

Chronic Intercom Failure and non functioning keys and key fob locks at Bruce Eriksen Place.



From BEPRA BRUCE ERIKSEN PLACE RESIDENTS ASSOCIATION <380mainstreet@gmail.com>
To <president@neighbourhoodhousing.ca>
Cc <president@nhshousing.ca>, <president@neighbourhoodhousingsociety.ca>, NHS Tenant Support <Tenantsupport@neighbourhoodhousing.ca>, <nhs@shawbiz.ca>, Lorraine Copas <lcopas@sparc.bc.ca>, Lorne Gray <lgray@vcn.bc.ca>, <amanda@alwynds.com>, <office@neighbourhoodhousing.vcn.bc.ca>, <admin@bruceeriksenplace.ca>
Date 2025-08-27 16:59

To: president@neighbourhoodhousing.ca
Subject: Building Notice - Chronic Intercom Failure and non functioning keys and key fob locks at Bruce Eriksen Place.

CC: Lorraine M. Copas, Lorne Gray, Amanda Alwynds, Acting NHS President, @ "Random Resident" (Name redacted), @BEPRA.

Furthermore;

Re: Tenant concerns that need your response and action re building maintenance and security.

Hi there.

The following is a messaged with a bunch of questions asked by a resident to be relayed to you. They are wary of attaching their name and email to it, and as you will read they cannot reach anyone around 380 Main Street. With out any embellishment many people @ BEP are wondering what is going on and why.

Please do let us know what is going on and when there is going to be a system in place to deal with the needful things.

The crux of the message is the busted front door key fob lock & buzzer system.

Please notice we have been making it known since June 24th or 62 days now.
Subject: 🚨 Urgent Building Notice: Chronic Intercom Failure at Bruce Eriksen Place 🚨
See: <https://bruceeriksenplace.ca/%f0%9f%9a%a8-urgent-building-notice-chronic-intercom-failure-at-bruce-eriksen-place-%f0%9f%9a%a8/comment-page-1/>

Since early summer I have been helping St. Paul's Hospital, Social Workers and various people with Coastal Health, Fraser Health Authority, and Meals on wheels, due to the front door issues so I can agree with the tenants it would be only proper to ask NHS about an ETA for a fix and getting the Key spoken about for the front door, for you to receive and hear this feed back, and for NHS to honour requests for replies, resolutions and actions.

Key takeaways:

- Front Door Keys - Needed - How are they picked up?
- Back door alley way entrance door lock broken, has been for months.
- Back door alley way entrance are a stinking mess with urine and feces in the door way corners and up and down the door,it needs attention.
- Does Chan Ming not report these things to you?
- The Intercom / Buzzer and Key Fob system; What is an ETA on having the buzzer / intercom / unit directory programmed?
- Who is accountable to take tenancy issues, maintenance requests and how?. When will NHS provide a notice in the lobby, a form or two, an email you actually answer, and a number to actually if not speak to some one but to leave a voice mail?
- Clarify Alwynds Property Management role, their contractual obligations as it pertains to Bruce Eriksen Place's management in all its aspects, transparently so that residents can know who is who and who is actually "acting" as as the property / tenant relations manager.
- Does no one have a NHS provided number / email for issues?

As it is Amanda mentioned to me that there was going to be a requisition made to power wash the "latrine" (bike rack) right beside the busted door, that was back on June 21st. What ever came of that? Maybe Ming is OK with looking at it, smelling it, and ignoring it, working in and around it, month after long hot spring and summer months now but what about residents and repair people who will have to deal with the feces, urine and how badly it reeks?

Again I am sending this to the NHS President via this email "president@neighbourhoodhousingsociety.ca" as per Lorraine's instruction despite it being reported a few times it is not belonging to NHS. In fact I am sending to three NHS presidential address.

Here's hoping for some fast and decisive resolutions and repairs from those managing and operating NHS and Bruce Eriksen Place.

John McIlwraith

The following is the messages pertaining to "Random Renter"

To: BEPRA - 380mainstreet@gmail.com
From: "Random Resident"

Subject: Front Door STILL Broken - Is Anyone Actually In Charge??

Hi there John @BEPRA.

Alright, I've had it. For the millionth time, the front door key fob thing and the intercom are busted. Again. This has been going on since, like, early JUNE. It's

almost September. What is the deal?

We got a note taped to the door (super classy, by the way, with duct tape and a ripped piece of cardboard – you can barely even read the thing) that says to use our "key for the rear door" to get in the front. Except... news flash... my key for the back door DOESN'T WORK on the front door! How does that make any sense? How am I supposed to get a key that actually works? Do I have to camp out by the door and wait for a neighbour? John do they even know that the back door does not lock and that there is spray painted "piss here" on the wall back there and there is piles of shit there almost daily? Is ming supposed to clean that up? What a gong show.

And the note is signed "-EP". What does that even mean? Who is EP? Is that a person? A robot? A ghost? Because it sure feels like no real person is handling this.

Which brings me to my next point: how is anyone supposed to actually report this stuff? The NHS website still has some manager listed who hasn't been here in forever. I called the office number and the voicemail is permanently full. There's zero emergency contact info posted anywhere in the building. It's like they've vanished into thin air and left us with a broken building.

So I'm putting it out here. When is this going to get fixed for real? And how are we supposed to get ahold of someone who can actually do something about it? This is just ridiculous at this point. We pay rent to live here, not to be locked out of our own building.

If anyone knows what's going on or has a magic number to a human being, please let me know. This is beyond annoying. Where are our front door keys?!!!

Thanks John for passing this along for me and keeping my name out of it, I do not want them to have this my main email address. I do not trust I would not totally loose it on Ming if I ever have a chance to see him or who ever is running the show around here.

"Random Resident"

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My reply to RR (Random Resident)

Re: "Subject: Front Door STILL Broken - Is Anyone Actually In Charge??"

Hi there RR.

I'm John as you know :-), the chair of the building's Residents Association (BEPRA). Do follow us on [x.com](#) @BEPRA5 if you have not already :-).

What I can give in the way of some answers is to share what I know.

I read your message and first off, I want to say I hear you and I'm right there with you on the frustration. This ongoing issue with the front door security and intercom is completely unacceptable, and you're not alone in feeling fed up.

It looks like the key fob door lock is working again, not sure if you have seen it but there is a new door system installed although the buzzer entry codes have yet to be programmed in.

Thank you for bringing this up. I will make sure this message is passed along directly to the property management (NHS - Neighbourhood Housing Society) at our next urgent contact. I will be keeping your name out of it; the message will be that the tenants are demanding answers and a permanent fix.

You've actually hit on another big concern – the back door lock is also on our list of repairs needed, which makes the front door situation even more critical. It highlights the bigger problem you pointed out: the serious lack of reliable communication.

There absolutely must be a clear way to contact NHS management. It is their responsibility to be reachable. I will be stressing this point heavily and asking for a permanent, legible notice to be posted immediately with direct, current contact information. The outdated website and full voicemail are not okay.

Re: Building Manager Avatar:
- The Interim Building Manager Avtar Singh resigned some months ago now.

Re: Voice Mails and Emails:
- Tenants are just like everyone else including St. Paul's Hospital, Social Workers and various people with Coastal Health, Fraser Health Authority, and Meals on wheels, all of them / us have be shut out.

The only way is to go to the board as much as they might loath it and or actually have a hands on ability to do anything other than contract everything out included tenant support. Alwynds Property Management seems to have a bona fide management contract, NHS trustee Lorraine Copas says Alwynds is doing things like "income verification's", rental agreements, no mention of facility / building maintenance yet they have been seen hands on and at the property for physical property management related matters...

Where the rubber meets the road RR is NHS's postal mailing address to make sure they receive notice.

NEIGHBOURHOOD HOUSING SOCIETY
Business/Registration number: "896110079 RR 0001"

Address: 2014 WALL ST
City:VANCOUVER
Province: BC

Country: CA
Postal code: V5L1B1

Registered Agents Address & Registered Agent Are: "Glasshouse Capacity Services Society"
"SHARON.WILKIE@GLASSHOUSE.CA" - [HTTPS://GLASSHOUSE.CA](https://GLASSHOUSE.CA)
"foh@glasshousebistro.ca".

About NHS - See: <https://bruceeriksenplace.ca/about/nhs/nhs-neighbourhood-housing-society-british-columbia/>

Back to you RR...

Hang in there. I'll update everyone via new notices on the website and lobby as soon as I have any information to share (You know who is best served to stop taking them down). If any other neighbours have specific issues (like keys not working), please feel free to slide a note under my door or shoot me a message online so I can compile a list.

Tell others To Be On The Look Out for a Post on the website with your message redacted and my reply to you and forwarding email to NHS.

Thank you,

John
Chairperson @ B.E.P.R.A.
BRUCE ERIKSEN PLACE RESIDENTS ASSOCIATION (B.E.P.R.A) 380 MAIN STREET VANCOUVER BRITISH COLUMBIA V6A2T1

CC:
president@nhshousing.ca
president@neighbourhoodhousingsociety.ca
Tenantsupport@neighbourhoodhousing.ca
nhs@shawbiz.ca
lcopas@sparc.bc.ca
lgray@vcn.bc.ca
amanda@alwynds.com
office@neighbourhoodhousing.vcn.bc.ca
admin@bruceeriksenplace.ca

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PS: "RR", on a final note.

As a resident and member of BEPRA you are entitled to an email address like "random.resident.808@bruceeriksenplace.ca" (or what ever you like), as well as a website page dedicated to your Unit that you can set as public or private, there you can upload pictures and videos of your place and the building, documents etc. BEPRA received a grant from the Vancouver Foundation for cloud storage for such things so you can document and archive what is important to you and your tenancy and residency @ BEP. If you would like any of those things let us know.

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