, it would be appropriate to recommend to the Liquor and Cannabis Regulation Branch that the application by Spark Karaoke Ltd. should be rejected. Moreover, it would not be in the public interest to disregard this relevant information.

The investigation also found that Spark Karaoke Ltd. is no longer a corporation in good standing for failing to comply with Provincial legislation governing corporations. This brings into question the capacity of the corporation to make the application that is the subject matter of this memorandum. A recent corporate search indicating that Sparks Karaoke Ltd. is not in good standing is appended as Attachment 5 to this report.

Conclusion

Based on the additional and relevant information set out in this memorandum, staff has changed its recommendations from those contained in the staff report dated January 16, 2025, that were considered at the General Purposes Committee on March 3, 2025. In place of those

March 5, 2025

- 4 -

recommendations, staff submits the recommendations contained in this memorandum for Council's consideration.



Mark Corrado
Director, Community Bylaw and Business Licencing

Att: 1. Additional Prescribed Information
2. City of Burnaby Special Hearing Minutes
3. City of Burnaby Special Hearing Agenda Package
4. Business Licence Application and Notices of Articles
5. Corporation Search – Spark Karaoke Ltd.

pc: SMT
Anthony Capuccinello Iraci, General Manager, Law and
Community Safety

**Re: Application for a New Liquor Primary Liquor Licence – Spark Karaoke Ltd. –
8291 Alexandra Rd. Unit 155, Richmond BC**

The prescribed information required by Section 71 of the Liquor Control and Licencing Regulation is as follows:

- a) The impact of additional noise and traffic in the area of the establishment was considered.
- b) The potential impact on the community was assessed through a community consultation process.
- c) Given that this is a new establishment in Richmond there is no history of non-compliance with this establishment.
- d) As the operation of a licenced establishment may affect nearby residents, businesses and property owners, the City gathered the views of the community through a community consultation process as follows:
 - i) Residents, businesses and property owners within a 50 meter radius of the establishment were notified by letter. The letter provided information on the application with instructions on how to submit comments or concerns; and
 - ii) Signage was posted at the subject property and three public notices were published in a local newspaper. The signage and public notice provided information on the application with instructions on how to submit comments and concerns.
- e) Council's comments on the general impact of the views of residents, businesses and property owners are as follows:
 - i) The community consultation process was completed within 90 days of the application process; and
 - ii) The community consultation process did not generate any comments and views of residents, businesses and property owners.
- f) Council recommends the rejection of the licence application with liquor service to 2AM for the reasons and based on the evidence set out in the memorandum of the Director, Community Bylaws and Licencing dated March 5th, 2025.

Attachment 2



SPECIAL RECONSIDERATION HEARING M I N U T E S

**Monday, April 3, 2023, 1:30 p.m.
Council Chamber, City Hall
4949 Canada Way, Burnaby, BC**

PRESENT: Mayor Mike Hurley
Councillor Pietro Calendino
Councillor Sav Dhaliwal
Councillor Alison Gu
Councillor Joe Keithley
Councillor Richard T. Lee
Councillor Maita Santiago
Councillor Daniel Tetrault
Councillor James Wang

STAFF: Leon Gous, Chief Administrative Officer
Noreen Kassam, Deputy Chief Administrative Officer / Chief Financial Officer
Dave Critchley, General Manager Community Safety
Juli Halliwell, General Manager Corporate Services
Ed Kozak, General Manager Planning & Development
May Leung, City Solicitor
James Silvester, Staff Counsel
Nikki Best, Director Legislative Services / Corporate Officer
Blanka Zeinabova, Sr. Manager Legislative Services

1. **CALL TO ORDER**

Mayor Hurley called the Open meeting to order at 1:30 p.m.

Mayor Hurley recognized the ancestral and unceded homelands of the hə́nq̓əmiḥə́m and Sḵw̓xwú7mesh speaking peoples, and extended appreciation for the opportunity to hold a meeting on this territory.

Mayor Hurley advised that the purpose of the Special Reconsideration Hearing is for Council to review the reasons of the Chief Licence Inspector that lead to the business

licence cancellation; give the business owner an opportunity to provide information and submissions to Council in respect to the reasons for the Chief Licence Inspector's decision; and for Council to make final decision about the business licence cancellation.

2. **REQUEST**

2.1 **Lucy X. Zhao, Poise Law Corporation - Re: Cancellation of Business Licence of Novahome Event Planning Inc. (DBA Solo Karaoke)**

Lucy X. Zhao, Counsel, submitted a request, on behalf of Yan (aka Wendy) Zhang, owner of Novahome Event Planning Inc. (DBA Solo Karaoke), appealing the Chief Licence Inspector's decision to cancel the Burnaby Business Licence.

3. **ADMINISTRATIVE REPORT**

3.1 **CANCELLATION OF BUSINESS LICENCE - NOVAHOME EVENT PLANNING INC., DBA SOLO KARAOKE, #102 - 6462 KINGSWAY**

The Chief Administrative Officer submitted a report from the Chief Licence Inspector providing Council with information on the reasons that led to the cancellation of the Burnaby Business Licence for Novahome Event Planning Inc. (DBA Solo Karaoke).

Mayor Hurley called upon Dan Layng, the Chief Licence Inspector, to present the report to Council.

The Chief Licence Inspector summarized the report and attachments noting that the business licence for Novahome Event Planning Inc. (DBA Solo Karaoke) operating at #102 – 6464 Kingsway, has been cancelled due to the following reasons:

- Since August 5, 2021, the City has received a total of nine (9) complaints from eight (8) separate complainants regarding Solo Karaoke. In all cases the complainants alleged that the business was engaging in selling or permitting alcohol to be served and/or consumed on the premises without a valid liquor licence. In addition, complainants also expressed various other concerns related to noise disturbance, smoking on the premises and unauthorized use of a portion of the business premises.
- An inspection of the business was conducted by City staff on December 1, 2021, at approximately around 2:30 p.m. At that time, no patrons were in the business and staff did not observe alcohol being consumed. However, staff did confirm the storage of alcohol on the premises consistent with the

practice of serving alcohol and/or selling alcohol as alleged by the complainants.

- As a results of these complaints, the City made the business aware of the need to obtain a liquor licence. This took place on December 1, 2021, where City staff spoke, over the phone, with business manager Lawrence and was asked to cease serving alcohol on the premises immediately until a liquor licence is received.
- On the same day, on December 1, 2021 a letter was mailed to the business asking to cease serving alcohol until a liquor licence is obtained.
- On December 1, 2021, a follow-up email was sent to the business manager, with a copy of the letter to the business, ordering the business to immediately cease serving alcohol on the premises until such time a liquor licence is received.
- On December 10, 2021 City staff spoke with the business owner Wendy, over the phone, who confirmed receipt of the compliance letter. The owner was advised to cease serving liquor on business premises and that any public use of the second floor must cease as well.
- On December 10, 2021 staff received an email from the business owner with her contact information and confirming their intent to comply with the compliance letter.
- On July 19, 2022 (six months later), the City received another complaint and staff spoke with the business owner over the phone and advised of the additional complaint alleging liquor service without a licence and the use of the second floor for public assembly and entertainment use. The business owner was again instructed to cease service of alcohol without first obtaining a liquor licence.
- On July 19, 2022, a follow up email was sent to the business owner, outlining the consequences should the business be found in contravention of Burnaby bylaws and/or provincial regulations (Attachment F).
- After receiving the initial complaint, staff contacted the Liquor and Cannabis Regulation Branch and were advised that the business did not have a liquor licence. Prior to the date of the report (February 17, 2023), no evidence of holding a liquor licence was provided to staff. Staff again contacted the Liquor and Cannabis Regulation Branch prior to writing a report on February 17, 2023 an were advised that no liquor licence has been issued for that business.
- However, on March 24, 2023, the City received a response from Ms. Zhao, legal counsel, Poise Law Corporation, who was retained by the business owner to appeal the decision to cancel a business licence of Novahome Event Planning Inc. Ms. Zhao submitted copies of five (5) special event liquor licences as a proof that the business has complied

with the staff directions to obtain required liquor licence prior to selling alcohol at the business.

- The Chief Licence Inspector advised that the special event liquor licence is not sufficient to that kind of activities the business is engaged in. The complaints alleged that the business is actually serving the liquor. This is also what the RCMP has discovered when they inspected the business premises on December 30. The special event licence does not permit a business to serve an alcohol.
- This was acknowledged by Ms. Zhao in her response letter of March 24, 2023 where she said: “Novahome recognizes that the special event permits only allowed them to serve alcohol to people free of charge, and the amount of alcohol must be no more than the amount stipulated/granted on the special event permits, and they cannot sell it. Novahome sincerely apologizes for their breach of the bylaw that occurred on December 30, 2022.
- The Chief Licence Inspector added that after a review of dates and other special event licences, with the exception of December 30, 2022 (the RCMP inspection), none of the dates of the special event licences match with the dates of the complaints.
- On December 30, 2022, the late night RCMP inspection revealed that liquor being sold and consumed on the premises (Attachment G).
- The Chief Licence Inspector read a synopsis from the RCMP report (Cpl. David Toombs, Burnaby RCMP present) on December 30, 2022, noting that Burnaby RCMP attended Solo Karaoke and conducted liquor and licencing check. The business did not have a valid liquor licence for that day and staff denied serving liquor. Further investigation revealed that patrons purchased liquor from the business and patrons told the police that 10 minutes before they entered the business they were asked to hide the beer bottles and cans. Once staff were confronted, they admitted to selling alcohol. On this day, the business provided a special event licence; however, when reading the information provided by the RCMP, Solo staff person on shift at that time advised the RCMP that they did not have a liquor licence. Also they admitted to selling alcohol on this date, and not offering it to customers free of charge, as required by the licence.
- Similarly, the other four (4) special event licences provided by Ms. Zhao, also required the business not to sell the alcohol.
- The Chief Licence Inspector advised that as a result of the RCMP inspection and many opportunities where the business was asked not to serve alcohol without proper licence, Solo Karaoke was informed on January 18, 2023 by letter that the business licence was forthwith

cancelled Pursuant to Section 7.1 of the Burnaby Business Licence Bylaw 2017 and Section 60 of the *Community Charter* (Attachment H).

- Following the January 18, 2023 cancellation of the business licence, the Licence Office receive yet another complaint about Solo Karaoke on February 7, 2023. The complainant provided a 1-minute video of approximately 20 individuals entering the business approximately at 3:09 a.m. on Saturday, February 4, 2023. The sign on the business was not illuminated, indicating the business was not open.
- Similar to previous complaints, the complaint expressed frustration with the noise generated by patrons in early morning hours. This type of behaviour further evidence the business disregarded any rules and regulations.
- Regarding special event permits presented by the business as proof that they have complied with the regulations – these licences are not the correct licences that the business would have obtain, if the business was regularly engaged in the practice of selling alcohol to the customers, as alleged by the complaints.

**Councillor Dhaliwal left at 1:43 p.m. and returned at 1:44 p.m.*

In conclusion, the Chief Licence Inspector noted the business has done bare minimum necessary in attempt to meet the requirements of compliance. The City received nine (9) complaints over 18 months, 10 complaints if considering the time when the business was supposed to be closed. The Solo Karaoke's business licence was cancelled, after the business demonstrated that they are unable or unwilling to comply with the business regulations.

A member of Council sought clarification that after the business licence was cancelled, the business continued to operate.

The Chief Licence Inspector confirmed, as per video received on February 7, 2023.

4. **APPELLANT SUBMISSION**

Counsel for Novahome Event Planning Inc. (DBA Solo Karaoke) provided a written submission seeking Council revoke the Chief Licence Inspector's decision to cancel the Novahome's business licence.

4.1 **Lucy X. Zhao, Poise Law Corporation - Re: Novahome's Responding Material**

Lucy X. Zhao, Counsel, submitted responding material, on behalf of Yan (aka Wendy) Zhang of Novahome Event Planning Inc. (DBA Solo Karaoke).

Lucy Zhao addressed the nine (9) complaints against Novahome, all of them had allegations of serving alcohol without licence (9), noise disturbances (3), unauthorized public assembly (2), and smoking indoors (1). It was noted that complaints #3 and #6 are the same (filed by same individual), and therefore only eight (8) individuals complained.

Lucy Zhao noted that only on December 30, 2022, the RCMP attended the business premises and proved that business was serving and selling alcohol without proper licence, and this was admitted and apologized for wrongdoing. For the remaining nine (9) complaints, even if there is any inspection, there is no proven that the business was selling alcohol without permits. It's true that a client obtained 4 to 5 special event permits, it's not enough to show, other than December 30, the day when the RCMP attended the business, that alcohol was served. Lucy Zhao noted that the City had not proven that Novahome had breached the bylaw in all nine (9) instances.

- August 5, 2021 – there is no record disclosed by the City which contained any communications or notification from the Burnaby staff to Novahome regarding this complaint until January 18, 2023 (in writing). There was no record of the inspections conducted by City staff to verify this complaint. The City has failed to prove that Novahome was serving or selling alcohol on August 5, 2021.
- September 2, 2021 – there is no communications or notification in writing from City staff, no inspection was conducted.
- November 30, 2021 – City staff, Andy Dhaliwal, attended Novahome business premises, and Novahome's manager reached out to City staff via email as well. There was no inspection conducted by City staff to verify whether this complaint.
- December 1, 2021 at 2:30 p.m. – inspection of business was conducted by City staff – there were no customers or patrons on premises, even there are pictures of alcohol presence on the premises, staff did not observe alcohol being consumed. The City cannot prove that alcohol was served or sold to patrons.

**Councillor Santiago left at 1:51 p.m. and returned at 1:52 p.m.*

- December 1, 2021 – a letter from the City was received ordering Novahomes to bring business into compliance (compliance letter).

- The 4th complaint - December 18, 2021 – complaint against Novahome; however, there is no communication or notification from the City staff regarding this complaint (in writing) until January 18, 2023. Also there was no inspection conducted to verify the complaint.
- The 5th complaint – December 22, 2021 – there was no communication or notification from City staff to Novahome regarding this complaint in writing, until January 18, 2023, and no inspection was conducted.
- The 6th complaint – July 18, 2022 – there was no inspection conducted by staff. According to the City’s report – on July 19, 2022, the City staff spoke with Wendy on the phone and advised about additional complaint of alleged liquor service. It is unclear, whether staff advised Novahome of 4th and 5th complaints.
- The 7th and 8th complaints recorded – July 26, 2022 – there was no notification from Burnaby staff until January 18, 2023 in writing, and no inspection was conducted.
- The 9th complaint – December 29, 2022 – there was no communication on that day until January 18, 2023 (in writing).
- Inspection was done on December 30, 2022, where the RCMP established that on December 30, 2022 Novahome served and sold alcohol to patrons, but the RCMP didn’t address the previous complaints.
- Novahome retained special event liquor licence for December 24, 2021, July 2, 2022, December 24, 30, 31, 2022 – if any alcohol found, for preparation or after, only prove that alcohol was served. The City is unable to prove if alcohol was served free of charge or free of charge. To be in compliance of special event permit, alcohol served free of charge. The City did not prove, other than December 30, that alcohol was served without permit or sold alcohol for profit during special event permit.
- Unlawful construction is an existing issue between the landlord and Novahome – Novahome is working with the landlord to get unpermitted construction removed – attached signed documents were provided from the landlord allowing to apply for building permit. This matter is now in progress, and paperwork has been filed. Novahome is working with the Liquor and Cannabis Regulation Branch hoping to receive a liquor licence.

In conclusion, Lucy Zhao advised that Novahome is sorry and agrees not to serve alcohol for profit without a proper valid liquor licence and not to serve alcohol even free of charge without a special event permit. If a special event permit is received (from time to time), the amount of alcohol will not exceed the granted limit by the Liquor Branch.

There is only one (1) proven instance of Novahome breaching bylaw, and Ms. Zhao asked Council reconsider to reinstate business licence for Novahome.

A member of Council inquired if business continued to operate after the business licence has been removed.

Ms. Zhao advised that based on the video received, only that day, but not recalling seeing specific date on the video. The speaker advised she received the video late, and someone filmed it from the car, not window or balcony, and she was concerned whether it was shot by a resident in neighbourhood or a competitor in Burnaby. Ms. Zhao asked the City to verify the person who filed the complaint, to ensure it was a resident in the area, not a random person or a competitor.

Ms. Zhao called her client to make a statement:

Wendy Zhang advised that her and her friends came from the night club that night and wanted to stay together. Her business licence was cancelled, but she did not do any business, only let friends inside.

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY COUNCILLOR KEITHLEY

1. THAT Council, in accordance with Sections 90 and 92 of the *Community Charter*, do now resolve itself into a Closed meeting from which the public is excluded to consider matters concerning the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose; and
2. THAT the Special Reconsideration Hearing recess at 2:03 p.m. until the conclusion of the Closed portion of the meeting.

CARRIED UNANIMOUSLY

Staff Counsel, delegation, Chief Licence Inspector, and the RCMP officer left the Council Chamber, and Council conducted the Closed portion of the meeting, from which the public were excluded.

****CLOSED PORTION OF THE MEETING****

Upon the adjournment of the Closed portion of the meeting, the Open portion of the Reconsideration Hearing resumed.

By unanimous consent, the Special Reconsideration Hearing reconvened at 2:36 p.m.

Staff Counsel, delegation, Chief Licence Inspector, and the RCMP officer returned to the Council Chamber at 2:37 p.m.

A member of Council inquired if the Appellant received the City's package with staff report, including recommendations and all attachments, and referred to Attachment C – a letter from December 1, 2021 sent to Novahome. A member of Council noted there is no formal response in the package and inquired if the Appellant responded.

Lucy Zhao noted that she did not respond as she was not retained by the Appellant at that time.

Wendy Zhang advised that she did not formally responded to the letter in writing, but spoke in person to the inspector.

Ms. Zhao advised that someone from Solo Karaoke responded to the City in response to Attachment E, but there is no written response to Attachment C.

Ms. Zhang noted that the City (Laura Dallas) inspected the business; however, she is unsure if there was a report, but there were some pictures taken and they spent a lot of time discussing the problem, and there must be a record with the City.

The Chief Licence Inspector advised that on December 10, the City received an email from the business owner acknowledging that they will tell the manager to correct everything as they have been informed (Attachment E). This was the only response from the business received by the City.

A member of Council noted that the business licence was cancelled in January (there was a letter) and inquired if the business was opened at all after that, or just one day, as he understands that the business was open.

Ms. Zhang advised that the business was opened only once, after business licence cancellation.

A member of Council inquired regarding previous letter and that the business sold liquor.

Ms. Zhang advised that the business sold liquor only on New Year's Eve.

A member of Council inquired clarification regarding selling liquor for money.

Ms. Zhang advised that they have special event permits but she didn't know about the regulations, therefore they sold liquor, maybe one or two times.

A member of Council noted that Ms. Zhang should have known the regulations under the special event permit, that they cannot sell alcohol for profit.

Ms. Zhang advised that they were not selling alcohol for money, only when they have special licence, on New Year's Eve.

A member of Council noted that the business sold liquor on New Year's Eve, but report said that inspection by the RCMP on December 30 revealed that liquor was served, and on top of that Ms. Zhang didn't know a special event permit does not allow to sell alcohol, even it is in the permit, and then said December 30 and New Year's Eve, and couple of instance, and further inquired clarification on the dates.

Ms. Zhang advised that alcohol was not sold, except on the New Year's Eve.

A member of Council noted that Ms. Zhang changed her previous statement.

Ms. Zhang noted that New Year's Eve on December 30.

A member of Council noted that report said December 30, and on the New Year's Eve (December 31) the RCMP also visited the business. There was a special event permit for December 31.

Ms. Zhao advised that alcohol was not sold and the RCMP visited the business and checked everywhere.

A member of Council noted that most karaoke businesses depend on the sale of alcohol and why the owner applied for a special event permits, and inquired if there was a problem getting proper liquor licence.

Ms. Zhao advised that due to unpermitted construction, the business is unable to get a liquor licence. The owner just received a landlord agreement to remove unpermitted premise. Once this is done, hopefully a liquor licence process can be moved forward. This was a long-standing issue when renting the property for the business. Unpermitted structure was already there. The unpermitted premise is locked, but a liquor licence has specific requirements for the place and a permit was not issued for safety reasons.

The General Manager Planning and Development advised that there is an active rezoning application to allow for the liquor service; however, 3rd reading and final adoption of the bylaw is being withheld until these non-conformities can be fixed and outstanding bylaw issues (construction, liquor, fire exit issues, etc.) are dealt with as well. The rezoning application is necessary in order to receive a liquor licence.

Ms. Zhang advised she didn't know when she started renting the property, that there is unauthorized built that cannot be used. Now they are trying to solve the issue and dealing with the process, and in process of demolition application.

A member of Council inquired if the City used any different process in this case than any other cases previously violating a bylaw.

The Chief Licence Inspector advised that the City followed general practice – to give notice and warning, to give business a chance to comply with warning. The business was operational after hours, but the City does not have staff to attend, so the RCMP has been asked to attend. The RCMP discovered alcohol is being sold without a liquor licence, and standard procedures have been followed.

Council noted that it is clear that year and half the business didn't come to compliance. A long time has passed, and issues are still outstanding, the business continued to

operate on various occasions, and there is no other way than to support the Chief Licence Inspector's decision to cancel the business licence.

Arising from discussion, the following motion was introduced:

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY COUNCILLOR KEITHLEY

THAT Council uphold the Chief Licence Inspector's decision to **CANCEL** the business Licence for Novahome Event Planning Inc. (DBA Solo Karaoke).

CARRIED UNANIMOUSLY

5. **ADJOURNMENT**

MOVED BY COUNCILLOR KEITHLEY
SECONDED BY COUNCILLOR GU

THAT the Special Reconsideration Hearing adjourn at 2:54 p.m.

CARRIED UNANIMOUSLY

Mike Hurley, MAYOR

Nikki Best, CORPORATE OFFICER

Attachment 3



SPECIAL RECONSIDERATION HEARING A G E N D A

Monday, April 3, 2023, 1:30 p.m.
Council Chamber, City Hall
4949 Canada Way, Burnaby, BC

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>REQUEST</u>	
2.1 Lucy X. Zhao, Poise Law Corporation - Re: Cancellation of Business Licence of Novahome Event Planning Inc. (DBA Solo Karaoke)	2
3. <u>ADMINISTRATIVE REPORT</u>	
3.1 CANCELLATION OF BUSINESS LICENCE - NOVAHOME EVENT PLANNING INC., DBA SOLO KARAOKE, #102 - 6462 KINGSWAY	3
Purpose: To provide Council with information that led to the cancellation of the Burnaby business licence issued to Novahome Event Planning Inc.	
4. <u>APPELLANT SUBMISSION</u>	
4.1 Lucy X. Zhao, Poise Law Corporation - Re: Novahome's Responding Material	22
5. <u>ADJOURNMENT</u>	

From: Lucy Zhao <lxzhao@poiselawcorporation.com>
Sent: Thursday, February 2, 2023 3:43 PM
To: LegislativeServices <LegislativeServices@burnaby.ca>
Cc: zhang yan [REDACTED]
Subject: Appeal - Cancellation of Business License of Novahome Event Planning Inc. (DBA Solo Karaoke) - File # BYL21-03102

Reconsideration Hearing APRIL 03, 2023

Hi there,

I have been retained by Ms. Yan (aka Wendy) Zhang for Novahome for the above matter referred to in the subject line of this email.

I understand that on January 18, 2023, the business license has been cancelled due to the various/multiple complaints and the alleged breaches of the bylaws and there will be a 30-day period to file/register an appeal.

Novahome would like to register an appeal of the cancellation of the business license.

Thank you for your time and consideration.

cc: client

Regards,

Lucy X. Zhao
Barrister & Solicitor

Poise Law Corporation
PO BOX 43118
Richmond RPO Richmond Centre
Richmond, BC, V6Y 3Y3
Telephone: (604)-259-6379
Fax: (604)-260-0833
Email: lxzhao@poiselawcorporation.com

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Special Meeting 2023 Apr 03

COUNCIL REPORT

TO: CHIEF ADMINISTRATIVE OFFICER **DATE:** 2023 Feb 17

FROM: CHIEF LICENCE INSPECTOR

SUBJECT: **CANCELLATION OF BUSINESS LICENCE
NOVAHOME EVENT PLANNING INC., DBA SOLO KARAOKE,
#102 - 6462 KINGSWAY**

PURPOSE: To provide Council with information that led to the cancellation of the Burnaby business licence issued to Novahome Event Planning Inc.

RECOMMENDATION:

1. **THAT** Council uphold the Chief Licence Inspector's decision to cancel the business licence for Novahome Event Planning Inc. DBA Solo Karaoke to operate at #102 - 6462 Kingsway.

REPORT**1.0 BACKGROUND**

Novahome Event Planning Inc., doing business as Solo Karaoke ("Solo Karaoke"), applied for a Burnaby business licence in July of 2019, to operate at #102 - 6462 Kingsway. The original business licence was issued on 2019 July 05 under the licence category of "Miscellaneous Resident". The licence was renewed for the years of 2020, 2021, and 2022.

The property located at 6462 Kingsway is zoned as a Commercial District (C4) and is located on the south side of Kingsway. In addition to the business premises occupied by Solo Karaoke, the property has three other street level businesses as well as neighbouring residential apartment towers located on the south side of the property. An aerial photo of the property is included as **Attachment A**.

A website for the business specifies the business is open seven days per week, and the operational hours are from 2pm to 12am Sunday to Thursday and from 2pm to 3am Friday and Saturday. Under the City's business licence for the Solo Karaoke, there are no restrictions on the hours of operation for this business.

Since 2021 August 05, the City has received a total of nine (9) public complaints from eight (8) separate complainants regarding Solo Karaoke. In all cases the complainants

To: Chief Administrative Officer
From: Chief Licence Inspector
Re: Cancellation of Burnaby Business Licence
Novahome Event Planning Inc., DBA Solo
Karaoke, 102-6462 Kingsway

2023 Apr 03.....Page 2

alleged that the business was permitting alcohol to be served and/or consumed on the premises without a valid liquor licence. In addition, complainants also expressed various other concerns related to noise disturbance, smoking on the premises and unauthorized use of a portion of the business premises.

In spite of City staff’s previous directives to cease the service of alcohol until a liquor licence had been obtained, an RCMP inspection conducted in December 2022 found alcohol being served on the premises. During the inspection, patrons confirmed the business had served them the alcohol. As a result of the findings of the RCMP inspection, on 2023 January 18, the Chief Licence Inspector provided written notification to the business that the Burnaby business licence was forthwith cancelled.

Section 11.8 of the *Burnaby Business Licence Bylaw 2017* requires that “every holder of a business licence shall comply at all times with every City bylaw or enactment of the Province or Canada or other governmental authority in respect to the business and the business premises named in the business licence.”

Pursuant to section 8.1 of the *Burnaby Business Licence Bylaw 2017*, Solo Karaoke had 30 days from the date of the Chief Licence Inspector’s decision to seek Council reconsideration of the decision. On 2023 January 24, Solo Karaoke requested a hearing before Council to reconsider the Chief Licence Inspector’s decision.

The purpose of this report is to provide Council with the information that led to the Chief Licence Inspector’s decision to cancel the business licence for Solo Karaoke.

2.0 POLICY SECTION

The recommended action is aligned with the City of Burnaby’s Community Safety Plan.

3.0 COMPLAINTS RECEIVED BY CITY STAFF RELATED TO SOLO KARAOKE

On 2021 August 05, City staff received a public complaint alleging that Solo Karaoke was creating a noise disturbance for neighbouring properties and serving liquor to customers on the business premises. After receiving the complaint, staff confirmed the business did not have a valid liquor licence issued pursuant to the *Liquor Control and Licensing Act* and to date, no confirmation of a liquor licence has been received.

While the original complaint was being reviewed, additional complaints continued to be received, also alleging the business was serving liquor without a licence, creating a noise disturbance and other issues. A summary of the complaints received are as follows:

To: Chief Administrative Officer
 From: Chief Licence Inspector
 Re: Cancellation of Burnaby Business Licence
 Novahome Event Planning Inc., DBA Solo
 Karaoke, 102-6462 Kingsway

2023 Apr 03.....Page 3

Complaint	Complainant	Date	File Number	Description
1	A	2021 Aug 05	BYL21-02270	Serving liquor without a valid liquor licence and noise disturbance.
2	B	2021 Sept 02	BYL21-02549	Serving liquor without a valid liquor licence and noise disturbances.
3	C	2021 Nov 30	BYL21-03102	Serving liquor without a valid licence and unauthorized public assembly use.
4	D	2021 Dec 18	BYL21-03205	Serving liquor without a valid liquor licence.
5	E	2021 Dec 22	BYL21-03208	Serving liquor without a valid licence and unauthorized public assembly use.
6	C	2022 July 18	BYL22-01547	Serving liquor without a valid liquor licence and noise disturbances.
7	F	2022 July 26	BYL22-01720	Serving liquor without a valid liquor licence.
8	G	2022 July 26	BYL22-01721	Serving liquor without a valid liquor licence and smoking inside premises.
9	H	2022 Dec 29	BYL22-03147	Serving liquor without a valid liquor licence.

4.0 STAFF ACTIONS AND DIRECTIVES TO SOLO KARAOKE

An inspection of the business was conducted by City staff on 2021 December 01, at approximately 2:30pm. At the time of the inspection no patrons were in the business and staff did not observe alcohol being consumed. Staff did however, confirm the storage of alcohol on the premises consistent with the practice of serving alcohol as alleged by the complainants. Quantities of beer were observed in a refrigerator in a kitchen area, as well as other bottles appearing to contain alcohol (photographs included as **Attachment B**).

After the inspection, staff mailed a letter to the business dated 2021 December 01, directing the business to cease serving alcohol on the premises without first obtaining a liquor licence. (**Attachment C**).

Following the above inspection and 2021 December 01 letter, the City continued to receive public complaints alleging the business was still offering alcohol service. In

To: Chief Administrative Officer
 From: Chief Licence Inspector
 Re: Cancellation of Burnaby Business Licence
 Novahome Event Planning Inc., DBA Solo
 Karaoke, 102-6462 Kingsway

2023 Apr 03.....Page 4

response to these ongoing complaints, City staff advised both the manager and business owner of Solo Karaoke on multiple occasions that alcohol is not permitted to be served and/or stored on the business premises without a valid licence.

Below is a listing of the dates and a brief description of the correspondence and/or conversations where staff directed the business to cease the practice of serving alcohol and/or permitting the consumption of alcohol on the business premises.

Date	Description of Correspondence/Conversation
2021 Dec 01	City staff spoke with business manager, Lawrence, over the phone and instructed the service of alcohol on the premises must cease immediately.
2021 Dec 01	Letter sent to business ordering the business to immediately cease serving alcohol on the premises.
2021 Dec 01	Follow up email sent to the business manager. Email contained copy of the letter sent to the business ordering the business to immediately cease serving alcohol on the premises (Attachment D).
2021 Dec 10	City staff spoke with business owner, Wendy, over the phone who confirmed receipt of the compliance letter. Owner was advised to cease serving liquor on the business premises and any public assembly uses on the second floor.
2021 Dec 10	City staff received email from business owner, providing contact information and confirming intent to comply with compliance letter. (Attachment E).
2022 July 19	After receiving another complaint City staff again spoke with business owner over the phone and advised owner of the additional complaint alleging liquor service without a licence and the use of the second floor as public assembly and entertainment use. The business owner was again instructed to cease service of alcohol.
2022 July 19	Follow up email sent to the business owner. Email outlined the consequences should the business be found in contravention of Burnaby bylaws and/or provincial regulations (Attachment F).

To: Chief Administrative Officer
 From: Chief Licence Inspector
 Re: Cancellation of Burnaby Business Licence
 Novahome Event Planning Inc., DBA Solo
 Karaoke, 102-6462 Kingsway

2023 Apr 03.....Page 5

5.0 FAILURE OF BUSINESS TO COMPLY

Despite repeated warnings directing Solo Karaoke to cease the practice of serving alcohol without first obtaining a liquor licence, the City continued to receive complaints up until 2022 December 29 from the public alleging the activity was continuing.

A late night site inspection performed by the RCMP on 2022 December 30 revealed liquor being served and consumed on the premises. A synopsis of the police inspection is included as **Attachment G**.

On 2023 January 18, the Chief Licence Inspector informed Solo Karaoke by letter that the business licence to operate at #102 - 6462 Kingsway was forthwith cancelled pursuant to Section 7.1 of the *Burnaby Business Licence Bylaw 2017* and Section 60 of the Community Charter (**Attachment H**).

6.0 POST CANCELLATION COMPLAINT

Following the 2023 January 18 cancellation of the business licence, the Licence Office received another citizen complaint about Solo Karaoke on 2023 February 07. In this case the complainant, who lives in the area, provided video of approximately 20 individuals entering the business at roughly 3am on Saturday 2023 February 04. The video showed a person holding open the front door of the business while a group of people entered the premises. Similar to previous complaints, the complainant expressed frustration due to noise generated by the business patrons in the early morning hours.

7.0 RECOMMENDATION

It is recommended that Council uphold the Chief Licence Inspector's decision to cancel the business licence issued to Solo Karaoke.



Dan Layng
 CHIEF LICENCE INSPECTOR

DC: jc

To: Chief Administrative Officer
From: Chief Licence Inspector
Re: Cancellation of Burnaby Business Licence
Novahome Event Planning Inc., DBA Solo
Karaoke, 102-6462 Kingsway

2023 Apr 03.....Page 6

- Attachments: A) Aerial photograph of 102-6462 Kingsway
- B) Photographs of Alcohol at Business
- C) Bylaw Services Violation
- D) Email to Business Manager 2021 December 01 REDACTED
- E) Email from Business Owner 2022 December 10 REDACTED
- F) Email to Business Owner 2022 July 19 REDACTED
- G) RCMP inspection synopsis
- H) Cancellation Letter – Novahome Event Planning Inc REDACTED

Copied to: City Solicitor
General Manager Community Safety
Director, Legislative Services

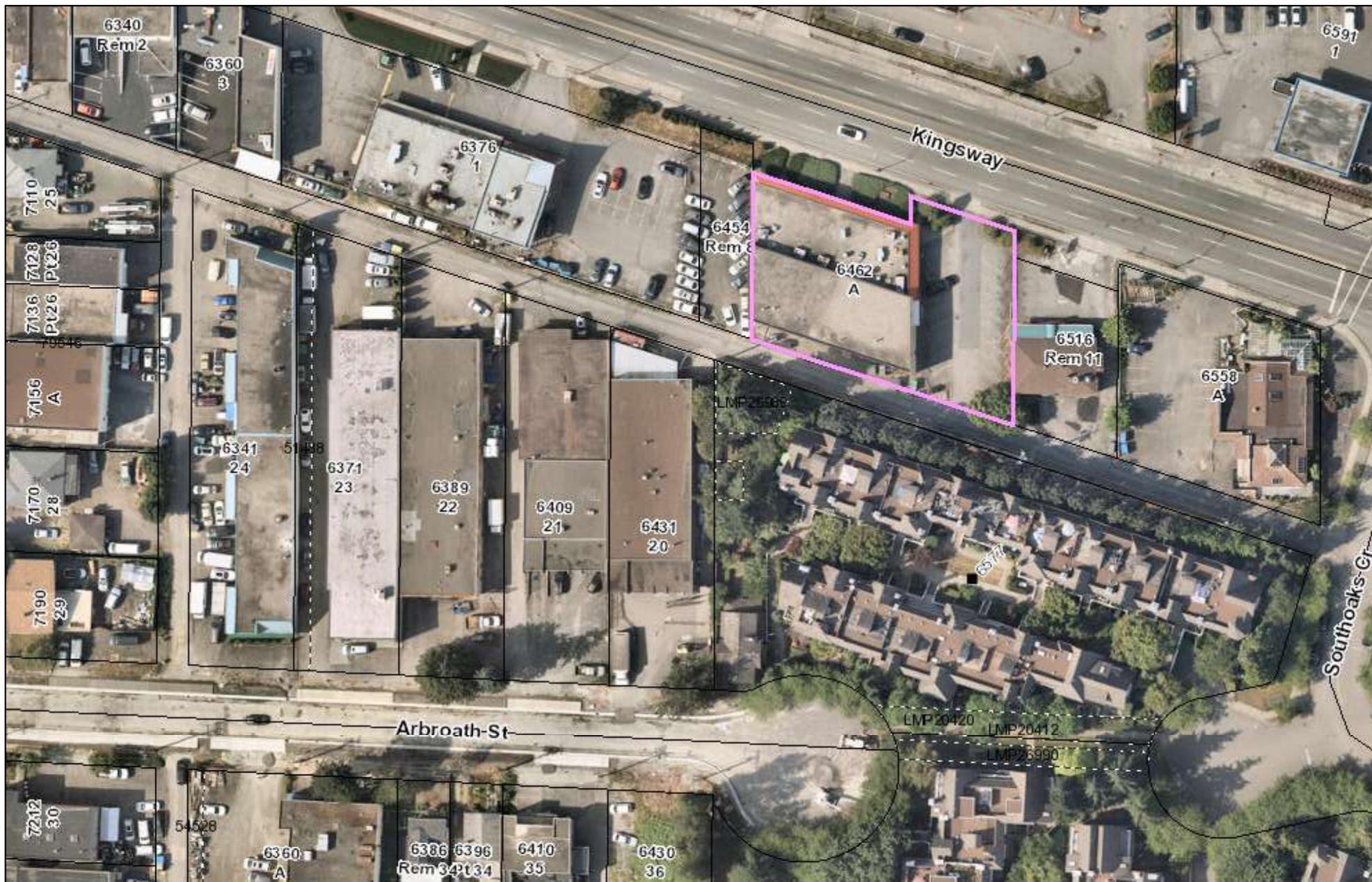


6462 Kingsway Solo Karaoke

2/16/2023, 1:53:26 PM

Attachment A

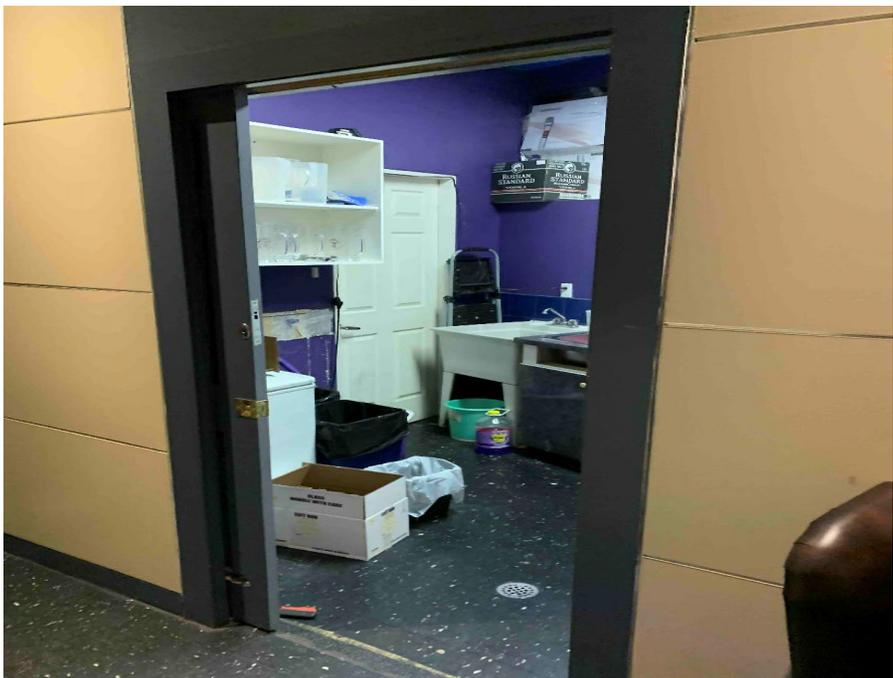
1:1,000



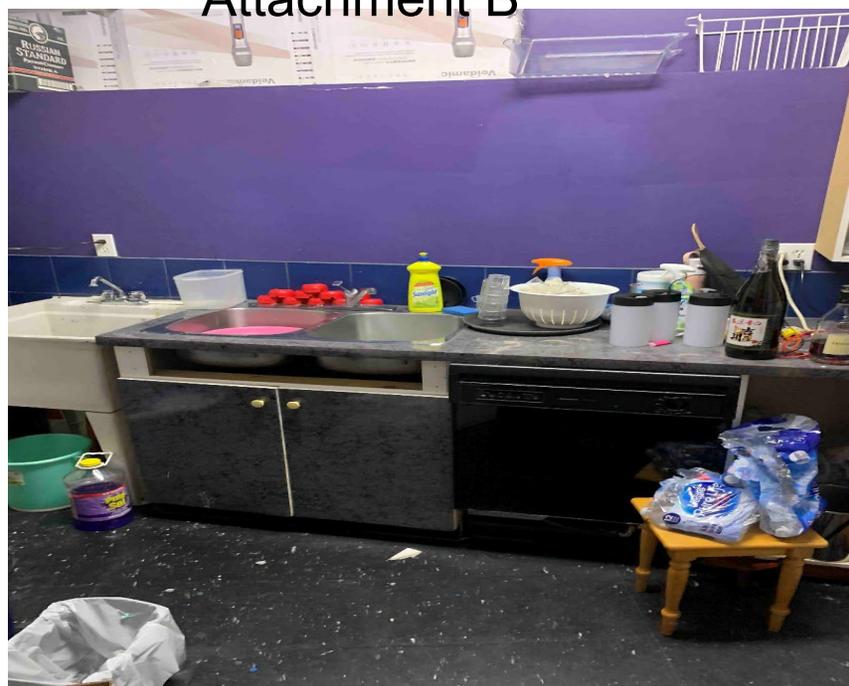
The information has been gathered and assembled on the City of Burnaby's computer systems. Data provided herein is derived from a number of sources with varying levels of accuracy. The City of Burnaby disclaims all responsibility for the accuracy or completeness of information contained herein.

GP - 54

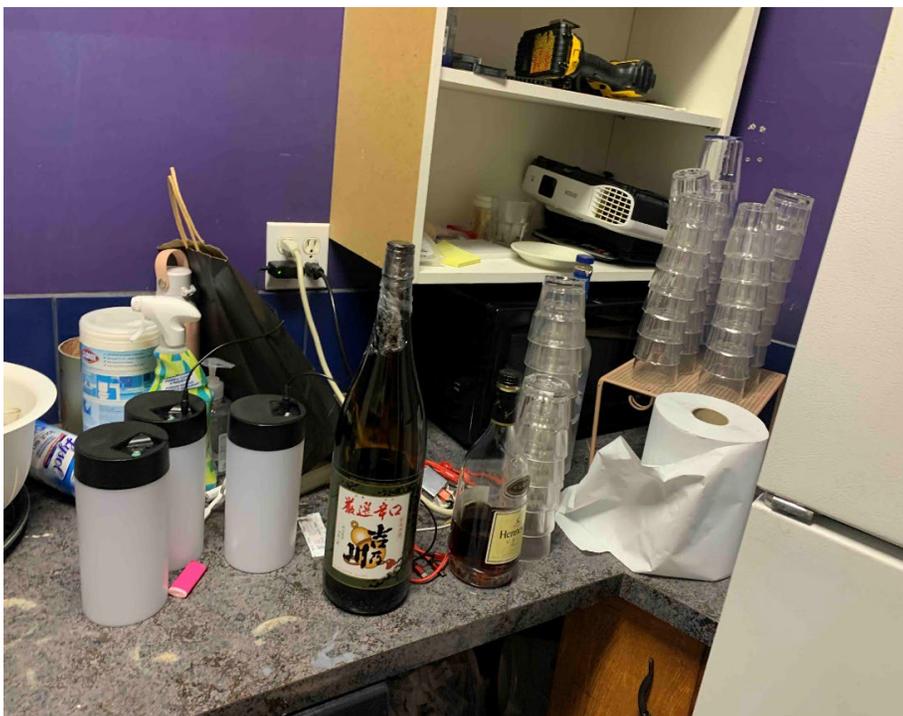




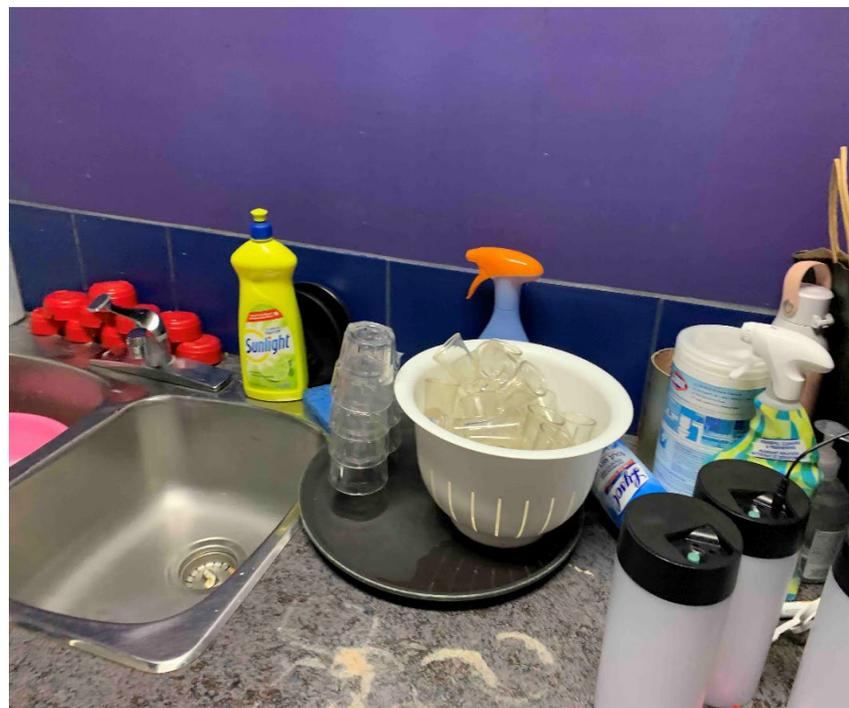
Photo#1 Kitchen Area Entrance 1



Photo#2 Kitchen Area 1



Photo#3 Kitchen counter-Alcohol & Cups 1



Photo# 4 Kitchen Counter- Shot Glasses 1



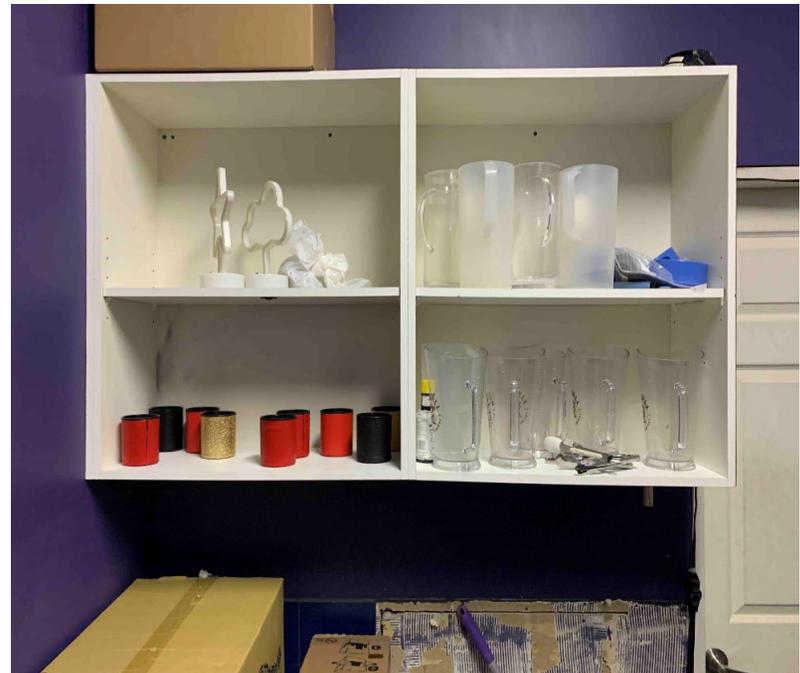
Photo #5 -Kitchen Fridge- Alcohol 1



Photo#6 - Kitchen Fridge #2- Alcohol



Photo#7 - Kitchen Fridge #3 - Alcohol



Photo# 8 - Kitchen Cabinet - Pitchers



Licence Office
Public Safety and Community Services Department

2021 December 01

FILE: BYL21-03102

NOVAHOME EVENT PLANNING INC. DBA SOLO KARAOKE
102-6462 KINGSWAY
BURNABY, BC V5E 1C5

**SUBJECT: BUSINESS PRACTICES (UNAUTHORIZED USE OF SECOND FLOOR)
102-6462 KINGSWAY**

We write to confirm that City staff have inspected your business Novahome Event Planning Inc., DBA Solo Karaoke, operating at 102-6462 Kingsway and observed certain bylaw violations which require immediate attention.

Novahome Event Planning Inc., DBA Solo Karaoke, is hereby ordered to bring the business into compliance with City Bylaws. This order includes but it is not limited to:

- Immediately cease the use of the second floor for any public assembly and entertainment uses which includes but is not limited to karaoke and parties of any kind
- Immediately cease serving alcohol on the premises without having first obtained a liquor licence
- Ensure that the fire exit at the rear of the building remains open so that patrons and staff can exit the building
- Ensure that anytime during the operation of the business, City staff should be able to access the second floor of the business to ensure compliance with City Bylaws.

This letter serves as a formal notice that the premises must be brought into compliance with City Bylaws by 2021 December 09.

City of Burnaby officials will be conducting periodic inspections of the business to ensure compliance with City Bylaws. This includes inspecting the second floor of the business to ensure no public assembly and entertainment uses are taking place.

NOVAHOME EVENT PLANNING

Attachment C Continued

Subject: BUSINESS PRACTICES (UNAUTHORIZED USE OF SECOND FLOOR) - 102-6462 KINGSWAY
2021 December 01.....Page 2

Your voluntary cooperation in resolving this matter is appreciated. If you have any questions or would prefer an earlier inspection, please contact the undersigned at 604-293-6510.



Andy Dhaliwal
Property Use Coordinator

Phone: 604-293-6510

Email: Andy.Dhaliwal@burnaby.ca

AD:an

ATTACHMENT D

Dhaliwal, Andy

From: Andy.Dhaliwal@burnaby.ca
Sent: Wednesday, December 01, 2021 3:38 PM
To: [REDACTED]
Subject: RE: Solo karaoke
Attachments: Letter #1 - Solo Karaoke - 102-6462 Kingsway - BYL21-03102 - 2021 December 01.pdf

Hi [REDACTED],

As discussed over the phone I have mailed out a compliance letter (Please see attached "Letter #1 - Solo Karaoke - 102-6462 Kingsway - BYL21-03102 - 2021 December 01") to Solo Karaoke in regards to observed violations and unauthorized use of the second floor.

The letter outlines everything that was discussed over the phone with you.

Please advise if you have any questions or concerns.

Regards,

Andy Dhaliwal
 Property Use Coordinator
 Direct: 604-293-6510
 City of Burnaby | Public Safety and Community Services Department City Hall – Licence Office | 4949 Canada Way | Burnaby, BC V5G 1M2

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

From: [REDACTED]
Sent: Tuesday, November 30, 2021 3:38 PM
To: Dhaliwal, Andy <Andy.Dhaliwal@burnaby.ca>
Subject: Solo karaoke

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. The City will never ask for personal or account information or account password through email. If you feel this email is malicious or a scam, please forward it to phishing@burnaby.ca

Hi Andy , this is [REDACTED] from solo karaoke. I heard you have been to solo this afternoon. May I know what can I help you ?

從我的iPhone傳送

ATTACHMENT E

Dhaliwal, Andy

From: [REDACTED]
Sent: Friday, December 10, 2021 9:18 AM
To: Dhaliwal, Andy
Subject: [REDACTED] from Solo Karaoke

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Hi, Andy,

This is [REDACTED]. My cellphone is [REDACTED]. I can answer phones from 4pm to late night vancouver time. I am now currently in China. Sorry for the inconvenience. I will tell the manager to correct everything as you informed us. Thanks.

Sincerely,

[REDACTED]

Sincerely,

[REDACTED]

ATTACHMENT F

Dhaliwal, Andy

From: MANDEEP.NIJJAR@BURNABY.CA
Sent: Tuesday, July 19, 2022 3:17 PM
To: [REDACTED]
Subject: Solo Karaoke - 102-6462 Kingsway

Hello [REDACTED],

As per our phone conversation, the City of Burnaby has received complaints regarding potential breaches of the City of Burnaby Noise & Sound Abatement, Business Licence, and Burnaby Zoning. Below is a summary of concerns that have been brought to our attention:

- Serving liquor on premise without first obtaining a liquor licence
- Use of the second floor as a public assembly and entertainment district
- Late night noise exceeding the allowable decibel threshold under the Bylaw at your business premises

If any of these contraventions are occurring during periodic inspections by the City of Burnaby Bylaw Services Department, your penalty for your business may range from fines to a suspension, or in extreme cases, a termination of your Burnaby Business Licence which would be the decision made by the Chief Licence Inspector if continued non-compliance continues. Also, during our periodic inspections, we will be checking on the neighboring Hookah lounge to determine if the source of noise is coming from their business.

Please ensure that you are not in breach of any applicable Burnaby Bylaws and/or other regulatory regulations that govern your business. Voluntary compliance is the goal of our department however, enforcement is an option so moving forward, please be cognizant of the issues that have been brought to the City of Burnaby's attention.

Kind regards,

Mandeep Nijjar

Property Use Coordinator

Direct: 604-294-7321

City of Burnaby | Community Safety Department | Bylaw Services

City Hall – License Office | 4949 Canada Way | Burnaby, BC V5G 1M2

Our Vision: A world-class city committed to creating and sustaining the best quality of life for our entire community.

The City of Burnaby respectfully acknowledges that Burnaby is located on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əm and Skwxwú7mesh speaking peoples.

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ATTACHMENT G



Royal Canadian
Mounted Police

Gendarmerie Royale
du Canada

Security Classification / Désignation
Classification / Désignation sécuritaire

Protected A

From: Burnaby Detachment R. C. M. P
6355 Deer Lake Avenue
Burnaby, B.C. V5G 2J2

Your File Votre référence

To: City of Burnaby
Community Safety – Licence Office
4949 Canada Way
Burnaby, BC V5G 1M2

Our File Notre référence
2022-43646

Date: 2023-02-10

Attn: Dan Layng

Dear Sir:

RE: Solo Karaoke

This letter is to acknowledge the receipt of your correspondence, as attached. Please find below a synopsis of the requested files:

Burnaby file 2022-43646 refers: On December 30, 2022 Burnaby RCMP attended the Solo Karaoke establishment, located at 6462 Kingsway, to conduct a liquor and licencing check. Police learnt the establishment did not have a valid liquor licence for the day and staff denied serving any liquor. Further investigation revealed that patrons had in fact purchased liquor from the business. Patrons told police that 10 minutes before police entered the business they were asked to hide the beer bottles and cans. Once confronted again staff admitted to selling alcohol. Further checks of the premises revealed large amounts of disposable unstamped vape products were displayed for sale. Police also located and seized a large quantity of unopened beer and hard liquor. Burnaby Bylaw was advised and the file has been concluded as information only.

If you have any questions, please contact the Burnaby RCMP Civil Disclosure Coordinators at 604-570-3649 or fax at 604-294-7830

The preceding information is PROPERTY OF THE R.C.M.P.

This police report is supplied to you by the R.C.M.P for the information of your department only. It is not to be made known to any other Agency without the prior written permission of the R.C.M.P.

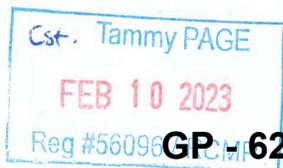
Please note that any Criminal Record Information supplied to you cannot be confirmed as belonging to the person queried, without the support of fingerprint identification.

Kind regards,

Constable Tammy ANONSON
Civil Disclosure Coordinator
Burnaby R.C.M.P.

Sgt. D. MCNEILL, Reg. #48750
Burnaby Detachment

Canada





Bylaw Services
Community Safety Department

2023 January 18

FILE: BYL22-03147

NOVAHOME EVENT PLANNING INC
102-6462 KINGSWAY
BURNABY, BC V5E 1C5

**SUBJECT: CANCELLATION OF BURNABY BUSINESS LICENCE (LIC #00162437)
ISSUED TO NOVAHOME EVENT PLANNING INC DBA SOLO
KARAOKE OPERATING AT 102-6462 KINGSWAY BURNABY, BC**

This letter is to advise that the business licence to operate Novahome Event Planning Inc DBA Solo Karaoke is cancelled.

Despite previous verbal warnings and correspondence advising Solo Karaoke that the service and/or consumption of alcohol on the business premises is not permitted, during a recent inspection of the business premises, conducted on 2022 December 30 by the Burnaby RCMP, it was discovered that alcohol was being served and consumed. As such and in response to the business' repeated practice of permitting the serving and consumption of alcohol without first obtaining Provincial approval pursuant to the *Liquor Control and Licensing Act*, and as further detailed below, the Chief Licence Inspector has cancelled the Burnaby Business Licence issued to Novahome Event Planning Inc DBA Solo Karaoke.

Prior to the RCMP inspection on 2022 December 30, the City had received nine (9) public complaints alleging that Solo Karaoke was permitting alcohol to be served and/or consumed, dating back to 2021 August 05. A summary of complaints received by the City is as follows:

Complaint	Complainant	Date	File Number	Description
1	A	2021 Aug 05	BYL21-02270	Serving liquor without a valid liquor licence and noise disturbance.
2	B	2021 Sept 02	BYL21-02549	Serving liquor without a valid liquor licence and noise disturbance.
3	C	2021 Nov 30	BYL21-03102	Serving liquor without a valid licence and unauthorized public assembly use on second floor
4	D	2021 Dec 18	BYL21-03205	Serving liquor and vape without a valid licence
5	E	2021 Dec 22	BYL21-03208	Serving liquor without a valid licence and unauthorized public assembly use on second floor
6	C	2022 July 18	BYL22-01547	Serving liquor without a valid liquor licence and noise disturbance.
7	F	2022 July 26	BYL22-01720	Serving liquor without a valid liquor licence
8	G	2022 July 26	BYL22-01721	Serving liquor without a valid liquor licence and smoking inside business premises
9	H	2022 Dec 29	BYL22-03147	Serving liquor without a valid liquor licence

In response to these complaints, City staff from Bylaw Services opened an investigative file and conducted multiple inspections on the business premise. Some of these inspections revealed contraventions of various City Bylaws including the storage and serving of liquor on the premises. Details of the site inspections that revealed liquor being served without a licence is as follows:

ATTACHMENT H CONT

Date	Observed Contraventions
2021 Dec 01	City Staff conducted a site inspection and observed the second floor of the business had been converted into a public assembly area for Karaoke in breach of the Zoning Bylaw. The kitchen area on the second floor contained alcohol and glassware consistent with the complaint allegations and service of liquor, photographs were taken (Attachment A included).
2022 Dec 30	The Burnaby RCMP conducted a site inspection and observed numerous rooms had glasses with liquor in them. Patrons and staff confirmed that liquor was served on the premises. RCMP located and seized large amounts beer and hard liquor.

City staff had advised both the manager and business owner of Solo Karaoke on numerous occasions, that alcohol is not permitted to be served and/or consumed on the business premises, and the business must not permit this activity to take place.

Below find a listing of the dates, and a brief description of the correspondence and/or conversations where the business was directed to cease the practice of serving alcohol and/or permitting the consumption of alcohol on the premises.

Date	Description of Correspondence/Conversation
2021 Dec 01	City Staff spoke with business manager, Lawrence over the phone and instructed the service of alcohol on the premises must cease immediately.
2021 Dec 01	Letter sent to business ordering the business to immediately cease serving alcohol on the premises (Attachment B included).
2021 Dec 01	Follow up email sent to the business manager. Email contained copy of the letter sent to the business ordering the business to immediately cease serving alcohol on the premises (Attachment C included).
2021 Dec 10	City Staff spoke with business owner, Wendy over the phone who confirmed receipt of the compliance letter. Owner was advised to cease serving liquor on the business premises and any public assembly uses on the second floor.
2021 Dec 10	City Staff received email from business owner, providing contact information and confirming intent to comply with compliance letter. (Attachment D included).

2022 July 19	After receiving another complaint City staff again spoke with business owner, Wendy over the phone and advised owner of the additional complaint alleging liquor service without a licence and the use of the second floor as public assembly and entertainment use. The business owner was again instructed to cease service of alcohol.
2022 July 19	Follow up email sent to the business owner. Email outlined the consequences should the business be found in contravention of Burnaby bylaws and/or provincial regulations (Attachment E included).

In spite of repeated warnings directing Solo Karaoke to cease the practice of serving alcohol and/or allowing the consumption of alcohol, without first obtaining a liquor licence, the business has failed to comply. As a result, the business licence (LIC #00162437) issued to Novahome Event Planning Inc DBA Solo Karaoke is forthwith **cancelled**. The *Burnaby Business Licence Bylaw 2017*, section 7 (c) authorizes the Chief Licence Inspector to cancel a business licence where a holder of a business licence “carries on business or occupies business premises that do not, or cease to, comply with a City bylaw or enactment of the Province or Canada or other governmental authority”.

Should the business continue to operate, Bylaw Violation Notices with a fine amount of \$500.00 for operating without a valid business licence will be issued for every contravention observed. Additionally, if required, the City of Burnaby may also take legal action to ensure compliance with City Bylaws.

Section 8.1 of the Business Licence Bylaw provides for a holder of the business licence that has been cancelled by the Chief Licence Inspector to “request that Council reconsider the decision by submitting a request for reconsideration to the City Clerk within 30 days of the decision of the Chief Licence Inspector.”

If you wish to request to have this matter heard before Council please contact the Legislative Services within 30 days of the date of this letter. The Director Legislative Services can be reached at (604)-294-7290, via email at Legislativeservices@burnaby.ca or by mail at: City of Burnaby Legislative Services, 4949 Canada Way, Burnaby, BC V5G 1M2.

If you have any additional questions, please contact the undersigned.



Dan Layng
Chief Licence Inspector
Phone: 604-294-7329
Email: Dan.Layng@Burnaby.ca
DL:ad

- cc: May Leung - City Solicitor
- cc: Dave Critchley - GM Community Safety
- cc: Blanka Zeinabova - Senior Manager Legislative Services

Poise Law Corporation
 PO BOX 43118
 Richmond RPO Richmond Centre
 Richmond, BC, V6Y 3Y3
 Telephone: (604)-259-6379
 Fax: (604)-260-0833
 Email: lxzhao@poiselawcorporation.com

March 24, 2023

City of Burnaby – Corporate Services
 4949 Canada Way, Burnaby, BC, V5G 1M2

Via email: Blanka.Zeinabova@burnaby.ca
 and Nikki.Best@burnaby.ca

Dear sirs and mesdames:

**Re: Cancellation of Business Licence of Novahome Event Planning Inc. (“Novahome”) -
 Special Council Meeting 2023 April 3, 2023 and Novahome’s Responding Material**

This letter is the responding material from Novahome for the special council meeting scheduled to take place on April 3, 2023.

There are 9 complaints against Novahome with the following breakdowns.

Complaint	Date	Allegation – Alcohol Related	Allegation - Disturbance	Allegation – Unauthorized public assembly	Allegation – Smoking indoors
#1 – by A	Aug 5, 2021	X	X		
#2 – by B	Sep 2, 2021	X	X		
#3 – by C	Nov 30, 2021	X		X	
#4 – by D	Dec 18, 2021	X			
#5 – by E	Dec 22, 2021	X		X	
#6 – by C	July 18, 2022	X	X		
#7 – by F	July 26, 2022	X			
#8 – by G	July 26, 2022	X			X
#9 – by H	Dec 29, 2022	X			

As per the Council Report dated February 17, 2023 (the “**Council Report**”), “In spite of City staff’s previous directives to cease the service of alcohol until a liquor licence had been obtained, **an RCMP inspection conducted in December 2022 found alcohol being served on the premises**. During the inspection, patrons confirmed the business had served them the alcohol. As a result of the findings of the RCMP inspection, on 2023 January 18, the Chief Licence Inspector provided written notification to the business that the Burnaby business licence was forthwith cancelled.”

Novahome's business licence was not cancelled on the grounds of the alleged noise disturbance, alleged unauthorized public assembly or alleged smoking inside the premises.

Alcohol Related Complaints

On August 5, 2021, the 1st complaint against Novahome was reported. However, there is no record disclosed by the city which contained any communication or notification from the Burnaby Staff to Novahome regarding this particular complaint until **January 18, 2023 (in writing)**. Further, there was no record of the inspection conducted by City staff to verify whether this complaint was real or not as of August 5, 2021. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On September 2, 2021, the 2nd complaint against Novahome was reported. However, there is no communication or notification from the Burnaby Staff to Novahome regarding this particular complaint until **January 18, 2023 (in writing)**. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On November 30, 2021, the 3rd complaint against Novahome was reported.

It appears that on November 30, 2021, City staff, Andy Dhaliwal, attended Novahome's business premises, and Novahome's manager reached out to City staff via an email. It appears that there was no inspection conducted by City staff to verify whether this complaint was real or not as of November 30, 2021.

On December 1, 2021 at approximately 2:30 p.m., an inspection of the business was conducted by City staff. At the time of the inspection no patrons were in the business and staff did not observe alcohol being consumed. The City staff was able to confirm the storage of some alcohol on the premises with the 8 pictures as shown on Attachment B.

- Photo #1 covers the kitchen area entrance 1 and in this photo the only item related to alcohol was an original packing box of a vodka named Russian Standard Vodka right above the sink. However, there is no picture taken regarding the inside of the box to show whether there was any alcohol in it or not. In other words, this picture cannot prove whether the box contained any alcohol in it.
- Photo #2 and #3 covers the kitchen area 1 and in this photo the only items related to alcohol were two opened bottles on the right-hand side of the picture. This photo cannot prove whether the liquid in the alcohol bottles were served to patrons.
- Photos #1, #2, #3, #4 and #8 also show some glasses and/or pitchers that are supposedly used to serve alcohol. However, such pitchers are also used to serve soft

drinks in other restaurants. The existence of the glasses and/or pitchers cannot prove that these were being used to serve alcohol to patrons.

- Photos #5, #6 and #7 were taken inside the refrigerator. As per these photos, there were 2 boxes of 24-can-beer (not sure how many cans left in the right-hand side box since it was already opened, 1 box of 36-bottle-beer, around 9-10 cans of beer inside the right bottom hand drawer, around 11 cans of beers inside the compartments of the refrigerator door. There were also some cans of pops in the refrigerator. These pictures cannot prove that the alcohol in them was indeed served to the patrons.

Therefore, the City staff assumed that Novahome was serving alcohol without any solid evidence to support such an assumption. The amount of alcohol, whether it is a lot or very little, is the City staff's own subjective view. It is possible for some people can prepare this much and even more for a house party.

On December 1, 2021, a letter was issued from the City Ordering Novahome to bring the business into compliance with the City Bylaws (the "**Compliance Letter**"). In the Compliance Letter, the City did not advise Novahome that there were 3 complaints against it.

On December 10, 2021, the City staff spoke with Novahome owner, Ms. Yan Zhang ("**Wendy**"), over the phone who confirmed receipt of the Compliance Letter. Wendy was advised to cease serving liquor on the business premises and any public assembly uses on the second floor. It is unclear whether the City staff advised Wendy that there were already 3 complaints against Novahome during this phone call.

On December 10, 2021, City staff received an email from Wendy, providing contact information and confirming intent to comply with compliance letter.

On December 18, 2021, the 4th complaint against Novahome was reported. However, there is no communication or notification from the Burnaby Staff to Novahome regarding this particular complaint until **January 18, 2023 (in writing)**. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On December 22, 2021, the 5th complaint against Novahome was reported. However, there is no communication or notification from the Burnaby Staff to Novahome regarding this particular complaint until **January 18, 2023 (in writing)**. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On July 18, 2022, the 6th complaint against Novahome was reported. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in

this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

As per the Council Report, on July 19, 2022, “after receiving **another complaint** City staff again spoke with [Wendy] over the phone and advised [her] of the **additional complaint** alleging liquor service without a licence and the use of the second floor as public assembly and entertainment use. [Wendy] was again instructed to cease [serving] alcohol.”

It is unclear on July 19, 2022, the City staff advised Wendy of the 4th and 5th complaints against Novahome.

On July 19, 2022 at 3:17 p.m. and after talking to Wendy, the City staff, Mandeep Nijjar, emailed Wendy and in the email, he outlined the consequences should the business be found in contravention of Burnaby bylaws and/or provincial regulations. It is unclear whether the City staff advised Wendy of both of the 4th and/or 5th complaints against Novahome as per this email.

On July 26, 2022, the 7th and 8th complaints against Novahome were reported. However, there is no communication or notification from the Burnaby Staff to Novahome regarding these particular complaints until **January 18, 2023 (in writing)**. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On December 29, 2022, the 9th complaint against Novahome was reported. However, there is no communication or notification from the Burnaby Staff to Novahome regarding these particular complaints until **January 18, 2023 (in writing)**. Further, there was no inspection conducted by City staff to verify whether this complaint was real or not. The city in this case has failed to prove that Novahome was serving alcohol in the absence of a valid liquor license in this instance.

On December 30, 2022, Burnaby RCMP attended the Solo Karaoke establishment, located at 6462 Kingsway, to conduct a liquor and licensing check. Police learnt the establishment did not have a valid liquor licence for the day and staff denied serving any liquor. Further investigation revealed that patrons had in fact purchased liquor from the business. Patrons told police that 10 minutes before police entered the business they were asked to hide the beer bottles and cans. Once confronted again staff admitted to selling alcohol. Further checks of the premises revealed large amounts of disposable unstamped vape products were displayed for sale. Police also located and seized a large quantity of unopened beer and hard liquor. Burnaby Bylaw was advised and the file has been concluded as information only.

The December 30, 2022 Burnaby RCMP attendance could only prove that Novahome was serving and/or selling alcohol on December 30, 2022, not any other dates. The police report as disclosed by the City as **Attachment G** does not contain exact information as to how many cases of beer or bottles of hard liquor were on the premises.

It is true that did not have a valid liquor licence. However, Novahome has obtained multiple Special Event Permit issued by the Liquor and Cannabis Regulation Branch of BC. **Exhibit A** is a copy of the various Special Event Permits Novahome obtained and valid for the following dates: December 24, 2021, July 2, 2022, December 24, 30 and 31, 2022.

Novahome recognizes that the Special Event Permits only allow them to serve alcohol to people free of charge and the amount of the alcohol must be no more than the amount stipulated/granted on the Special Event Permits and cannot sell it. Novahome sincerely apologizes for the breach of bylaw that occurred on December 30, 2022.

On February 7, 2023 and after the cancellation of Novahome's business licence, the 10th complaint was reported. It appears that some citizen living in the area provided a video of approximately 20 individuals entering the business at roughly 3 a.m. on Saturday, February 4, 2023. The video showed a person holding open the front door of the business while a group of people entered the premises. Similar to previous complaints, the complainant expressed frustration due to noise generated by the business patrons in the early morning hours.

No such video has been released to Novahome and this was only raised on March 2, 2023 when the City provided the material it will be rely on for the hearing on April 3, 2023. At this moment, Novahome is unable to respond to this particular complaint.

The December 1, 2021 inspection could not prove that Novahome had indeed served alcohol for the 1st 3 complaints.

The December 30, 2022 RCMP inspection could not prove the Novahome had indeed served alcohol as stipulated in the 9 complaints. As a matter of fact, Novahome was legally allowed to serve alcohol free of charge on December 30 and 31, 2022 as it had a valid special event permit.

Novahome undertakes to refrain from selling alcohol unless it has obtained a valid liquor license and Novahome undertakes to refrain from serving alcohol free of charge unless it has a valid Special Event Permit.

The Noise, Disturbances and smoking inside the Premises

There is no record of any solid evidence of alleged noise, disturbances or smoking inside the premises. As per Attachment G, there was some disposable unstamped vape products were displayed for sale as of December 30, 2022; however, the business license was cancelled due to the finding of alcohol being served as of December 30, 2022.

Novahome is also right next to Lounge Sixty the hookah bar, opens until 1 or 2 a.m. (depending on the days of the week). It has not been proven that the alleged noise, disturbances and smoking inside the premises were caused by Novahome.

Exhibit B is a copy of the Google Search of Lounge Sixty the hookah bar which shows that it is right next to Novahome's Premises.

Unpermitted Building

The unpermitted building on the 2nd floor was done by the landlord of the premises, Y.L. Wong Holdings Ltd. If there should be any fines for the unpermitted building, then the landlord should be responsible for it.

Novahome has been working actively to apply for a demolition permit with the City to remove the unpermitted construction on the premises. Before demolishing the unpermitted building, Novahome undertakes to lock it up so no patrons can enter or access it.

Exhibit C is a copy of the email from the lawyer representing the landlord of Novahome's premises and the Schedule F – Owner's Undertaking signed by the landlord for the application of construction permit to remove the unpermitted building.

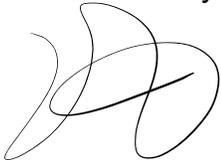
Overall

With all due respect, we cannot agree with the decision to cancel the business license of Novahome.

We would like to have the cancellation revoked on the undertakings of Novahome that:

- 1) shall refrain from serving and selling alcohol unless it has obtained a valid liquor license;
- 2) Shall refrain from serving alcohol free of charge unless it has obtained valid special event permit; and
- 3) Before demolishing the unpermitted building, Novahome shall lock it up so no patrons can enter or access it.

Yours sincerely



Lucy X. Zhao
Barrister & Solicitor

Cc: client



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 004712
Issued: December 15, 2021

General Application Info

Event Name:	Solo Singing Event
Event Municipality:	Burnaby
Applicant Name:	JUN TU
Applicant Info:	210-7180 LINDEN AVE BURNABY, BC V5E3G6 6048320810 amazingjuno727@outlook.com

Eligibility

Event Start:	December 24, 2021
Organization Type:	IncorporatedBusinessOrPartnership
Responsible Beverage Service #:	
Organization Name:	Solo Karaoke
Address:	unit 102 - 6462 kingsway
Occasion of Event:	Singing event of guests in store
Licence Already Exists At Location?:	No
Permit Category:	Anyone
Public Property:	False

Printed: December 16, 2021



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 004712
Issued: December 15, 2021

Event Location: Solo Karaoke

Location Permit:	004712-1
Location Name:	Solo Karaoke
Location Description:	Karaoke bar
Event Address:	unit 102 - 6462 kingsway, Burnaby BC, V5E1E1

Total Attendees:	70
Service Area #1:	Karaoke room (capacity: 70)
Total Attendees in Service Areas:	70

Event Date(s):

Date:	December 24, 2021	Event Times:	2:00 PM - 3:00 AM	Service Times:	8:00 PM - 2:00 PM
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The terms and conditions to which this Special Event Permit is subject include the terms and conditions contained in the Special Event Permit Terms and Conditions Handbook, which is available on the Liquor and Cannabis Regulation Branch website.

The information on this form is collected by the Liquor and Cannabis Regulation Branch under Section 26(a) and (c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of liquor licensing and compliance and enforcement matters in accordance with the Liquor Control and Licensing Act. Should you have any questions about the collection, uses, or disclosure of personal information, please contact the Freedom of Information Officer at PO Box 9292 STN PROV GVT, Victoria, BC, V8W 9J8 or by phone toll free at 1-866-209-2111.

Printed: December 16, 2021



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 004712
Issued: December 15, 2021

Quantities and Prices of Drinks

All liquor for your event must be bought from an approved outlet. For a list of approved outlets please see the [Special Event Permit Terms and Conditions](#).

Drink Type	Number of Servings	Price Per Serving
Beer/Cider/Cooler	100	\$0.00
Wine	10	\$0.00
Spirits	10	\$0.00

Printed: December 16, 2021



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

As the holder of a Special Event Permit, it is important to know your responsibilities. The following is a short reference list of your key responsibilities as a Special Event Permit holder.

Note: This is not an exhaustive list. Please read the [Special Event Permit Terms and Conditions Handbook](#) for full details on your responsibilities.

As a special event permittee, you must:

Follow B.C. liquor laws and the terms and conditions of your Special Event Permit at all times.

- Your permit may list additional terms and conditions that you must follow.
- Read the Terms and Conditions Handbook carefully. It can be found at: <https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/guides-and-manuals/guide-sep.pdf>
- The Liquor Control and Licensing Act and the Liquor Control and Licensing Regulations can be found at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-legislation-regulations>

Ensure that you, as the permit holder, do not consume liquor during the event.

- You or your designated substitute, and your staff, must not consume liquor at the event. For more information, see the “Your Presence” and “Staff Conduct” section in the Terms and Conditions Handbook.

Ensure the area in which you’ll be serving liquor is surrounded by a barrier sufficient to contain the sale, service and consumption of liquor to that area.

- For more information, see the ‘Controlling Your Event’ and ‘Security’ sections in the Terms and Conditions Handbook.

Ensure that you do not exceed the maximum attendance listed on your permit or exceed the occupant load for your venue.

- Your maximum attendance is listed on the face of your Special Event Permit.
 - If you are renting a private space, contact the owner or landlord to confirm the occupant load of the venue.
 - If you are renting a public space, contact the municipality or fire department to confirm the occupant load for the venue.
- If the maximum attendance limit on your permit is different than the occupant load for your venue, you must not exceed the lower of the two numbers.
- For more information, see the section on ‘Overcrowding’ in the Terms and Conditions Handbook.

Ensure that liquor is not served to minors.

- You must have effective policies in place to meet this obligation.
- For more information, see the section on ‘Minors’ in the Terms and Conditions Handbook.

Printed: December 16, 2021



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

Ensure your guests do not become intoxicated at the event site and that no one is harmed because of liquor misuse or criminal activity.

- You must take reasonable measures to prevent disorderly conduct or unlawful activities from taking place at your event site.
- If your event poses a threat to people's safety, the liquor inspector or police can cancel your permit and order the immediate removal of guests.

The permit holder must be present during liquor service hours and ensure liquor is served only within the hours indicated on the permit.

- For more information, including details on how to assign a designate, see the section on 'Your Presence' in the Terms and Conditions Handbook.

Ensure all staff serving liquor at your event have Serving It Right (SIR) or Special Event Server (SES) training

- For information on who must have SIR or SES, see the section on 'Serving it Right and Special Event Server' in the Terms and Conditions Handbook.
- The SIR and SES courses can be found at <https://www.responsible-service-bc.gov.bc.ca>.
- Paid staff and volunteers must not consume liquor during work hours.

Keep the following documents on-site at your event:

- Special Event Permit (see 'Records' in Handbook)
- Site plan (see 'Site Plan and Security Plan')
- Signage (see 'Permit Documents')
- Serving it Right certificate or Special Event Server certificate information (see 'Serving It Right/Special Event Server')
- Incident log (see 'Overservice and Intoxicated Patrons')
- Liquor Receipts (see 'Liquor Source')

Ensure you are following all other relevant regulations.

- Before your event date, be sure to connect with relevant authorities for more information on rules that may apply to your event. This could include your municipality or Indigenous Nation of jurisdiction, fire department, the Agricultural Land Commission or others.

Further assistance

Further information regarding liquor and cannabis regulation and permitting in British Columbia is available on the Liquor and Cannabis Regulation Branch (LCRB) website at <http://www.gov.bc.ca/lcrb>.

If you have further questions, please email the LCRB at LCRBLiquor@gov.bc.ca, or phone 1-866-209-2111 (toll-free in Canada) or 250 952-5787 (if calling from the Victoria area).

This communication is intended to be used only for general informational purposes and may not apply to all situations. This communication does not constitute legal advice nor is it a comprehensive statement of the legal obligations that arise under the Liquor Control and Licensing Act, regulations, or any other applicable laws. When interpreting and applying the information contained in this communication, you are encouraged to seek specific advice from your professional advisors as appropriate in the circumstances.



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 016613
Issued: June 29, 2022

General Application Info

Event Name:	Solo Singing Event
Event Municipality:	Burnaby
Applicant Name:	JUN TU
Applicant Info:	210-7180 LINDEN AVE BURNABY, BC V5E3G6 6048320810 amazingjuno727@outlook.com

Eligibility

Event Start:	July 02, 2022
Organization Type:	IncorporatedBusinessOrPartnership
Responsible Beverage Service #:	
Organization Name:	SOLO KARAOKE
Address:	unit 102 - 6462 Kingsway
Occasion of Event:	Singing event of guests in store.
Licence Already Exists At Location?:	No
Permit Category:	Public - Open to the general public or anyone who wishes to participate or buy a ticket
Public Property:	False

Printed: June 30, 2022



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 016613
Issued: June 29, 2022

Event Location: Solo Karaoke

Location Permit:	016613-1
Location Name:	Solo Karaoke
Location Description:	KTV Store
Event Address:	unit 102 6462 Kingsway, Burnaby BC, V5E1E1

Total Attendees:	70
Service Area #1:	Karaoke Room (capacity: 70)
Total Attendees in Service Areas:	70

Event Date(s):

Date:	July 02, 2022	Event Times:	2:00 PM - 4:00 AM	Service Times:	7:00 PM - 2:00 AM
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The terms and conditions to which this Special Event Permit is subject include the terms and conditions contained in the Special Event Permit Terms and Conditions Handbook, which is available on the Liquor and Cannabis Regulation Branch website.

The information on this form is collected by the Liquor and Cannabis Regulation Branch under Section 26(a) and (c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of liquor licensing and compliance and enforcement matters in accordance with the Liquor Control and Licensing Act. Should you have any questions about the collection, uses, or disclosure of personal information, please contact the Freedom of Information Officer at PO Box 9292 STN PROV GVT, Victoria, BC, V8W 9J8 or by phone toll free at 1-866-209-2111.

Printed: June 30, 2022



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 016613
Issued: June 29, 2022

Quantities and Prices of Drinks

All liquor for your event must be bought from an approved outlet. For a list of approved outlets please see the [Special Event Permit Terms and Conditions](#).

Drink Type	Number of Servings	Price Per Serving
Beer/Cider/Cooler	210	\$0.00
Wine	0	\$0.00
Spirits	70	\$0.00

Printed: June 30, 2022



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

As the holder of a Special Event Permit, it is important to know your responsibilities. The following is a short reference list of your key responsibilities as a Special Event Permit holder.

Note: This is not an exhaustive list. Please read the [Special Event Permit Terms and Conditions Handbook](#) for full details on your responsibilities.

As a special event permittee, you must:

Follow B.C. liquor laws and the terms and conditions of your Special Event Permit at all times.

- Your permit may list additional terms and conditions that you must follow.
- Read the Terms and Conditions Handbook carefully. It can be found at: <https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/guides-and-manuals/guide-sep.pdf>
- The Liquor Control and Licensing Act and the Liquor Control and Licensing Regulations can be found at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-legislation-regulations>

Ensure that you, as the permit holder, do not consume liquor during the event.

- You or your designated substitute, and your staff, must not consume liquor at the event. For more information, see the “Your Presence” and “Staff Conduct” section in the Terms and Conditions Handbook.

Ensure the area in which you’ll be serving liquor is surrounded by a barrier sufficient to contain the sale, service and consumption of liquor to that area.

- For more information, see the ‘Controlling Your Event’ and ‘Security’ sections in the Terms and Conditions Handbook.

Ensure that you do not exceed the maximum attendance listed on your permit or exceed the occupant load for your venue.

- Your maximum attendance is listed on the face of your Special Event Permit.
 - If you are renting a private space, contact the owner or landlord to confirm the occupant load of the venue.
 - If you are renting a public space, contact the municipality or fire department to confirm the occupant load for the venue.
- If the maximum attendance limit on your permit is different than the occupant load for your venue, you must not exceed the lower of the two numbers.
- For more information, see the section on ‘Overcrowding’ in the Terms and Conditions Handbook.

Ensure that liquor is not served to minors.

- You must have effective policies in place to meet this obligation.
- For more information, see the section on ‘Minors’ in the Terms and Conditions Handbook.

Printed: June 30, 2022



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

Ensure your guests do not become intoxicated at the event site and that no one is harmed because of liquor misuse or criminal activity.

- You must take reasonable measures to prevent disorderly conduct or unlawful activities from taking place at your event site.
- If your event poses a threat to people's safety, the liquor inspector or police can cancel your permit and order the immediate removal of guests.

The permit holder must be present during liquor service hours and ensure liquor is served only within the hours indicated on the permit.

- For more information, including details on how to assign a designate, see the section on 'Your Presence' in the Terms and Conditions Handbook.

Ensure all staff serving liquor at your event have Serving It Right (SIR) or Special Event Server (SES) training

- For information on who must have SIR or SES, see the section on 'Serving it Right and Special Event Server' in the Terms and Conditions Handbook.
- The SIR and SES courses can be found at <https://www.responsible-service-bc.gov.bc.ca>.
- Paid staff and volunteers must not consume liquor during work hours.

Keep the following documents on-site at your event:

- Special Event Permit (see 'Records' in Handbook)
- Site plan (see 'Site Plan and Security Plan')
- Signage (see 'Permit Documents')
- Serving it Right certificate or Special Event Server certificate information (see 'Serving It Right/Special Event Server')
- Incident log (see 'Overservice and Intoxicated Patrons')
- Liquor Receipts (see 'Liquor Source')

Ensure you are following all other relevant regulations.

- Before your event date, be sure to connect with relevant authorities for more information on rules that may apply to your event. This could include your municipality or Indigenous Nation of jurisdiction, fire department, the Agricultural Land Commission or others.

Further assistance

Further information regarding liquor and cannabis regulation and permitting in British Columbia is available on the Liquor and Cannabis Regulation Branch (LCRB) website at <http://www.gov.bc.ca/lcrb>.

If you have further questions, please email the LCRB at LCRBLiquor@gov.bc.ca, or phone 1-866-209-2111 (toll-free in Canada) or 250 952-5787 (if calling from the Victoria area).

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Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031269
Issued: December 23, 2022

General Application Info

Event Name:	Christmas Event " Sing on the Stage"
Event Municipality:	Burnaby
Applicant Name:	JUN TU
Applicant Info:	210-7180 LINDEN AVE BURNABY, BC V5E3G6 6048320810 amazingjuno727@outlook.com

Eligibility

Event Start:	December 24, 2022
Organization Type:	IncorporatedBusinessOrPartnership
Responsible Beverage Service #:	
Organization Name:	Solo Karaoke
Address:	6462 kingsway unit 102
Occasion of Event:	in private karaoke rooms
Licence Already Exists At Location?:	No
Permit Category:	Public - Open to the general public or anyone who wishes to participate or buy a ticket
Public Property:	False

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031269
Issued: December 23, 2022

Event Location: Solo Karaoke

Location Permit:	031269-1
Location Name:	Solo Karaoke
Location Description:	Karaoke store
Event Address:	6462 kingsway unit102, Burnaby BC, V5E1E1

Total Attendees:	70
Service Area #1:	in the karaoke room (capacity: 60)
Total Attendees in Service Areas:	60

Event Date(s):

Date:	December 24, 2022	Event Times:	10:00 PM - 12:00 PM	Service Times:	3:00 AM - 8:00 AM
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The terms and conditions to which this Special Event Permit is subject include the terms and conditions contained in the Special Event Permit Terms and Conditions Handbook, which is available on the Liquor and Cannabis Regulation Branch website.

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Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031269
Issued: December 23, 2022

Quantities and Prices of Drinks

All liquor for your event must be bought from an approved outlet. For a list of approved outlets please see the [Special Event Permit Terms and Conditions](#).

Drink Type	Number of Servings	Price Per Serving
Beer/Cider/Cooler	60	\$0.00
Wine	0	\$0.00
Spirits	40	\$0.00

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITTEE QUICK REFERENCE LIST

As the holder of a Special Event Permit, it is important to know your responsibilities. The following is a short reference list of your key responsibilities as a Special Event Permit holder.

Note: This is not an exhaustive list. Please read the [Special Event Permit Terms and Conditions Handbook](#) for full details on your responsibilities.

As a special event permittee, you must:

Follow B.C. liquor laws and the terms and conditions of your Special Event Permit at all times.

- Your permit may list additional terms and conditions that you must follow.
- Read the Terms and Conditions Handbook carefully. It can be found at: <https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/guides-and-manuals/guide-sep.pdf>
- The Liquor Control and Licensing Act and the Liquor Control and Licensing Regulations can be found at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-legislation-regulations>

Ensure that you, as the permit holder, do not consume liquor during the event.

- You or your designated substitute, and your staff, must not consume liquor at the event. For more information, see the “Your Presence” and “Staff Conduct” section in the Terms and Conditions Handbook.

Ensure the area in which you’ll be serving liquor is surrounded by a barrier sufficient to contain the sale, service and consumption of liquor to that area.

- For more information, see the ‘Controlling Your Event’ and ‘Security’ sections in the Terms and Conditions Handbook.

Ensure that you do not exceed the maximum attendance listed on your permit or exceed the occupant load for your venue.

- Your maximum attendance is listed on the face of your Special Event Permit.
 - If you are renting a private space, contact the owner or landlord to confirm the occupant load of the venue.
 - If you are renting a public space, contact the municipality or fire department to confirm the occupant load for the venue.
- If the maximum attendance limit on your permit is different than the occupant load for your venue, you must not exceed the lower of the two numbers.
- For more information, see the section on ‘Overcrowding’ in the Terms and Conditions Handbook.

Ensure that liquor is not served to minors.

- You must have effective policies in place to meet this obligation.
- For more information, see the section on ‘Minors’ in the Terms and Conditions Handbook.

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

Ensure your guests do not become intoxicated at the event site and that no one is harmed because of liquor misuse or criminal activity.

- You must take reasonable measures to prevent disorderly conduct or unlawful activities from taking place at your event site.
- If your event poses a threat to people's safety, the liquor inspector or police can cancel your permit and order the immediate removal of guests.

The permit holder must be present during liquor service hours and ensure liquor is served only within the hours indicated on the permit.

- For more information, including details on how to assign a designate, see the section on 'Your Presence' in the Terms and Conditions Handbook.

Ensure all staff serving liquor at your event have Serving It Right (SIR) or Special Event Server (SES) training

- For information on who must have SIR or SES, see the section on 'Serving it Right and Special Event Server' in the Terms and Conditions Handbook.
- The SIR and SES courses can be found at <https://www.responsible-service-bc.gov.bc.ca>.
- Paid staff and volunteers must not consume liquor during work hours.

Keep the following documents on-site at your event:

- Special Event Permit (see 'Records' in Handbook)
- Site plan (see 'Site Plan and Security Plan')
- Signage (see 'Permit Documents')
- Serving it Right certificate or Special Event Server certificate information (see 'Serving It Right/Special Event Server')
- Incident log (see 'Overservice and Intoxicated Patrons')
- Liquor Receipts (see 'Liquor Source')

Ensure you are following all other relevant regulations.

- Before your event date, be sure to connect with relevant authorities for more information on rules that may apply to your event. This could include your municipality or Indigenous Nation of jurisdiction, fire department, the Agricultural Land Commission or others.

Further assistance

Further information regarding liquor and cannabis regulation and permitting in British Columbia is available on the Liquor and Cannabis Regulation Branch (LCRB) website at <http://www.gov.bc.ca/lcrb>.

If you have further questions, please email the LCRB at LCRBLiquor@gov.bc.ca, or phone 1-866-209-2111 (toll-free in Canada) or 250 952-5787 (if calling from the Victoria area).

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Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031270
Issued: December 23, 2022

General Application Info

Event Name:	New Year Count down
Event Municipality:	Burnaby
Applicant Name:	JUN TU
Applicant Info:	210-7180 LINDEN AVE BURNABY, BC V5E3G6 6048320810 amazingjuno727@outlook.com

Eligibility

Event Start:	December 30, 2022
Organization Type:	IncorporatedBusinessOrPartnership
Responsible Beverage Service #:	
Organization Name:	Solo Karaoke
Address:	6462 kingsway
Occasion of Event:	in karaoke rooms
Licence Already Exists At Location?:	No
Permit Category:	Public - Open to the general public or anyone who wishes to participate or buy a ticket
Public Property:	False

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031270
Issued: December 23, 2022

Event Location: Solo Karaoke

Location Permit:	031270-1
Location Name:	Solo Karaoke
Location Description:	local Karaoke store
Event Address:	6462 kingsway unit 102, Burnaby BC, V5E1E1

Total Attendees:	70
Service Area #1:	inside of karaoke private rooms (capacity: 40)
Total Attendees in Service Areas:	40

Event Date(s):

Date:	December 30, 2022	Event Times:	10:00 PM - 11:30 AM	Service Times:	3:00 AM - 8:00 AM
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The terms and conditions to which this Special Event Permit is subject include the terms and conditions contained in the Special Event Permit Terms and Conditions Handbook, which is available on the Liquor and Cannabis Regulation Branch website.

The information on this form is collected by the Liquor and Cannabis Regulation Branch under Section 26(a) and (c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of liquor licensing and compliance and enforcement matters in accordance with the Liquor Control and Licensing Act. Should you have any questions about the collection, uses, or disclosure of personal information, please contact the Freedom of Information Officer at PO Box 9292 STN PROV GVT, Victoria, BC, V8W 9J8 or by phone toll free at 1-866-209-2111.

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031270
Issued: December 23, 2022

Quantities and Prices of Drinks

All liquor for your event must be bought from an approved outlet. For a list of approved outlets please see the [Special Event Permit Terms and Conditions](#).

Drink Type	Number of Servings	Price Per Serving
Beer/Cider/Cooler	100	\$0.00
Wine	0	\$0.00
Spirits	60	\$0.00

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

As the holder of a Special Event Permit, it is important to know your responsibilities. The following is a short reference list of your key responsibilities as a Special Event Permit holder.

Note: This is not an exhaustive list. Please read the [Special Event Permit Terms and Conditions Handbook](#) for full details on your responsibilities.

As a special event permittee, you must:

Follow B.C. liquor laws and the terms and conditions of your Special Event Permit at all times.

- Your permit may list additional terms and conditions that you must follow.
- Read the Terms and Conditions Handbook carefully. It can be found at: <https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/guides-and-manuals/guide-sep.pdf>
- The Liquor Control and Licensing Act and the Liquor Control and Licensing Regulations can be found at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-legislation-regulations>

Ensure that you, as the permit holder, do not consume liquor during the event.

- You or your designated substitute, and your staff, must not consume liquor at the event. For more information, see the “Your Presence” and “Staff Conduct” section in the Terms and Conditions Handbook.

Ensure the area in which you’ll be serving liquor is surrounded by a barrier sufficient to contain the sale, service and consumption of liquor to that area.

- For more information, see the ‘Controlling Your Event’ and ‘Security’ sections in the Terms and Conditions Handbook.

Ensure that you do not exceed the maximum attendance listed on your permit or exceed the occupant load for your venue.

- Your maximum attendance is listed on the face of your Special Event Permit.
 - If you are renting a private space, contact the owner or landlord to confirm the occupant load of the venue.
 - If you are renting a public space, contact the municipality or fire department to confirm the occupant load for the venue.
- If the maximum attendance limit on your permit is different than the occupant load for your venue, you must not exceed the lower of the two numbers.
- For more information, see the section on ‘Overcrowding’ in the Terms and Conditions Handbook.

Ensure that liquor is not served to minors.

- You must have effective policies in place to meet this obligation.
- For more information, see the section on ‘Minors’ in the Terms and Conditions Handbook.

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

Ensure your guests do not become intoxicated at the event site and that no one is harmed because of liquor misuse or criminal activity.

- You must take reasonable measures to prevent disorderly conduct or unlawful activities from taking place at your event site.
- If your event poses a threat to people's safety, the liquor inspector or police can cancel your permit and order the immediate removal of guests.

The permit holder must be present during liquor service hours and ensure liquor is served only within the hours indicated on the permit.

- For more information, including details on how to assign a designate, see the section on 'Your Presence' in the Terms and Conditions Handbook.

Ensure all staff serving liquor at your event have Serving It Right (SIR) or Special Event Server (SES) training

- For information on who must have SIR or SES, see the section on 'Serving it Right and Special Event Server' in the Terms and Conditions Handbook.
- The SIR and SES courses can be found at <https://www.responsible-service-bc.gov.bc.ca>.
- Paid staff and volunteers must not consume liquor during work hours.

Keep the following documents on-site at your event:

- Special Event Permit (see 'Records' in Handbook)
- Site plan (see 'Site Plan and Security Plan')
- Signage (see 'Permit Documents')
- Serving it Right certificate or Special Event Server certificate information (see 'Serving It Right/Special Event Server')
- Incident log (see 'Overservice and Intoxicated Patrons')
- Liquor Receipts (see 'Liquor Source')

Ensure you are following all other relevant regulations.

- Before your event date, be sure to connect with relevant authorities for more information on rules that may apply to your event. This could include your municipality or Indigenous Nation of jurisdiction, fire department, the Agricultural Land Commission or others.

Further assistance

Further information regarding liquor and cannabis regulation and permitting in British Columbia is available on the Liquor and Cannabis Regulation Branch (LCRB) website at <http://www.gov.bc.ca/lcrb>.

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Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031508
Issued: December 31, 2022

General Application Info

Event Name:	COUNT DOWN EVENT
Event Municipality:	Burnaby
Applicant Name:	JUN TU
Applicant Info:	210-7180 LINDEN AVE BURNABY, BC V5E3G6 6048320810 amazingjuno727@outlook.com

Eligibility

Event Start:	December 31, 2022
Organization Type:	IncorporatedBusinessOrPartnership
Responsible Beverage Service #:	
Organization Name:	solo karaoke
Address:	6462 kingsway unit 102
Occasion of Event:	COUNT DOWN PARTY EVENT
Licence Already Exists At Location?:	No
Permit Category:	Public - Open to the general public or anyone who wishes to participate or buy a ticket
Public Property:	False

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031508
Issued: December 31, 2022

Event Location: Solo Karaoke

Location Permit:	031508-1
Location Name:	Solo Karaoke
Location Description:	karaoke store
Event Address:	6462 kingsway unit102, Burnaby BC, V5E1E1

Total Attendees:	65
Service Area #1:	BAR Area (capacity: 20)
Total Attendees in Service Areas:	20

Event Date(s):

Date:	December 31, 2022	Event Times:	2:00 PM - 3:30 AM	Service Times:	8:00 PM - 2:00 AM
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The terms and conditions to which this Special Event Permit is subject include the terms and conditions contained in the Special Event Permit Terms and Conditions Handbook, which is available on the Liquor and Cannabis Regulation Branch website.

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Printed: March 23, 2023



Liquor and Cannabis Regulation Branch
SPECIAL EVENT PERMIT: 031508
Issued: December 31, 2022

Quantities and Prices of Drinks

All liquor for your event must be bought from an approved outlet. For a list of approved outlets please see the [Special Event Permit Terms and Conditions](#).

Drink Type	Number of Servings	Price Per Serving
Beer/Cider/Cooler	150	\$0.00
Wine	0	\$0.00
Spirits	50	\$0.00

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

As the holder of a Special Event Permit, it is important to know your responsibilities. The following is a short reference list of your key responsibilities as a Special Event Permit holder.

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As a special event permittee, you must:

Follow B.C. liquor laws and the terms and conditions of your Special Event Permit at all times.

- Your permit may list additional terms and conditions that you must follow.
- Read the Terms and Conditions Handbook carefully. It can be found at: <https://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation-licensing/guides-and-manuals/guide-sep.pdf>
- The Liquor Control and Licensing Act and the Liquor Control and Licensing Regulations can be found at: <https://www2.gov.bc.ca/gov/content/employment-business/business/liquor-regulation-licensing/liquor-licence-permits/liquor-law-policy/liquor-legislation-regulations>

Ensure that you, as the permit holder, do not consume liquor during the event.

- You or your designated substitute, and your staff, must not consume liquor at the event. For more information, see the “Your Presence” and “Staff Conduct” section in the Terms and Conditions Handbook.

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- For more information, see the section on ‘Overcrowding’ in the Terms and Conditions Handbook.

Ensure that liquor is not served to minors.

- You must have effective policies in place to meet this obligation.
- For more information, see the section on ‘Minors’ in the Terms and Conditions Handbook.

Printed: March 23, 2023



Liquor and Cannabis Regulation Branch

SPECIAL EVENT PERMITEE QUICK REFERENCE LIST

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- If your event poses a threat to people's safety, the liquor inspector or police can cancel your permit and order the immediate removal of guests.

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- Incident log (see 'Overservice and Intoxicated Patrons')
- Liquor Receipts (see 'Liquor Source')

Ensure you are following all other relevant regulations.

- Before your event date, be sure to connect with relevant authorities for more information on rules that may apply to your event. This could include your municipality or Indigenous Nation of jurisdiction, fire department, the Agricultural Land Commission or others.

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Instagram
https://www.instagram.com/loungesixty

Lounge Sixty (@loungesixty) • Instagram photos and videos

Your girls favorite **shisha lounge** 604-553-4153. Sun-Wed 6pm-1am. Thurs-Sat 6pm-2am
Upcoming events below; 34 posts; 1,214 followers; 730 following.

loungesixty.com
https://loungesixty.com

Loungesixty – your girls favorite hookah lounge

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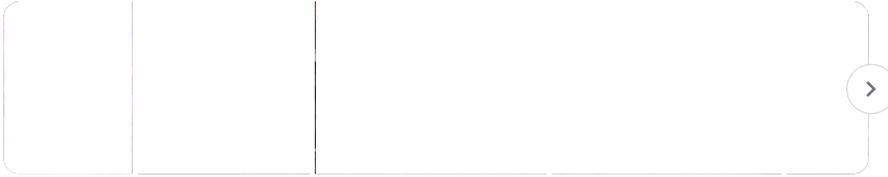
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Menu – Loungesixty

Shisha Flavors. House Mixes. Sixty Exclusive. \$25. Watermelon, Melon & Mint ... 6462 Kingsway, Burnaby, BC V5E 1E1. Your girls favorite **hookah lounge**.

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- 6462 kingsway
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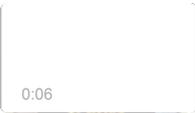
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Burnaby Now



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Lounge Sixty



Website | Directions | Save

4.6 73 Google reviews

Hookah bar in Burnaby, British Columbia

Address: 6462 Kingsway, Burnaby, BC V5E 1E1

Hours: Open · Closes 2 a.m.

Phone: (604) 553-4153

Province: British Columbia

Suggest an edit · Own this business?

Events

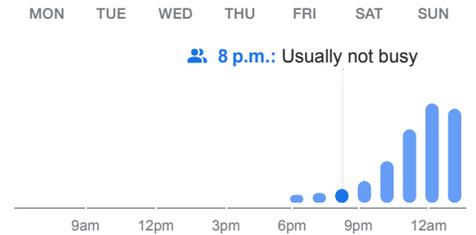
Thu, Mar 23 Afro Vibes Thursdays
10:00 p.m.

Questions and answers

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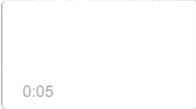
"Really fancy **place**, **prices** are nice, real good **ambiance** *100*"

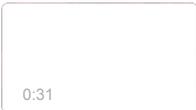
"Best hookah, **customer service** and music in BC."

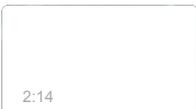
Burnaby hookah lounge with 119 noise complaints barred ...

Oct 18, 2019 — Pure **Hookah Lounge** on Hastings Street was often open until 4 a.m., ... of a typical **hookah lounge** for 50- and 60-year-olds," he said.

Videos :

- 

Shisha Lounge Sixty Three 63
Facebook
Dec 15, 2018
- 

Shisha Lounge Sixty Three 63 | By Shisha Lounge Sixty Three ...
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Lounge Sixty. Address: 6462 Kingsway, Burnaby, BC V5E 1E1, Canada. Schedule: Opens at 6:00 PM. Telephone: +1 604-553-4153. Business type: **Hookah bar.**

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Lucy Zhao <lxzhao@poiselawcorporation.com>

Fwd: consent to construction

zhang yan <wendy1077@hotmail.com>
To: Lucy Zhao <lxzhao@poiselawcorporation.com>

Thu, Mar 23, 2023 at 11:50 AM

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发件人: Florence Yen <f.yen@kitslaw.com>
发送时间: Monday, February 6, 2023 11:54:58 AM
收件人: 'zhang yan' <wendy1077@hotmail.com>
主题: RE: consent to construction

Hello Wendy,

Please see attached signed Schedule F; and we confirm that the Schedule F is provided to you on condition of the terms of the indemnity agreement signed by you and Novahome Event Planning Inc.

Yours truly,

Florence Louie Yen

Florence Yen Law Corporation

#330, 1785 West 4th Avenue

Vancouver, BC V6J 1M2

Direct Line: 778-807-5652

Fax No.: 778-807-5651

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From: zhang yan <wendy1077@hotmail.com>
Sent: February 5, 2023 1:43 PM
To: Florence Yen <f.yen@kitslaw.com>
Subject: Re: consent to construction

Hi, Florence,

Yes. The schedule F. I said it wrong. Sorry.

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 **1651_001.pdf**
107K



City of Burnaby
Building Department
4949 Canada Way, Burnaby, BC V5G 1M2
Phone: 604-294-7130 Fax: 604-294-7986
www.burnaby.ca/building

Reset Form

SCHEDULE "F"
OWNER(S) UNDERTAKING

Re: Property Address: 6462 Kingsway, Burnaby BC V5E 1E1

Legal Description: Group 1, Lot 8E1/2, 9, 10, Plan NWP1740, District Lot 96,

Building Permit #: _____

(for office use only)

This undertaking is given by the undersigned, as the owner of the property described above, and in relation to the application for the building permit described above.

The Owner acknowledges that Burnaby Building Bylaw, 2016 (the Bylaw) regulates building construction in the City of Burnaby and, among other things, describes the responsibilities of the Owner and the role of the Building Inspector in that process.

The Owner will comply with the Bylaw and all bylaws and enactments in force in the City of Burnaby with respect to the works for which this building permit is applied for.

The Owner specifically acknowledges having reviewed Sections 1(2) and 5(1) of the Bylaw listed as follows:

1. PURPOSE

(2) This Bylaw is enacted for the purpose of regulating construction within the City in the general public interest. The activities undertaken by or on behalf of the City pursuant to this Bylaw are for the sole purpose of providing a limited and interim spot checking function for reasons of health, safety and the protection of persons and property. It is not contemplated nor intended that this Bylaw shall provide, nor shall this Bylaw be interpreted as providing:

- (a) protection to owners, builders, constructors or any other persons from economic loss;
- (b) the assumption by the City or the Building Inspector of any responsibility for ensuring the compliance by any owner, agent of an owner or any employees, builders, constructors or designers retained by an owner, with the Building Code, the requirements of this Bylaw or any other bylaws or enactments;

- (c) a warranty to any person of design or workmanship or materials with respect to any building, structure or part thereof for which a permit or occupancy certificate is issued under this Bylaw;
- (d) a warranty or assurance to any person that construction undertaken pursuant to a permit issued under this Bylaw is free from any defects, whether patent or latent.

5. RESPONSIBILITIES OF THE OWNER

- (1) Every owner to whom or to whose agent a permit is issued shall ensure that all Construction complies with the Building Code, this Bylaw and any other applicable bylaws or enactments.

1) Owner's Information:

Name: Y. L. Wong Holding Ltd.

Address: 1785 West 4th Ave, Vancouver, B.C. V6J 1M2

Telephone: 778.636.1936 Contact Person: Y. L. Wong

Date: _____ Signature: _____



2) Owner's Information:

Name: Novahome Event Planning Inc.

Address: 102 - 6462 Kingsway, Burnaby, B.C. V5E 1E1

Telephone: 778.239.2018 Contact Person: Wendy Zhang

Date: _____ Signature: _____

3) Owner's Information:

Name: _____

Address: _____

Telephone: _____ Contact Person: _____

Date: _____ Signature: _____

Attachment 4



**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 Street
Victoria BC
1 877 526-1526

Notice of Articles

BUSINESS CORPORATIONS ACT

This Notice of Articles was issued by the Registrar on: July 22, 2020 03:25 PM Pacific Time

Incorporation Number: **BC1208587**

Recognition Date and Time: *Incorporated on May 13, 2019 03:49 PM Pacific Time*

NOTICE OF ARTICLES

Name of Company:

NOVAHOME EVENT PLANNING INC.

REGISTERED OFFICE INFORMATION

Mailing Address:

102-6462 KINGSWAY
BURNABY BC V5E 1C5
CANADA

Delivery Address:

102-6462 KINGSWAY
BURNABY BC V5E 1C5
CANADA

RECORDS OFFICE INFORMATION

Mailing Address:

102-6462 KINGSWAY
BURNABY BC V5E 1C5
CANADA

Delivery Address:

102-6462 KINGSWAY
BURNABY BC V5E 1C5
CANADA

DIRECTOR INFORMATION**Last Name, First Name, Middle Name:**

ZHANG, YAN

Mailing Address:7466 WHELEN COURT
BURNABY BC V5E 1X3
CANADA**Delivery Address:**7466 WHELEN COURT
BURNABY BC V5E 1X3
CANADA

AUTHORIZED SHARE STRUCTURE

1. No Maximum

COMMON Shares

Without Par Value

Without Special Rights or
Restrictions attached



**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 Street
Victoria BC
1 877 526-1526

Notice of Articles

BUSINESS CORPORATIONS ACT

This Notice of Articles was issued by the Registrar on: August 14, 2023 05:53 PM Pacific Time

Incorporation Number: **BC1433328**

Recognition Date and Time: *Incorporated on August 14, 2023 05:53 PM Pacific Time*

NOTICE OF ARTICLES

Name of Company:

SPARK KARAOKE LTD.

REGISTERED OFFICE INFORMATION

Mailing Address:

#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA

Delivery Address:

#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA

RECORDS OFFICE INFORMATION

Mailing Address:

#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA

Delivery Address:

#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA

DIRECTOR INFORMATION**Last Name, First Name, Middle Name:**

ZHANG, YAN

Mailing Address:#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA**Delivery Address:**#150 & 155 8291 ALEXANDRA ROAD
RICHMOND BC V6X 1C3
CANADA

AUTHORIZED SHARE STRUCTURE

1. No Maximum

o Shares

Without Par Value

Without Special Rights or
Restrictions attached

Business Licence Application

Application Details & Business Information

Application Date: Tuesday December 20, 2022
Operating or Trade name: Spark Kitchen and Bar
Registered Company Name: Spark Karaoke Ltd
Business Phone number: 7788708999
Business mobile number: 7782392018
Business email: wendy1077@hotmail.com
Are you taking over an existing business as a new owner?
Licence number:
Business Name:
Business activities and services provided in Richmond: Restaurant and bar

Address

Operating/Business Address in Richmond: 8291 Alexandra Rd Unit 155 Richmond BC V6X 1C3
Business Address (if located outside of Richmond):
Mailing Address: Same as business address
If your business occupies multiple units in the same building, please list out all of the unit numbers:

Additional Application Details:

Would you also like to apply for an Inter-municipal business licence? N/A
Do you already have an Inter-municipal business licence? N/A
If you are manufacturing a food product, do you have any licences from other agencies (eg. Canadian Food Inspection Agency, Health Canada..etc)? N/A
Have you previously applied for a business licence in Richmond? N/A
Is this for a seasonal market application (eg. night market, farmer's market, lunar/flower festival, etc)? N/A
Please specify if you have previously operated in the seasonal market you are applying the licence for: N/A
Please specify the business name that was used to operate in the market: N/A
Proposed Sales Date at Market From N/A to N/A

Contractor Information:

Contact Information:

Richmond Representative Contact:

First Name: Yan

Last Name: Zheng

Phone Number: 7782392018

Email: wendy1077@hotmail.com

Emergency Contact:

First Name: Tingfung

Last Name: Wan

Title:

Phone Number: 7788653190

Email:

Business Owner Information:

Business Owner 1:

First Name: Yan

Last Name: Zheng

Title/Position:

Home phone number: 7782392018

Mobile number:

Email: wendy1077@hotmail.com

Renovations & Sign Permits:

Are you doing any Renovations to the Business Premise? N/A

Additional Information:

Full Time Employees: 1

Part Time Employees: 7

Additional Use:

Booth number(s):

Business start date: Oct 28, 2020

Conforming:

Effective date of change: Nov 15, 2023

Exclude from Publications: No

Food Primary Licence: Yes

Hazardous Goods: No

Home Occupied?: No

If yes, please describe the stock stored on premise:: food and liquor

North American Industry Classification: 722512

Notification Primary Email: wendy1077@hotmail.com

Notification Secondary Email:

Number of Vehicles:

Office Area (sqft):

Other Area:

Outside Storage Area:

Ownership Type: Corporation

Permitted Use: Restaurant

Retail Area: 4679

Sharing Premises With:

Sign Permit notice: Yes

Stock Sold to Public: Yes

Stock on Premise: Yes

Subcontracted: No

Warehouse Area:

Wholesale Area:

Attachment 5



Corporate Information

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pa23513

- Corporate Search
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- Corporate Summary

Date and Time of Search:
Currency Date:

March 04, 2025 2:18 PM Pacific Time
October 10, 2024

Paper filings received at the Corporate Registry after the currency date may not have been filed.

Active

[HELP ?](#)

Number: **BC1433328**
 Name: **SPARK KARAOKE LTD.**
 Type: **BC Company**
 Business Number: **733568414BC0001**



This company is **not in good standing**.

Corporate Name Index Free

Corporate Information Free

Corporate Details and documents \$7

There is a \$7 charge to view any or all electronic documents listed below including the Corporate Summary.

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Corporate Summary

HELP DESK: 1 800 663-6102 (Toll free)

Click the "View Corporate Summary" button below to see a summary of information about the company, including office addresses and directors.

[HELP ?](#)

[View Corporate Summary](#)

March 04, 2025 2:18 PM

Corporate History

[HELP ?](#)

Corporate History	Date and Time Filed (Pacific Time)	Details
-------------------	---------------------------------------	---------

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Incorporation Application

August 14, 2023 5:53 PM

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To: General Purposes Committee **Date:** January 16, 2025
From: Mark Corrado **File:** 12-8275-30-001/2025-
Director, Community Bylaws and Licencing Vol 01
Re: **Application For A New Liquor Primary Liquor Licence - Spark Karaoke Ltd -
8291 Alexandra Rd Unit 155**

Staff Recommendations

1. That the application from Sparke Karaoke Ltd., for a new Liquor Primary Liquor Licence seeking the following capacity, hours of liquor sales, and endorsement terms for a new Karaoke Lounge at the premises located at 8291 Alexandra Road Unit 155, with liquor service, be supported:
 - a) A new Liquor Primary Liquor Licence with total person capacity of 150 occupants;
 - b) Proposed hours of liquor sales from Monday to Sunday, from 9:00 AM to 2:00 AM; and
 - c) A Family Foodservice Endorsement to allow minors when accompanied by a parent/guardian until 10 PM, where the service of food will be served from 9:00 AM to 10:00 PM; and
2. That a letter be sent to the Liquor and Cannabis Regulation Branch, which includes the information as set out in Attachment 1 to this report, advising that Council recommends the approval of the liquor licence.

Mark Corrado
Director, Community Bylaws and Licencing
(604-204-8673)

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Fire Rescue	<input checked="" type="checkbox"/>	
RCMP	<input checked="" type="checkbox"/>	
Building Approvals	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO
		

Staff Report

Origin

The Provincial Liquor and Cannabis Regulation Branch (LCRB) issues licences in accordance with the *Liquor Control and Licensing Act* (the Act) and the Regulations made pursuant to the Act.

This report pertains to an application to the LCRB and the City of Richmond by Spark Karaoke Ltd., (hereinafter referred to as “Spark”) for a new Liquor Primary Liquor Licence for a new karaoke lounge and private karaoke box rooms located at 8291 Alexandra Road Unit 155 that specifies the following capacity, hours of liquor sales, and endorsement terms:

- hours of liquor service, Monday to Sunday, from 9:00 AM to 2:00 AM;
- a total person capacity of 150 persons; and
- have a Family Foodservice Endorsement to allow minors when accompanied by a parent/guardian until 10 PM, where the service of food will be served from 9:00 AM to 10:00 PM.

The City of Richmond is given the opportunity to provide written comments by way of a resolution to the LCRB with respect to the liquor licence applications and amendments. For a new Liquor Primary Liquor Licence, the process requires the local government to provide comments with respect to the following criteria:

- the location of the establishment;
- the proximity of the establishment to other social or recreational facilities and public buildings;
- the person capacity and hours of liquor service of the establishment;
- the impact of noise on the community in the immediate vicinity of the establishment;
- and
- the impact on the community if the application is approved.

This report supports Council’s Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous city.

Analysis

Location of the Establishment

Spark is proposing to operate a six room Karaoke Box Room establishment as well as a main dining room area with a stage area for patrons to participate in singing along with a dining experience. Spark has been operating a restaurant with a Food Primary Liquor Licence since 2023 with no noted issues. If Spark is approved for a Liquor Primary Liquor Licence, Spark will cancel the Food

Primary Liquor Licence. The site located at 8291 Alexandra Road Unit 155 is zoned Auto-Oriented Commercial (CA) with the following permitted uses relevant to this application: liquor primary establishment, restaurant and recreation, indoor.

The intent of this new liquor primary liquor licensed karaoke will be to allow the clientele to enjoy a full food and beverage experience with Family Foodservice Endorsement to 10:00 PM. Spark expects to cater to tourists, businesses and Richmond residents.

Proximity of the Establishment to Other Social, Recreational and Public Building

There are no schools, parks or other public buildings within 500 meters of proposed location for Zodiac. There are six liquor primary establishments within a 500 meter radius of Spark.

Person capacity and Hours of Liquor Service of the Establishment

The applicant is proposing to operate Spark with a total occupant load of 150 person capacity. The applicant's proposed operating hours of liquor service are Monday to Sunday, 9:00 AM to next day 2:00 AM which is consistent with the City's Policy 9400.

The Impact of noise on the Community in the Immediate Vicinity of the Establishment

The proposed establishment will be located on the ground floor of a one floor building, in an area already impacted by aircraft noise. It is staff's belief that no noticeable increase in noise would be present if the liquor primary licence application is supported. This unit has had a Liquor Primary Establishment in the past operating for many years since 1996 to 2019. This business is currently operating a restaurant with a food Primary Liquor Licence to 2:00 AM. This change to a Liquor Primary Liquor Licence should not deviate from the currently experienced decibel levels. If noise complaints were to arise, the City has the Noise Regulation Bylaw No. 8856 which would apply if necessary.

The Impact on the Community if the Application is Approved

The community consultation process for reviewing applications for liquor related licences is prescribed by the Development Application Fees Bylaw 8951 which under Section 1.8.1 specifies the following:

1.8.1 Every **applicant** seeking approval from the **City** in connection with:

- (a) a licence to serve liquor under the *Liquor Control and Licensing Act and Regulations*;

must proceed in accordance with subsection 1.8.2.

1.8.2 Pursuant to an application under subsection 1.8.1, every **applicant** must:

- (b) post and maintain on the subject property a clearly visible sign which indicates:

- (i) type of licence or amendment application;
 - (ii) proposed person capacity;
 - (iii) type of entertainment (if application is for patron participation entertainment); and
 - (iv) proposed hours of liquor service; and
- (c) publish a notice in at least three consecutive editions of a newspaper that is distributed at least weekly in the area affected by the application, providing the same information required in subsection 1.8.2(b) above.

The required signage was posted on September 18, 2024, and three advertisements were published in a newspaper distributed locally on September 18, 2024, September 19, 2024 and September 20, 2024.

In addition to the advertised signage and public notice requirements, staff sent letters to residents, businesses and property owners within a 50 meter radius of the new establishment. On September 18, 2024, a total of 69 letters were mailed out to residents, businesses and property owners. The letter provided information on the proposed liquor licence application and contained instructions to comment on the application. The period for commenting for all public notifications ended October 18, 2024.

As a result of the community consultative process described, the City has not received any responses opposed to this application.

Other Agency Comments

As part of the review process, staff requested comments from other agencies and departments such as Vancouver Coastal Health, the Richmond RCMP, Richmond Fire-Rescue and the Building Approvals Department and the Business Licence Department. These agencies and departments generally provide comments on the compliance history of the applicant's operations and premises. A new Fire evacuation plan was requested by fire and was completed by the business and no further concerns were expressed from any of the agencies or departments regarding this application.

Financial Impact

None

Conclusion

The results of the community consultation process of Spark's proposed Liquor Primary Liquor Licence application was reviewed based on the City and LCRB criteria. The analysis concluded there should be no noticeable potential impact from noise, no significant impact to the community and no comments or views from the neighboring residents, businesses or property

January 16, 2025

- 6 -

owners. Staff therefore, recommend approval of the application from Spark to operate a Liquor Primary Establishment with liquor service from Monday to Sunday from 9:00 AM to next day 2:00 AM, with an occupant load of 150 persons and with the family food endorsement described in this report.



Victor M. Duarte
Supervisor, Business Licences
(604-276-4389)

VMD:vmd

- Att. 1: Appendix A
- 2: Letter of Intent
- 3: Arial Map with 50 M Buffer Area

Appendix A

Re: Application for a New Liquor Primary Liquor Licence – Spark Karaoke Ltd. – 8291 Alexandra Rd. Unit 155, Richmond BC

1. That the application from Spark Karaoke Ltd., to operate at, 8291 Alexandra Rd. Unit 155, requesting a new Liquor Primary Liquor Licence for a new karaoke box room and lounge, with liquor service, be supported for:
 - a) A new Liquor Primary Liquor Licence for primary business focus of a Karaoke Lounge with a total person capacity of 150 occupants;
 - b) Proposed Hours of Liquor service hours from Monday to Sunday, from 9:00 AM to 2:00 AM;
 - c) A Family Foodservice Endorsement to allow minors when accompanied by a Parent/Guardian until 10 PM, where the service of food will be served from 9:00 AM to 10:00 PM; and
2. That a letter be sent to Liquor and Cannabis Regulation Branch advising that:
 - a) Council supports the applicants new Liquor Primary Liquor Licence application, and the hours of liquor service with the conditions as listed above;
 - b) The total person capacity set at 150 persons is acknowledged;
3. Council's comments on the prescribed criteria (Section 71 of the Liquor Control and Licencing Regulations) are as follows:
 - a) The impact of additional noise and traffic in the area of the establishment was considered;
 - b) The potential impact on the community was assessed through a community consultation process; and
 - c) Given that this is a new establishment there is no history of non-compliance with this this establishment;
 - d) As the operation of a licenced establishment may affect nearby residents, businesses and property owners, the City gathered the views of the community through a community consultation process as follows:
 - i) Residents, businesses and property owners within a 50 meter radius of the establishment were notified by letter. The letter provided information on the application with instructions on how to submit comments or concerns; and

- ii) Signage was posted at the subject property and three public notices were published in a local newspaper. The signage and public notice provided information on the application with instructions on how to submit comments and concerns.
- e) Council's comments on the general impact of the views of residents, businesses and property owners are as follows:
 - i) The community consultation process was completed within 90 days of the application process; and
 - ii) The community consultation process did not generate any comments and views of residents, businesses and property owners.
- f) Council recommends the approval of the licence application with liquor service to 2AM for the reasons that this new application for a Liquor Primary Liquor Licence is acceptable to the majority of the residents, businesses and property owners in the area and community.



Experts in liquor licensing for the success of your business

APPLICATION FOR A LIQUOR PRIMARY LIQUOR LICENSE

**AT: SPARK KITCHEN + BAR
150 & 155 - 8291 ALEXANDRA ROAD
RICHMOND, B.C.
V6X 1C3**

APPLICANT: SPARK KARAOKE LTD

**LETTER OF INTENT
FOR THE APPLICATION FOR A LIQUOR PRIMARY LICENSE**

Submitted to:

**Liquor and Cannabis Regulation Branch
4th Floor – 645 Tye Road
Victoria, BC V9A 6X5**

Submitted by:

**Rising Tide Consultants
1620 – 1130 West Pender Street
Vancouver, BC V6E 4A4
p. 604.669-2928
f. 604.669-2920**

INTRODUCTION

This Letter of Intent is provided in support of an Application for a Liquor Primary License submitted to the Liquor and Cannabis Regulation Branch and the City of Richmond for Spark Kitchen + Bar located at 150 & 155 – 8291 Alexandra Road, Richmond, B.C. V6X 1C3.

The applicant is requesting approval for a capacity of approximately 139 persons including staff for this liquor primary licensed karaoke lounge. Please see the preliminary floor plans attached to the application for a liquor primary license.

The location has a long history over the decades in operating as a liquor primary licensed establishment. Prior to that it was licensed as a Class "C" Cabaret Licence doing business as Zodiac Cabaret which was a Nightclub/Karaoke Bar. Attached is a copy of the previous liquor primary licence for Zodiac Karaoke Cabaret. The proposed floor plan is essentially the same as the previous Zodiac establishment as per the attached plan.

The applicant currently has a food primary licence number 310543 at the site. This new liquor primary licence will replace this food primary licence. Once the liquor primary licence is issued, the applicant asks that the food primary licence be cancelled. Please see attached a copy of the current food primary licence.

The applicant will ensure that this karaoke establishment will satisfy the requirements of the Liquor and Cannabis Regulation Branch and the City of Richmond in terms of floor plans, design layout, supervision, control and monitoring of the various karaoke rooms.

The licensee will have a video surveillance system throughout the entire establishment. The karaoke rooms will have dedicated and trained servers with Serving It Right, servicing each room to provide and monitor the food & beverage service.

PRIMARY FOCUS/ESTABLISHMENT TYPE

This establishment is close to businesses, hotels and conference facilities near the airport. It will cater to tourists and business people in the area. It will also cater

to the local residents of Richmond who will frequent this establishment. Karaoke entertainment is very popular in Richmond.

The target market will be adults primarily between the ages of 20 to 50 with a variety of occupations who are seeking a karaoke experience in Richmond.

The establishment will have soundproof karaoke rooms of varying size in order to cater to small, medium or larger groups. There is also a stage area where patrons will be able to participate in the singing of karaoke. There is also a dining area in this establishment.

The intent of this liquor primary licensed karaoke establishment is to allow patrons the opportunity to enjoy a full food and beverage experience while having a karaoke and sing-along experience in a friendly atmosphere.

The applicant is also requesting a family food service endorsement with this liquor primary licence. The applicant has a full commercial kitchen at the establishment.

HOURS OF OPERATION

The proposed hours of licensing requested are 9.00 am to 2.00 am Monday to Sunday. These hours are consistent with the hours permitted by the City of Richmond and the Liquor & Cannabis Regulation Branch.

ENTERTAINMENT

The main entertainment at Spark Kitchen +Bar is in the form of Karaoke music and singing combined with a food and beverage experience. The establishment can cater to large or small groups because of the different sizes of the rooms.

FOOD SERVICES

The applicant has a commercial kitchen and will provide food service in the establishment.

COMPOSITION OF NEIGHBOURHOOD

Attached is a site plan showing the location of the establishment. The current zoning of the property is CA – (Auto-Oriented Commercial). This zoning has a permitted use of a liquor primary establishment. The surrounding area is a mixed commercial and retail area. The location was previously licensed with a liquor primary licence that did business for decades as Zodiac Karaoke

NOISE IN THE COMMUNITY AND DISTURBANCES

The applicant has taken measures and ensures they will be in compliance with the noise bylaw of the City of Richmond at all times. Given the location of the proposed establishment, noise will not be a factor in the operation of the venue. The location is in a strip mall with no residents in the area.

The applicant will also work to ensure that any sound is contained to the establishment and does not spill into the neighbouring area. The applicant will ensure that the establishment is compliant with the City of Richmond noise bylaws.

The location has a history of being a liquor primary Karaoke establishment with no noise problems.

The nature of this karaoke lounge operation requires the music levels to be reduced to ensure that the sound is contained inside the specific rooms and there is no sound transferring between rooms.

This proposed liquor primary licensed establishment should not impact negatively on the surrounding area due to the fact that it is located in a commercial area. The busy times of the karaoke lounge are mainly in the evening and do not impact the neighbouring businesses in a negative way. Attached is a photo of the location and the neighbouring businesses.

Noise and the impact on the community are factors the City of Richmond will consider in assessing this application.

LICENSING OPTIONS

The applicant is requesting a Family Foodservice Endorsements to allow minors when accompanied by a Parent/Guardian/Responsible Adult until 10pm. Food service will be available during the hours of 9am to 10 pm.

OTHER FACTORS

The applicant also submits the following additional factors for consideration:

- The applicant's focus is on offering the public the convenience of a karaoke lounge with food service throughout the establishment.
- The proposed establishment will further diversify the hospitality and entertainment venues available to tourists, residents and business professionals in Richmond. It will provide a venue for corporate events, family celebrations and group get togethers for a food and beverage experience.

The location is ideal for tourists and business professionals as it is close to the airport business and the hotels in the area. The location is very convenient for residents and business professionals.

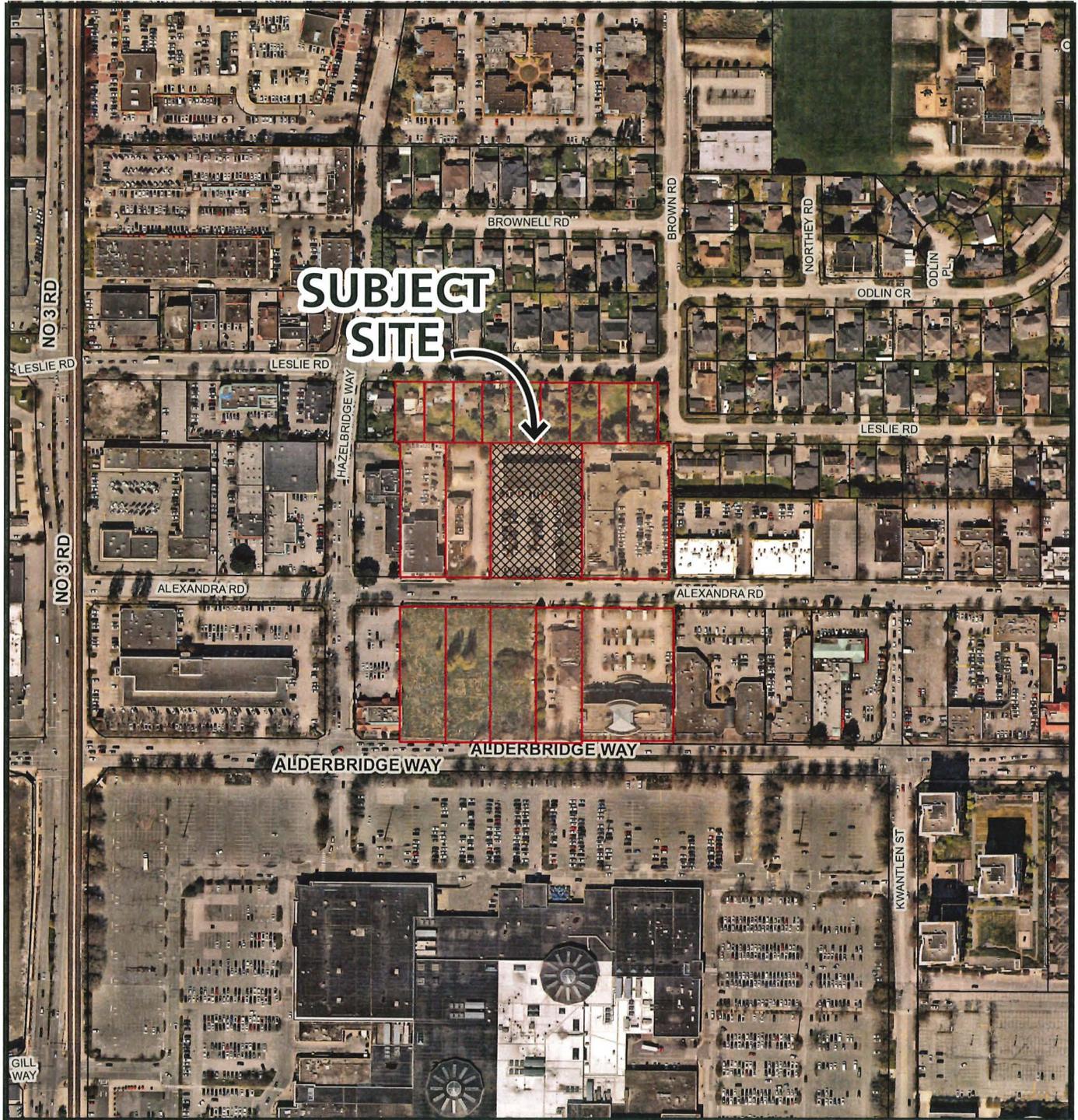
BENEFITS OF THE PROPOSED ESTABLISHMENT

The applicant's proposed liquor licensed establishment will benefit the community in the following ways:

- Employment opportunities for residents of Richmond and the Lower Mainland.
- Provide an additional source of tax revenue for the Federal, Provincial and Municipal Governments.
- Provide an additional liquor licensed karaoke lounge for the Richmond area for the enjoyment of tourists, local residents and the business community.

All of which is respectfully submitted this 22nd day of July, 2024.

Rising Tide Consultants
1620 –1130 West Pender Street
Vancouver, B.C. V6E 4A4
Tel: (604) 669-2928 Fax: (604) 669-2920



#155- 8291 Alexandra Rd
50 Metre Map

Original date: 10/29/24

Revision Date:

Note: Dimensions are in METRES

GP - 128

To: Jesson, Claudia
Subject: RE: Agenda item GP March 31

From: Gillanders, Laura <LGillanders@richmond.ca>
Sent: March 4, 2025 11:07 AM
To: Jesson, Claudia <CJesson@richmond.ca>
Subject: Agenda item GP March 31

That staff take the necessary steps towards removal of its X account.

Steps for removal could include: notifying the public that the account will be removed; encourage followers to look for City information on Bluesky, Instagram, etc; post the Bluesky account link to the X profile so that followers can easily copy; make an effort to find the city's current followers on Bluesky and add them encouraging a return follow; begin actively posting in Bluesky to increase visibility and reach; finally report to council on how engagement has performed on Bluesky before final removal of X account within 2 months.

Refer to letter below from Michelle Li for background information on why this step is prudent and include with the motion.

Laura Gillanders
Sent from my iPad

Begin forwarded message:

From: Michelle Li <michelleli@shaw.ca>
Date: February 27, 2025 at 8:23:10 PM PST
To: "Adams, Clay" <CAAdams@richmond.ca>
Cc: mayorea <mayorea@richmond.ca>, "Loo, Alexa" <ALoo@richmond.ca>, "McNulty, Bill" <BMcNulty@richmond.ca>, "Wolfe, Michael" <MWolfe@richmond.ca>, "Au, Chak" <CAu@richmond.ca>, "Day, Carol" <CDay@richmond.ca>, "Heed, Kash" <KHeed@richmond.ca>, "Hobbs, Andy" <AHobbs@richmond.ca>, "Gillanders, Laura" <LGillanders@richmond.ca>
Subject: Re: Please remove The City of Richmond from X (formerly known as Twitter)

Some people who received this message don't often get email from michelleli@shaw.ca. [Learn why this is important](#)

City of Richmond Security Warning: This email was sent from an external source outside the City. Please do not click or open attachments unless you recognize the source of this email and the content is safe.

Hello all,

First of all, I want to thank Mr. Adams and the Mayor's Office for their reply.

Since I sent the initial letter to mayor and council well over a month ago to request that the city deactivate its official X account(s), the situation has become increasingly volatile on this platform and with the owner of this platform.

Elon Musk recently posted on X, "Canada is not a real country". There is reporting that he is taking over the US Government, in what is essentially a coup. Not only is he trying to rewrite history, there are constant threats to our country's sovereignty and continuous threats to people of colour, immigrants and people in the LGBTQ+ community on the X platform.

Is this really where you want to "build engagement"? Is this where our tax payer dollars should be going, having staff members post on this hate-filled platform? All while knowing the risks to our economy and our electoral system?

I want to reiterate that it will take large organizations, businesses, and cities like ours to migrate and let users know that they are moving to Bluesky in order to have others move along with them. Although you may have thousands of followers, engagement is another matter. The city has good reach and engagement on Instagram and it can take time to build that engagement elsewhere, but I would urge the city to take this as a matter of urgency and not uphold a "wait and see" attitude until it is too late.

Please do not wait until our elections are rigged, when people have bought into the lies that they are being fed via this platform. Please act NOW for the good of our city and our country.

I would ask for a council member to bring a motion to deactivate X.

Thank you for taking this matter seriously,

Michelle Li

Richmond, BC

On 2025-02-05 1:52 p.m., Adams, Clay wrote:

Hi Ms. Li,

Thank you for your email of February 2. It was referred to me for response given that the City's social media accounts fall under my umbrella.

While the City of Richmond is aware of concerns and comments regarding the use of X/Twitter, we currently have over 11,500 followers who use the platform to engage with us for announcements and information on various services and initiatives. It is important that we not turn our backs on that audience overnight, so there are no immediate plans to close any of our X/Twitter accounts. However, the City recently launched a Bluesky account (@cityofrichmondbc.bsky.social) and is now actively posting

on that platform as its awareness and popularity increases. The City will also continue to monitor developments and trends across various social media platforms to make sure we are connecting with residents and others in an appropriate and meaningful way.

Any questions, please let me know.

Thanks again.

Clay Adams, ABC, APR
Director - Corporate Communications & Marketing
City of Richmond
T: 604-276-4399
C: 604-202-8789
www.richmond.ca

From: mayorea <mayorea@richmond.ca>
Sent: February 4, 2025 11:38 AM
To: 'michelleli@shaw.ca' <michelleli@shaw.ca>
Cc: Adams, Clay <CAAdams@richmond.ca>
Subject: Concerns regarding X (formerly known as Twitter)

From the desk of Mayor Malcolm D. Brodie:

Thank you for your email of February 2, 2025, in which you write about concerns regarding X (formerly known as Twitter).

A copy of your email has been forwarded to Clay Adams, Director of Corporate Communications and Marketing, for his review and response to you. Should you wish to contact Mr. Adams directly, he can be reached at 604-276-4399 or CAAdams@richmond.ca.

I appreciate the time you have taken to write and make your views known.

Yours truly,

Malcolm D. Brodie
Mayor, City of Richmond



City of
Richmond