

REQUEST FOR SERVICE DETAIL

Workgroup BYLAW SERVICES**Call** 179133 Jul 5, 2021 3:39 PM**Status** ASSIGNED Jul 5, 2021 3:40 PM**Follow up** NO **Internal** NO**Class** BUSINESS LICENCE BYLAW**Problem** FAIL TO COMPLY WITH LICENCE CONDITION**Priority** NORMAL **Reference** PRIORITY 2**Bring Forward** Sep 24, 2021 **Repeat**

Location	Requestor
JOHN MUELLER DBA I-TOW GROUP 760 QUEENS AVE	CHRIS GOLDSMITH

Call Detail

I-TOW Court ordered compliance with Business Licence and Towing and Immobilizing Companies Bylaw

Workflow	Date	Name1	Name2	File No
ENTERED	Jul 5, 2021 3:39 PM	CHRIS GOLDSMITH		
ASSIGNED	Jul 5, 2021 3:40 PM	CHRIS GOLDSMITH		
EMAIL	Jul 5, 2021 3:40 PM	<cgoldsmith@victoria.ca> BUSINESS LICENCE BYLAW Call number: 179133		
NOTE	Jul 10, 2021 6:38 AM	CHRIS GOLDSMITH		
ATTENDED 675 WILSON				
July 2, 2021- 01:50 PM- BO 1005 GOLDSMITH and BO 1003 LUNDIN attended 675 Wilson Street. GOLDSMITH and LUNDIN observed no signage for I-Tow Towing Group, or indication I-Tow Towing Group is doing business on the property. Six (6) photos taken (see attached).				
NOTE	Jul 10, 2021 6:39 AM	CHRIS GOLDSMITH		
ATTENDED 1924 STORE ST				
July 2, 2021- 01:57 PM- BO 1005 GOLDSMITH and BO 1003 LUNDIN attended 1924 Store Street. GOLDSMITH and LUNDIN observed signage "I-TOW 250-383-4869, 1924 Store Street," as well as a small plastic white sign labelled "City of Victoria Tow Rates." GOLDSMITH and LUNDIN also observed a black and red sign on a small out building believed to be the main office labelled "City of Victoria Tow Rates," and that the first hour is free. A sign saying "I-Tow reserved for Jack," was also observed.				

NOTE Jul 10, 2021 6:40 AM CHRIS GOLDSMITH
OBSERVED I-TOW SIGNAGE AT 515 CHATHAM STREET

July 4, 2021- 07:28 AM- BO 1005 GOLDSMITH attended the area of 515 CHATHAM Street. An I-Tow Towing sign was located in the parking lot. The signage contained the name and phone number of the company, as well as fees for Basic impound rate, daily storage, hourly and drop charge. The address appeared to have been taped over and read 1924 Store St.

NOTE Jul 13, 2021 10:02 AM CHRIS GOLDSMITH
EMAIL TO I-TOW

July 13, 2021- see attached-"Good Morning,

Please find the attached notice of inspection letter for I-Tow Towing Group at 1924 Store Street, Monday, July 19th, 2021, at 1:30pm. The purpose of this inspection is to confirm that the property and the activity conducted upon this property comply with the court order, city bylaws and document the conditions.

Attached is a notice of inspection letter and court order.

Thank you,"

NOTE Jul 14, 2021 2:12 PM AMY ACHESON
ATTENDANCE/BUSINESS LOCATION UPDATE

Attended 1924 Store Street on 21/07/14 at approx. 1250 hours with BO SMITH. ACHESON could not visually locate the ITOW GROUP facility/yard. Asked an employee from Capital Iron if they knew where the ITOW Group was located. Capital Iron employee Kyle pointed out an empty fenced off area where ITOW Group was located. Kyle explained that ITOW Group had their lease run up at the end of June 2021 and moved out a few weeks ago.

ACHESON took a photo of the the empty yard, which is in attachments.

NOTE Jul 17, 2021 12:59 PM TINA LOCKHART
OBSERVED I-TOW TRUCK IN OPERATION

July 14, 2021 @ 10:50 am BO LOCKHART observed a black tow truck hooking up an vehicle in the parking lot of the McDonalds at 980 Pandora Avenue. The black tow truck had BC PL# RD 1617, and did not appear to have signage except for a small VSS 250-383-1155 on the side. While BO LOCKHART was taking photos the driver approached the marked City of Victoria Bylaw Services Vehicle and asked why BO LOCKHART was taking photos. BO LOCKHART responded that the vehicle does not have the business name posted on the vehicle in contravention of the City's Towing and Immobilizing Companies Bylaw. The driver who refused to identify himself stated it is on the vehicle and BO LOCKHART asked where it was, and the driver responded it was the VSS. BO LOCKHART asked what VSS stands for and the driver responded "Victoria Super Service". The driver stated I-Tow and two other companies amalgamated and are under Victoria Super Service. Photographs taken see attachments

NOTE Jul 18, 2021 12:45 PM CHRIS GOLDSMITH
I-TOW SIGNAGE AT 515 CHATHAM STREET

July 18, 2021- 07:08 AM- BO 1005 GOLDSMITH attended the area of 515 CHATHAM Street. An I-Tow Towing sign was located in the parking lot. The signage address remains 1924 Store St. There appeared to be no change from the signage when it was observed on July 4, 2021, despite the business relocating. Two (2) photos taken (see attached).

NOTE Jul 18, 2021 1:33 PM DANNY LUNDIN

ATTENDANCE- JULY 16th 2021-

Attended NEW location of I-TOW yard at 760 Queens Ave in Victoria B.C to serve MUELLER, John with an inspection notice, BO LUNDIN then called Mr. MUELLER to come out and meet on site to hand his the inspection notice. MUELLER than got a little defensive over the fact that were setting a date and time for the inspections. MUELLER that added that he is suing the City Of Victoria for the years of harassment he has endured trying to run a business in Victoria, MUELLER than said he will not accept the Notice by hand and wanted the Notice to go to his Lawyer. No name was given regarding his Lawyer but a phone number was. The emailed copy was sent to MUELLER through the current email of I-TOW@shaw.ca on the 17th of July 2021 at 1500 hrs of the day.

[REDACTED]

NOTE Jul 19, 2021 3:09 PM DANNY LUNDIN

ATTENDANCE for I-Tow Inspection- JULY 19th 2021- 130pm.

Attended 760 Queens Ave for a set inspection at 760 Queens Ave at 1330hrs of the day. Arrived on site at 1312pm of the day along with my partner BO GOLDSMITH to prepare for inspection. On site at exactly 1330pm to start the inspection, Mr Mueller was not on site at the time of the set inspection and the I Tow fleet was not on location to participate in the inspection - GOLDSMITH phoned MUELLER regarding the inspection, MUELLER then spoke to GOLDSMITH on the phone regarding the inspection will have to go through the lawyer to obtain entry to the location. GOLDSMITH then listen to MUELLER's concerns and then ended the call with MUELLER, During that call MUELLER said GOLDSMITH can contact his lawyer and he will come down to the yard. End of conversation.

NOTE Sep 5, 2021 9:00 AM ANDREW DOLAN
REVIEWED FILE - NEW BF DATE REQUIRED.

NOTE Sep 7, 2021 3:22 PM CHRIS GOLDSMITH
ATTENDED LOCATION

September 7, 2021- See attached statement for narrative.

NOTE Sep 7, 2021 3:37 PM CHRIS GOLDSMITH
EMAIL TO I-TOW (1 OF 2)

September 7, 2021- see attached- "Good Afternoon John Mueller,

As discussed on the phone this afternoon, please find the attached copy of the letter I attempted to deliver to you at 760 Queens St today.

In accordance with the Business Licence Bylaw a hearing has been scheduled for you or your agent to appear virtually via electronic participation before Victoria City Council. Please be advised that the hearing has been scheduled for the Council meeting of Thursday, September 23, 2021, at 2:00 p.m. at the City of Victoria, City Hall, 1 Centennial Square.

Please see the attached letter for additional details.

Please note that you or your agent must be in attendance at the virtual Hearing in order for Council to consider the appeal. Legal representation at the virtual Hearing is permitted. A copy of the procedures for this hearing is enclosed for your information."

NOTE Sep 7, 2021 3:38 PM CHRIS GOLDSMITH
EMAIL TO I-TOW (2 OF 2)

September 7, 2021- "Should you have any questions regarding your appeal please contact Legislative Services at legislativeservices@victoria.ca or at 250.361.0571.

Thank you,"

NOTE Sep 10, 2021 3:52 PM CHRIS GOLDSMITH
I-TOW SIGNAGE AT 980 PANDORA ST

September 10, 2021- BO 1005 GOLDSMITH attended 980 Pandora and observed I-Tow signage. See attached narrative for detail.
