

Subject: Response to letter form Mr. Evers of 241 Prospect Drive, N.Van. re driveway

Date: Tue, 2 Aug 2005 18:09:03 -0700

From: "Ernie Crist" <ernie_crist@dnv.org>

To: "Nathalie Valdes" <Nathalie_Valdes@dnv.org>

CC: "Mayor and Council - DNV" <Council@dnv.org>, "James Ridge" <James_Ridge@dnv.org>, "Senior Management Committee" <managecomm@dnv.org>, <fonvca@fonvca.org>

Dear Mr. Evers

This is to confirm that I have again visited you in response to your repeated letters about lack of District action regarding your residence.

Let me say at the outset that the complaints you have raised are, in my opinion, completely legitimate.

There is no question, for instance, that the heavy equipment used by BC Hydro for the BC Hydro Utility pole and road link at the entrance of your driveway, which caused damage to the driveway, should have been fixed when it was damaged. You have shown more than your good will by repairing the driveway once already and at your own expense.

Also, there is no question that it is not unreasonable on your part to expect that, the District should plough the entrance to your driveway rather than leave a high wall of snow so that you cannot leave your property. I am cognizant that you have a heart condition and that you are no longer the youngest of men. The District used to take great pride in doing so since it enabled residents, even those living on cul-de-sacs, to get out of their driveways within a reasonable time following a heavy snowfall. Unfortunately, we have now become more "efficient" at your expense.


I personally believe that if the District had addressed your concerns, instead of writing countless letters back and forth, most of your complaints could have been resolved and at a fraction of the cost that we spent investigating your complaints. Instead the District chose to ignore your requests, more or less.

Unfortunately, there is no longer any mechanism in place for residents to air such complaints. The Customer Service and Quality Assurance Committee, which used to do this, has been abolished. Clearly it is much easier to get a phone company to call people around supper time and ask them whether they are happy with the services they receive, taxes and all then to resolve simple complaints.

However, you may appear before Council as a delegation. This you still can do. Each and every Monday night you have an opportunity. All I can say at this moment is that I have done the very best to assist you on the basis of common sense and no fuss service. My Philosophy has always been, unless it is totally unreasonable, the customer is always right.

Yours truly,

Ernie Crist

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