

Madam/Mr. Chair and members of the Audit, Finance and Administration Committee, my name is Henry Morris

I am here to appeal the partial denial of the p3p grant because of not using a pre-approved contractor.

Beacuse of the advice given to me on May 2, 2024 no one could have followed the advice given successfully because the advice conflicted with the building code.

The relevant section of the building code is 11.3.4.1: When making a repair to you plumbing, section 7 (the current plumbing code) applies. (Pages 1 & 2)

In late April 2024, my plumbing stack blew and I replaced it. (Page 3)

There was still a leak from the fernco at the base of the plumbing stack and I attempted to fix it. The fix failed after breaking through the concrete in the basement and the contractor left without charging me. (Page 4)

After the contractor left - on the same day - May 2, 2024, I called the city for advice on the grant for the backflow valve. (Page 5) A transcript of the call before the call transfer, was recieved on January 10, 2025 and is on page 17.

I was told to fix the leak first THEN get the backflow valve installed. Because of this advice I believe that no information was requested or given about my address.

Later that same day I signed a contract to get the sewer pipe replaced from the plumbing stack to the property line. (Page 6 & 7)

After the work the was completed I slowly realized that I did everything wrong in getting the grant. After further research I realized that I could not have done anything right. The building code essentially says that the backflow valve has to be installed at the same time as the repair - not after, as I was told to do.

The first appeal took place with supervisor Natalie in late May-Early June, 2024 about applying for the grant at all. At that time I told her about being totally unable to follow the advice. The entire application was filled out after the work was completed.

I requested the recording of the advice through an FOI request. An acknowledgement was recieved on June 18, 2024 (Page 9). I recieved a partial transcript of the call before the call transfer on January 10, 2025. (Page 17). The cover letter of the partially completed FOI request, dated January 10, 2025 can be found on Pages 16 and 17.

I first applied for the grant by email on June 14, 2024. (Page 10) After multiple phone calls for confirmation of receipt with no answer, they admitted to not recieving it on July 24, 2024. (Page 11)

I sent the application a second time on July 25, 2024. (Page 13)

There are many other instances of this department not meeting the standard of service and I will deal with them separately in a complaint when my continuing appeals are exhausted.

As no one could have followed the advice given it is improper to deny the full value of the grant for not completing step one while being unable to complete step 0.

I await your written decision.

Thank you.

Any Questions?