

March 19, 2019

Email: [REDACTED]

Dear [REDACTED],

Re: Request for Access to Information under Part II of the Access to Information and Protection Privacy Act (the ATIPP Act, 2015)

On February 21, 2019, the City of St. John's received your request for access to the following information:

I am requesting the total number of complaints the city of St Johns received about private property damaged by snow removal crews (Example: dented cars, dug up grass sods) from the dates January 1, 2018, to the presents date. I am only interested in the number of complaints and the cities response to each complaint. I do not need names or locations of the alleged incidents.

Enclosed is the information you requested. Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in Section 42 of the ATIPP Act. A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner:

Office of the Information and Privacy Commissioner
2 Canada Drive; P. O. Box 13004, Stn. A, St. John's, NL. A1B 3V8
Telephone: (709) 729-6309; Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to Section 52 of the Act.

If you have any further questions, please feel free to contact me by telephone at 576-8429 or by e-mail at kcutler@stjohns.ca.

Yours truly,



Kenessa Cutler
ATIPP Coordinator

ST. JOHN'S

From: [Scott Hounsell](#)
To: [Kenessa Cutler](#)
Cc: [Linda Bishop](#)
Subject: ATIPP Request - Snow Clearing
Date: Tuesday, March 12, 2019 9:15:35 AM

Hi, Kenessa. I looked through my claims system for the info requested per the February 21, 2019 letter and the follow up email of February 22, 2019.

From January 1, 2018 to February 21, 2019 there were 141 claims received by the Claims Officer that could be considered snow clearing / removal related matters. Of those 141 claims 37 were denied, and 56 were paid or will be paid. The remaining 48 claims are either still under consideration, or waiting on further information to come in from the claimant for us to properly evaluate their matter, or closed because the claimant did not follow up with us on our request for further information.

Best regards,

Mr. E. Scott Hounsell, B. Comm., CIP, CRM
Senior Claims Officer
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