

Ministry of Consumer and Corporate Affairs

Annual Report

for the year ending March 31, 1981



Province of British Columbia
Ministry of Consumer and Corporate Affairs



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Ministry of Consumer and Corporate Affairs

Senior Staff As At February 1, 1982

	Peter S. Hyndman	Real Estate and Insurance	R.L. Bullock
Minister	M.A. (Jill) Bodkin	Deputy Superintendent of Brokers	E.T. Jewitt
Deputy Director of Finance Administration	W.G. Stewart	Deputy Superintendent of Real Estate and Insurance	T.D. Hammill
Director of Operational Services	vacant	Director, Filings	E.E. Affleck
Director of Finance	W. MacMunn	Director, Investigations and Inspections	vacant
Director of Personnel	F.E. Fagan	Superintendent of Credit Unions, Co-operatives and Trust Companies	J.H. Thomas
Director of Legal Services	J.D. Edgar	Deputy Superintendent	R.C.I. Beattie
Director of Policy, Legislation and Program Planning	J.C. Lovelace	Acting Registrar of Companies	L.G. Huck
Director of Information and Education	J.D. Usher	Deputy Registrar	L.G. Huck
Consumer Affairs Program		Liquor Control and Licensing Branch	
Assistant Minister	J.D. Patterson	General Manager	R.A. Gould
Assistant Director of Finance Administration	C.R. Green	Director of Licensing	D.E. Andersen
Assistant Director of Operational Services	P.B. Smith	Director of Enforcement	D.D. Cliffe
Assistant Director of Finance Administration	P.J. Larmour	Director of Policy, Research and Administration	K.G. Stewart
Assistant Director of Operational Services	K. Hancock	Chief Inspector	R.E.G. Smith
Assistant Director of Finance Administration	D.A. Tant		
Assistant Director of Operational Services	F. Fenn	Liquor Distribution Branch	
Assistant Director of Finance Administration	L.R. Tubman	General Manager	R.A. Wallace
Consumer Affairs Program		Director, Finance	L.N. Dyer
Assistant Director of Finance Administration		Director, Management Services	R.L. Simpson
Assistant Director of Operational Services	S.G. Goodings	Director, Purchasing	K.D. Brownlow
Assistant Director of Finance Administration	M. Hanson	Director, Store Operations	C.E. Ruddick
Assistant Director of Operational Services		Director, Distribution	vacant
Assistant Director of Finance Administration	H.F. Atkinson	Security Manager	J.R. Bowcott
Assistant Director of Operational Services	B.W. McCulloch	Chief Auditor	D.K. Chung
Consumer Affairs Program		Communications Manager	C.J. Courtenay
Assistant Director of Finance Administration		Manager, Employee Relations	K.L. Leigh
Assistant Director of Operational Services	M.A. Jorre de St. Jorre	Manager, Recruitment	vacant



THE HONOURABLE PETER S. HYNDMAN

*To the Honourable
Henry P. Bell-Irving, D.S.O., O.B.E., E.D.,
Lieutenant-Governor of the
Province of British Columbia*

May It Please Your Honour:

*I have the honour, Sir, to submit respectfully the Annual Report of
the Ministry of Consumer and Corporate Affairs Act for the Year
ended March 31, 1981.*

A handwritten signature in dark ink, appearing to read "Peter S. Hyndman". The signature is written in a cursive style and is underlined with a horizontal line.

*Peter S. Hyndman
Minister of Consumer and
Corporate Affairs*



JILL BODKIN

*The Honourable Peter S. Hyndman
Minister of Consumer and Corporate Affairs
Parliament Buildings
Victoria, B.C.*

Sir: I have the honour to submit for your consideration the Annual Report of the Ministry of Consumer and Corporate Affairs under the Ministry of Consumer and Corporate Affairs Act for the year ended March 31, 1981.

Jill Bodkin

*Jill Bodkin
Deputy Minister
Ministry of Consumer and
Corporate Affairs*



Province of British Columbia
Ministry of Consumer and Corporate Affairs

**LEGISLATION ASSIGNED TO
CONSUMER AND CORPORATE AFFAIRS**

CONSUMER AFFAIRS

Bankruptcy Act (Federal - Part X only)
Blind Persons Rights Act
Builders Lien Act
Cemetery Act
Cemetery Company Act
Cemetery (Municipal) Act
Consumer Protection Act, 1967
Consumer Protection Act
Credit Reporting Act
Cremation Act
Debt Collection Act
Debtor Assistance Act
Motor Dealer Act
Pawnbrokers Act
Pyramid Distribution Act
Repairers Lien Act
Sale of Goods on Closing Out Act
Trade Practice Act
Trading Stamp Act
Travel Agents Act

CORPORATE AFFAIRS

Book Accounts Assignment Act
Chattel Mortgage Act
Commodity Contract Act
Company Act
Company Clauses Act
Condominium Act
Cooperative Association Act
Creditor Assistance Act
Credit Union Act
Funeral Plan Act
Insurance Act

Insurance (Marine) Act
Investment Contract Act
Mortgage Brokers Act
Mutual Fire Insurance Companies Act
(not consolidated)
Partnership Act
Real Estate Act
Sale of Goods Act
Sale of Goods in Bulk Act
Sale of Goods on Condition Act
Sale of Goods on Consignment Act
Savings and Loan Associations Act
(not consolidated)
Securities (Forged Transfer) Act
Securities Act (excluding Section 140)
Society Act
Trust Company Act
Vancouver Stock Exchange Act

**LIQUOR CONTROL AND LICENSING
BRANCH**

Liquor Control and Licensing Act

LIQUOR DISTRIBUTION BRANCH

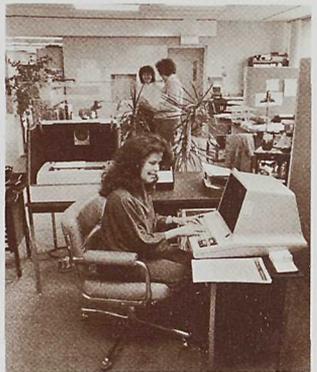
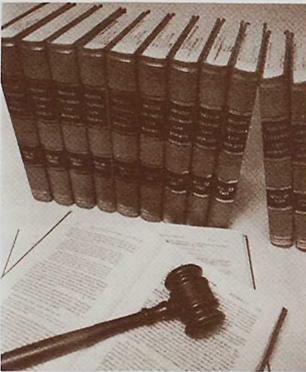
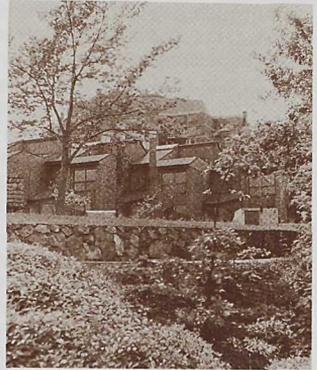
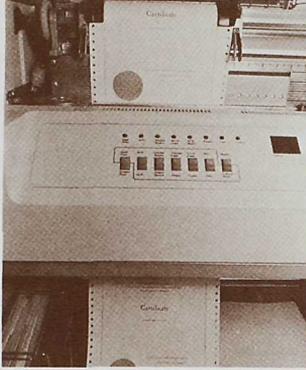
Liquor Distribution Act

RENTALSMAN

Residential Tenancy Act
Commercial Tenancy Act
Rent Distress Act

OTHER

Ministry of Consumer and Corporate Affairs
Warehouse Lien Act
Warehouse Receipt Act
Woodworker Lien Act



In the year, a number of important legislative
measures were introduced and initiatives
were taken to maintain a fair balance in the
economy.

The Motor Dealer Act was amended to establish
the requirement that motor dealers post a
bond for all vehicles offered for sale, to enable
consumers to shop around.

An amendment to the Trade Practice Act,
which authorized the order payment of
\$1,000 to consumers following conviction of
a dealer.

The courts were also given authority to decide
whether a supplier has violated the legislation by
exceeding a prior estimate when billing
consumers.

"Shop Hop," a board game developed the
previous year for elementary school youngsters,
was introduced in the school system and was
received enthusiastically, as was "IOU," a
four-part video tape presentation about money
management and credit.

A budgeting guide, "8-Ball," was produced and
widely distributed. The booklet includes a

strategy for money management, a financial skill test and detailed budget charts to summarize the participant's financial picture.

In its day-to-day operations, the Consumer Affairs Program continued to help consumers with their marketplace problems. Consumer Centre staff answered more than 118,000 inquiries and mediated 6,876 cases where consumers and suppliers had not been able to resolve their differences.

Ministry debt counsellors were instrumental in helping over 4,171 British Columbians with their debt and money management problems. Financial assistance to 14 community consumer groups in areas not easily served by Ministry offices enabled these groups to help thousands of consumers with their consumer and debt difficulties.

In corporate affairs, the Credit Union Act was amended to improve the financial stability and accountability of credit unions.

Under the amendments, financial reserve level requirements for credit unions were increased from 2 1/4 per cent to the pre-1975 level of 5 per cent.

A provision was introduced to provide for the government appointment of an administrator if a central credit union is found to be engaging in unsound practices.

In addition, a uniform standard of auditing and accounting practices for credit unions was introduced.

Later in the year, amendments to the Act were introduced to encourage a more active ownership of credit unions by their members. The amendments, requested by the credit union movement, provide for the introduction of equity shares as a stable source of capital.

All amendments to the Credit Union Act were designed to expand these institutions' investment powers, facilitating competition with banks and other financial houses.

A report was released dealing with share trading activities surrounding the take over of Kaiser

Resources Limited by the British Columbia Resources Investment Company. The investigation, carried out by securities law lawyer Leon Getz, concluded that there were no violations of B.C. legislation.

Other amendments to the legislation were introduced to assist the public, the legal profession and the Ministry itself in complying with the Company Act.

During the year, 21,380 companies were incorporated, reflecting confidence in the provincial economy and growth in business activity. The total, an all time record, was 3,764 over 1979.

In response to the province's extremely tight rental market, rent review provisions were retroactively extended. Under these provisions tenants in units renting for \$700 per month may appeal what they consider to be excessive rent increases. Under another amendment landlords and tenants were authorized to make claims up to \$2,000 with the Rentalsman.

The annual rent increase limit for controlled suites was raised from 7 per cent to 10 per cent reflecting the inflation rate and the government's commitment to gradually phase out rent control in order to encourage construction of new rental units.

Interest paid to tenants on their security deposits was increased from 8 per cent to 12 per cent to improve incentive for landlords to upgrade buildings, renovation rent increases were raised from 12 per cent to 18 per cent of the cost of improvement.

Owners of mobile home parks were prohibited from unreasonably restricting a tenant who wishes to sell his or her mobile home within the park.

During the year the Rent Review Commission was merged with the Office of the Rentalsman.

In Liquor Control and Licensing, several amendments were made to better suit the public need for convenience. One of the more controversial matters concerned liquor licences for sports stadiums. The Regulations were changed to allow consumption of beer and B.C. ciders at

tor areas. This occurred first at Nat Bailey
in Vancouver and, subsequently, in
stadiums throughout the Province. Reports
ed by the Branch indicated that this change
t about a substantial reduction in drinking
ins at sports events in these stadiums.

er important change introduced the
t of designated resort areas whereby
shments in those locations could qualify
day openings. Furthermore, Regulations
spect to the operation of restaurant holding
were clarified and provisions adopted
y restaurant owners could make greater
olding areas on their premises.

er the year, it was announced that the
u would no longer regulate the price of beer
esed establishments. Another change
had all licensees to special order products
available in liquor stores thereby increasing
age of alcohol beverages for their
bers.

t: distribution, the ministry opened the
est liquor store in the province — a 22,000
rfoot specialty outlet at 39th and Cambie in
ver. The store features many innovative
ng and display techniques, and offers the
e of products, plus some exclusive to the
sre.

The Liquor Distribution Branch's Distribution
Centre in Vancouver shipped 7.9 million cases to
liquor stores during the year. An additional 1.4
million cases of imported beer were handled
through a separate distribution system during the
two-month labour dispute at B.C. breweries.

Plans are underway for a second distribution
centre, scheduled to open in Kamloops in the Fall
of 1981.

Net income from the sale of liquor for the year
was \$280,410,866.00.

Appointments:

On January 6, 1981, the Honourable Peter S.
Hyndman was appointed Minister of Consumer
and Corporate Affairs.

Other appointments during the year included:
E. T. Cantell, Q.C., Acting Deputy Minister;
Stewart Goodings, Assistant Deputy Minister,
Consumer Affairs; Allan Gould, General
Manager, Liquor Control and Licensing; William
H. Rourke, Registrar of Travel Services.

Vic Woodland, General Manager of Liquor
Control and Licensing since 1975, retired in
March, 1981.



CONSUMER AFFAIRS

- Operations
- Enforcement
- Consumer Credit and Debtor Assistance
- Education and Information

OPERATIONS BRANCH

DESCRIPTION

Operations Branch mediates consumer complaints and regulates several specific areas.

Kamloops, Prince George, Vancouver and other cities, consumer workers in Consumer Centres handle complaints and inquiries received from the public. In cases where the consumer has tried unsuccessfully to seek satisfaction from a manufacturer or trader, Ministry staff will attempt to resolve the dispute. Most consumers are given advice about their particular problems and deal with the matter themselves.

The Registrar of Motor Dealers is responsible for the administration of the Motor Dealer Act. This Act licenses motor dealers and requires them to meet certain standards and to disclose pertinent information to consumers. Compliance with the Act is monitored by the Registrar and three inspectors, based in Vancouver and Kamloops.

The Registrar of Travel Services is responsible for the administration of the Travel Agents Act. This Act licenses travel agents in British Columbia, and monitors the activities of registered travel agents to ensure their compliance with travel regulations. In addition the Act provides for reimbursement for travel services paid for but not received.

The Crematoriums division is responsible for the administration of the Cemetery Act, the Municipal Cemetery Act, the Cemetery Companies Act and the Cremation Act in British Columbia. In addition to the inspections of all cemeteries, mausolea, crematoria, crematoria in the Province of British Columbia, the Division audits the care funds for commercial and municipal cemeteries, as well as the care funds of smaller cemeteries, mausolea and crematoria that have established care funds. The Division investigates all consumer complaints forwarded to it pertaining to the cremation and funeral industries.

Operations Branch administers the Blind Persons Rights Act, which protects the rights of

blind people accompanied by registered guide dogs. This program is administered in close cooperation with the Canadian National Institute for the Blind.

ACTIVITIES 1980/81

- In 1980/81 Consumer Centres received more than 107,000 phone inquiries, and were visited by more than 11,600 people. There were 6,876 consumer complaints that required detailed inquiries and mediation.

Ministry staff assisted consumers in recovering \$714,654.39 in rebates for goods or services that were unsatisfactory.

- At year end, there were 1,725 registered motor dealers in British Columbia.

The Registrar of Motor Dealers conducted 14 hearings during 1980/81, resulting in the cancellation of 9 registrations, the rejection of three applications, and the issuance of one registration subject to conditions.

- There were 667 registered travel agents and wholesalers in B.C. as of March 31, 1981. During the year, 30 claims resulted in payment of approximately \$60,895 under the Travel Assurance Fund, from which consumers are reimbursed for prepaid travel services they fail to receive. The fund held \$545,950.10 at year end.
- During the year 12 registrants went out of business either through bankruptcy, a voluntary surrender of their registration, or a revocation of their licence by the Registrar.
- The Motor Dealer Act was amended to establish clearly the requirement that motor dealers post a price on all vehicles offered for sale.
- Under an amendment to the Trade Practice Act, the courts were authorized to order payment of up to \$2,000.00 to consumers following conviction of a supplier.
- The courts were authorized to decide whether a supplier has violated the legislation by

exceeding a prior estimate when billing consumers.

- A B.C. travel wholesaler, Tripmakers International, ceased operations but consumer loss was negligible. Approximately one hundred consumers were given the option to transfer to other tours or accept a full refund.

- Cemetery Statistics:

Inspections of cemeteries, mausolea, columbaria and crematoria 167

Audits/Passing of Perpetual Care Funds 43

Cemetery, mausolea, columbaria, crematoria bylaw amendments and rules approved 63

Cemetery, mausolea, columbaria, crematoria rate approvals 52

Cemetery trustees appointed 2

Provincial Cemetery Board appointments 9

Cemetery Closures 3

Cemetery, mausoleum, columbarium, burial areas approved 7

Certificates of Public Interest for the establishment of cemeteries issued 1

Certificates of Public Interest for the establishment of mausolea issued 2

- During February of 1981, the Ministry contracted the Reverend Nunzio J. Defoe as a consultant in the drafting of the new Cemetery, Cremation and Funeral Services Act and Regulations.

INVESTIGATION BRANCH

DESCRIPTION

The Investigation Branch takes formal enforcement proceedings (civil or "quasi-criminal") when consumer laws such as the Trade Practice Act or the Consumer Protection Act have been violated. Under the Trade Practice Act, the Director of Trade Practices is empowered to substitute himself as a consumer or consumers in situations where the principle of law requires clarification in the interest.

Investigators are located in each of the Ministry Consumer Centres (Victoria, Vancouver, Prince George and Kamloops).

ACTIVITIES 1980/81

- A Company in the travel field agreed to pay \$200 each to consumers who complained about an unsatisfactory cruise.
- Two consumers received settlements in connection with the premature rusting of vehicles.
- An investigation into the operation of a recording studio produced partial repayment to 10 consumers.
- A supplier received a term of imprisonment for unnecessary repairs carried out to the home of elderly widows.
- The following enforcement activities were completed during the 1980/81 fiscal year:

Prosecutions¹

Substitute Action and Defences

Assurance of Voluntary Compliance

Declarations/Injunctions

Application for Receiver

(There were 15 enforcement proceedings initiated and 10 underway at year end.)

¹ Includes prosecutions taken under other provincial statutes administered by the consumer program.

CONSUMER CREDIT AND DEBTOR ASSISTANCE BRANCH

DESCRIPTION

Consumer Credit and Debtor Assistance has two distinct programs. The first is responsible for the administration of credit rating, debt collection and consumer protection legislation touching on consumer credit. The second is responsible for delivering a preventive and remedial debt counselling program. These programs educate and inform consumers as well as the credit industry.

ACTIVITIES 1980/81

Consumer Credit Program:

Revised Credit and Debt Law Guide 1980.

Completed a minor study on credit discrimination and women, to be drafted for publication in the fall of 1981.

Continued participation in a federal/provincial task force on consumer credit. The task force mandate is to influence Bank Act Regulations to seek consistency of credit regulation in all provinces in Canada.

Completed draft regulations for the Consumer Credit Protection Act.

Debtor Assistance Program:

Completed an evaluation of the Debtor Assistance Program.

Revised funds handled — approximately 20,000 or 35 per cent increase.

Revised ongoing caseload — approximately 10 or 14 per cent increase.

Completed user specifications, developed software and chose hardware for the automated needs of the Debtor Assistance Program over the next 5 years.

Completed a decentralization process that will provide debt counselling services out to the communities and to the consumers who most need preventive and remedial services.

Developed a campaign around our new "8 Steps" budgeting pamphlet.

Statistics

Debtor Assistance:

(a) Total counselling sessions ¹	4,004
(b) Orderly Payment of Debt ² orders granted by the Branch	473
(c) Orderly Payment of Debt orders Paid in full, settled or defaulted	277
(d) Net increase in caseload	196
(e) Total ongoing caseload	
March 31, 1981	1,499
(i) Orderly Payment of Debts	1,142
(ii) Debtor Assistance Pool Plan ³	80
(f) Funds received Orderly Payment of Debts Program	\$1,993,615.13
Funds received Debtor Assistance Program	\$ 712,240.62
Total funds received	\$2,705,855.75*
(g) Funds disbursed to credit grantors	
Orderly Payment of Debts	\$1,865,039.90
Debtor Assistance Pool Plan	\$ 615,525.97
Total funds disbursed	\$2,480,565.87*
(h) Settlements, funds saved by negotiating settlements for debtors	\$ 228,526.05

Debt Collection:

(a) Number of licences issued to collection agencies for calendar year end 1980	142
(b) Number of licences issued to collectors for calendar year end 1980	516
(c) Number of licences issued to agencies under Credit Reporting Act	40
(d) Number of written complaints handled (April, 1980 - March 31, 1981)	156
(e) Number of telephone complaints/enquiries	1,007
(f) Number of prosecutions under way	nil

¹ Includes 2,696 new clients and 1,298 updates.

² The "Orderly Payment of Debt" provision of the federal Bankruptcy Act provides that a court

order may be issued, binding the debtor and creditor to a realistic plan of repayment.

- 3 The "Debtor Assistance Pool Plan" is a voluntary method of repayment acceptable to both debtor and creditor. It may be administered by either the Consumer Credit and Debtor Assistance Branch, or by the debtor.
- * The discrepancy between funds received and disbursed is due to the fact that funds are held in trust until authorized for payment.

INFORMATION AND EDUCATION BRANCH

DESCRIPTION

The branch is responsible for explaining laws and policy, and providing advice to the public by means of speaking engagements, news releases, enforcement reports, radio and television appearances, and newspaper interviews. *Information officers also look after advertising and general public relations programs for the Ministry as a whole.*

Resource centres, located in the Ministry's storefront offices, provide books, magazines, clipping files, and consumer product reports, to help consumers make more informed decisions in the marketplace. Also consumer education programs are designed to assist teachers in classrooms across the province.

The Trade Liaison Division keeps the business community up-to-date with guidelines and bulletins on consumer legislation.

A special Trade Liaison team monitors newspaper, radio and television advertising; questionable ads are followed up by telephone and letters.

ACTIVITIES 1980/81

- The following publications were printed and distributed:
 1. Organizing a Co-op in British Columbia
 2. 8-Ball, A Game of Money Management

3. You and Your Marketplace Ministry
4. B.C. Trade Practice Act
5. Exploring Stores
6. I.O.U. A Teacher's Guide
7. Shop Hop
8. Consumer Credit and Debt Law, 1979
9. Consumer Assistance Directory, 1979
10. 1979 Annual Report
11. Legal and Financial Management of Own Life, Prime Time, 1980
12. An update on Chimneys, Air-tight Stoves, Fireplace Inserts and Glass Doors

- "Shop Hop" and "I.O.U.," two education projects developed in 1979/80 to mark the International Year of the Child, were introduced into the school system.
- Two Enforcement Reports (#23 and #24) were issued.
- Rick Stevens was appointed Chief of Information Services.
- Twenty speeches for the Minister, Deputy Minister, and other senior officials were prepared.
- Thirty news releases were issued.
- Nineteen Consumer Action columns were prepared and distributed to weekly newspapers.
- Three slide/tape audio visual presentations were completed: "So You're Looking for a Car?," "Inside the Companies Office," "Trade Practice Act."
- Two Trade Bulletins were produced and distributed: "Use of the Word FREE in Advertising;" "Repossession Proceedings."
- Distribution statistics were as follows:

Letters/Requests/Bulk Mailings
Acts
Brochures
Education Materials
Advertising Guidelines
Motor Dealer Guidelines
Special Kits
Teacher's Kits
Trade Liaison Kits

Certificate



● Hold Proof ● B.P. ● Double Space ● Manual Case ● S.C. Mark ● Ready ● Text ● Check



Province of British Columbia
Ministry of Consumer and Corporate Affairs
REGISTRY OF COMPANIES

Certificate

CORPORATE AFFAIRS

- Companies Office and Central Registry
 - Superintendent of Brokers, Real Estate and Insurance
 - Superintendent of Credit Unions, Co-operatives and Trust Companies

CORPORATE AND CENTRAL REGISTRY OFFICE

DESCRIPTION

The Registrar-General/Registrar of Companies is responsible for the administration of all matters relating to the filing of corporate documents under the B.C. Company Act, Society Act and other related statutes. He is also responsible for all encumbrances filed in the Central Registry.

The office maintains complete corporate files on all B.C. companies, extra-provincial companies, co-operatives, societies, partnerships and trust companies. It also maintains specialized files on library commissions, cemeteries, railroads and savings and loan associations.

ACTIVITIES 1980/81

- The recently installed online computer system is operating efficiently. Conversion of the 200,000 existing files progressed on schedule.
- There was a general increase of 25 per cent over last year in new incorporations together with a revenue increase of 38 per cent.
- At March 31, 1981, there were approximately 2,150,000 encumbrances on the data base of the Central Registry.
- Planning was started and a study initiated for *microfilming all the manual filings in the office*. The urgency of space and security requirements have made this project a priority.
- All of the Companies Office forms were reviewed by a Systems Analyst. This resulted in a reduction of the number and complexity of forms. Most forms are now clear, functional and simple to complete.

COMPANIES OFFICE:

1. Incorporations & Registrations

- (a) B.C. Companies
- (b) Extra-Provincial Companies
- (c) Trust Companies
- (d) Partnerships
- (e) Co-operatives
- (f) Societies
- (g) Changes of Name (Companies)
- (h) Changes of Name (Societies)
- (i) Amalgamations
- (j) Continuations - 36 (into the Province)
- (k) Continuations - 37 (out of Province)
- (l) Roll-Overs

2. Dissolutions & Restorations

- (a) Companies
- (b) Societies
- (c) Partnerships
- (d) Company Restorations

3. Encumbrances

4. General Filings

5. Miscellaneous

- (a) Certificates of Good standing
- (b) Certified Copies
- (c) Change of Purposes-Societies
- (d) Partnership Changes

6. Searches

7. Total Revenue

\$7

CENTRAL REGISTRY

1. Documents Registered Under:

- (a) Sale of Goods on Condition Act
- (b) Chattel Mortgage Act
- (c) Repairers Lien Act

Book Accounts Assignment Act	3,031
Company Act	990
Provincial Home Acquisition Act	Nil
State Order Registrations for Sale of Goods on Condition Act	11,839
State Order Registrations for Chattel Mortgage Act	31,103
State Order Registrations for Book Accounts Assignment Act	337

Documents Discharged Under:

Sale of Goods on Condition Act	3,022
Chattel Mortgage Act	18,400
Repairers Lien Act	6,175
Book Accounts Assignment Act	239
Company Act	397
Provincial Home Acquisition Act	Nil
Number of Documents Filed	449,350

Revenue:

Document Registration Fees	\$4,129,684
Search Fees	831,557
Photocopy Fees	11,401
Revenue	<u>\$4,972,642</u>

SUPERINTENDENT OF BROKERS, INSURANCE AND REAL ESTATE

DESCRIPTION

The Superintendent regulates the investment, insurance and real estate industries for the protection of investors. He also contributes to the optimization of the economy of British Columbia by encouraging operating efficiency in the capital markets, stimulating individual investment in securities, and monitoring the marketplace in insurance and real estate transactions.

ACTIVITIES 1980/81

The "Insurance Amendment Act" was introduced, and, when proclaimed, will allow greater flexibility in defining the various

classes of insurance. Other provisions of the Act clarify the procedures used for hearings under the Insurance Act.

- The Regulations to the Real Estate Act were amended to provide for the election rather than the appointment of members who sit on the Real Estate Council of British Columbia. Also, municipalities and regional districts were excluded from the requirements of Part 2 of the Real Estate Act which deals with real estate subdivisions.
- British Columbia hosted the 63rd Annual Conference of the Association of the Superintendents of Insurance in Vancouver from October 19 to 21, 1980. Over 500 delegates from the Canadian insurance industry were present and a wide variety of topics were addressed.

Registrations

(a) Securities Act	1,792
(b) Mortgage Brokers Act	904
(c) Investment Contracts Act	4

Licences Issued

(a) Insurance Act	8,596
(b) Real Estate Act	15,043

Vettings and Filings

(a) Securities Act	
1. Prospectuses accepted	576
2. Statement of Material Facts accepted	256
(b) Real Estate/Strata Titles Act	
1. Subdivisions accepted	867
2. Strata Plans approved	643

Hearings

(a) Before the Superintendent	48
(b) Before the Corporate and Financial Services Commission	5

Rulings and Orders

(a) Securities Act	2,415
(b) Real Estate Act	Nil

Suspensions/Cancellations

(a) Securities Act	Nil
(b) Mortgage Brokers Act	Nil
(c) Real Estate Act	12

Investigation Orders/Investigations

(a) Completed	497
(b) Underway	148

Prosecutions

Total (Securities Act, Mortgage Brokers Act, Criminal Code)	9
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Revenue

(a) Securities Act	\$526,445.77
(b) Mortgage Brokers Act	42,270.00
(c) Real Estate Act	347,499.65
(d) Insurance Act	757,804.21
(e) Miscellaneous	11,028.30
	<u>\$1,685,047.93</u>

SUPERINTENDENT OF CREDIT UNIONS, CO-OPERATIVES AND TRUST COMPANIES

DESCRIPTION

The Office of the Superintendent of Credit Unions, Co-operatives and Trust Companies is responsible for: regulating credit unions and examining their finances regularly; registering co-operatives; and regulating and inspecting all trust companies operating in the province.

ACTIVITIES 1980/81

1. Credit Unions

- Total credit union assets continued to grow in 1980; reaching \$4.93 billion as at March 31, 1981 - an increase of 15.2 per cent over 1979 - 1980.
- Membership in credit unions reached 978,000 by the end of March.
- Liquidity reserves as at March 31, 1981, were 11.7 per cent of the net share capital and

deposits, an excess of \$270 million over statutory requirement.

- The number of credit unions in the province dropped to 157 from 166 as a result of several amalgamations and the dissolution of three credit unions.
- The office's six inspectors inspected a total of 131 credit unions while the Credit Union Reserve Board administered 26.
- Senior staff attended two meetings of the National Association of Administrators of Co-operative Legislation during 1980. B.C. hosted the National Convention of N.A.A.C.O. in June, and the Western Regional Meeting was held in Calgary in March.
- The Ministry met with B.C. Central Credit Union on several occasions to discuss proposed changes to the Credit Union Act.
- The most important changes were the increased reserve provisions, and the provision to allow credit unions to issue equity shares. Other amendments updated the financial reporting sections, gave the Ministry the ability to appoint an administrator for a central credit union, and re-defined the powers of the Superintendent.
- Assets of the Provincial Share and Deposit Guarantee Fund (which provides an unlimited guarantee on the shares and deposits of credit union members) totalled \$45.8 million as at March 31, 1981.

2. Co-operatives

- 37 new co-operatives were incorporated including 17 housing co-ops, 11 consumer co-ops, 5 producer co-ops, 1 service co-op, and others of a general nature and 1 extra-provincial.
- A new system of surveillance over co-operative activities has been put into operation. In keeping with Section 48 of the Act, officers now make regular visits to, and meetings with, co-operatives in all parts of the province.

Trust Companies

As of March 31, there were 113 trust company branch offices - an increase of 3 per cent over 1979 - 1980.

Of a total of 29 main offices were inspected during the fiscal year, as well as 23 of a total of 101 branch offices.

Members of the Ministry attended the Annual General Meeting of the Trust Companies Association of Canada in April, and also attended the Annual Conference of Administrators of Trust Company Legislation in Toronto in June.

- Assets under administration by trust companies in B.C. totalled \$5.4 billion including estates, trusts and agency funds.
- Demand deposits from the public totalled \$289.4 million - an increase of 12.5 per cent over the previous year.
- Guaranteed investment certificates and term deposits totalled \$1.4 billion, an increase of 4.8 per cent over last year.
- Overall total of deposits and certificates was \$1.74 billion.
- Mortgage lendings totalled \$3.02 billion - an increase of 2.8 per cent over last year.



RENT
● Rentalsman

OFFICE OF THE RENTALS MAN

DESCRIPTION

The Office of the Rentalsman disseminates information, conducts research, and mediates disputes related to the rental housing market in British Columbia. Under the Residential Tenancy Act the Rentalsman has jurisdiction to adjudicate landlord and tenant disputes related to:

1. Termination of tenancies
2. Rental rates and increases
3. Monetary claims and the disposition of security deposits
4. Contractual rights and obligations of landlords and tenants.

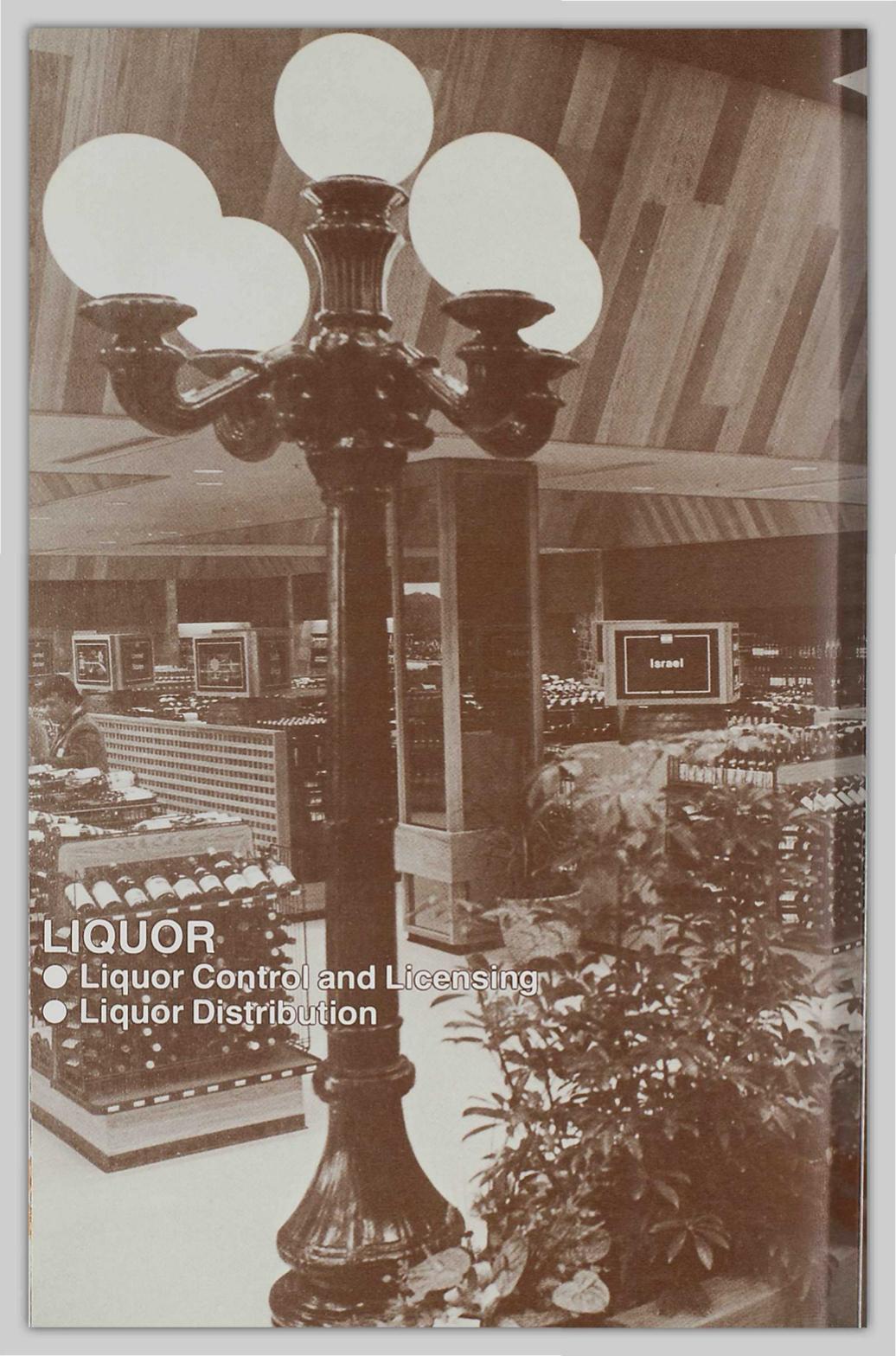
ACTIVITIES 1980/81

The continued high rates of inter-provincial migration into British Columbia during 1980 resulted in near zero vacancy rates in almost all communities with a corresponding increased strain on landlord and tenant relationships. The economics of building new rental units, influenced largely by high interest rates, limited the ability of the rental housing industry to respond to the increased demand for rental units. As a result, significant pressure developed on rents and the workload of the Office of the Rentalsman increased by approximately 30 per cent.

In spite of the increases in workload, further organizational and efficiency improvements were implemented which increased employee productivity by more than 70 per cent. Officers were

obliged to handle more than 150 open dispute files at one time and, with the implementation of a new word processing system, typing output was increased from 21 to 36 original, finished letters per typist per day.

- The Office of the Rentalsman and the Rent Review Commission were legislatively merged.
- A large number of miscellaneous amendments were proclaimed in January 1981, which addressed many of the inequities identified by landlord and tenant representatives, and simplified many of the procedural requirements. The amendments resulted in a reduction of the number of security deposit claims requiring Rentalsman intervention and a levelling of the volume of disputes other than rent related disputes. Disputes related to rents continued to increase in volume.
- An office was opened in Prince George, the sixth in the province.
- VOLUMES
 - 359,750 telephone inquiries were received
 - 27,749 cases were opened and resolved
 - 37,607 members of the public visited the offices for information
 - 7,821 inspections and service of documents were conducted
 - 90,449 letters were received
 - 144,320 letters were sent out
 - 198,914 notices of rent increase were received and processed



LIQUOR

- Liquor Control and Licensing
- Liquor Distribution

LIQUOR CONTROL AND LICENSING BRANCH

DESCRIPTION

The Liquor Control and Licensing Branch, under the authority of the Liquor Control and Licensing Act and Regulations, is engaged in the following activities:

• Issuing and transferring licences for the sale of liquor.

• Licensing breweries, distilleries and wineries.

• Licensing the agents of breweries, distilleries and wineries.

• Monitoring and controlling liquor advertising in the province.

• Inspecting licensed premises to ensure they comply with the law.

• Taking appropriate disciplinary action against licensees for contraventions of the Liquor Control and Licensing Act and Regulations.

• Licence categories are as follows:

- Licences: Hotels, resorts, clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially owned cultural centres, universities, military messes.
- Licences: Dining establishments primarily engaged in the service of food.
- Licences: Cabarets primarily engaged in providing entertainment.
- Licences: Neighbourhood Public Houses.
- Licences: Sports stadiums or concert halls.
- Licences: Establishments oriented to marine activities (Marine Public Houses).

ACTIVITIES 1980/81

Administrative

• The General Manager of the branch, Victor W. Woodland, after a distinguished career of over 30 years with the B.C. Government, retired on March 19, 1981. R. Allan Gould

was appointed as his successor on March 23, 1981.

- (b) During the year, the branch continued to improve its manual systems while at the same time working with B.C. Systems Corporation to establish a data processing and word processing system. The B.C.S.C. project rose out of four separate management studies since 1975 and is scheduled for implementation in November, 1981. Upon full implementation, the branch will have the ability to make its decisions in a much more sophisticated way and will have access to statistical information never before available.

• Enforcement

- (a) The branch continued its full support for the R.C.M.P. and Vancouver City Police walk-through programs. 1980 was the first full year of the program under the R.C.M.P. and it now covers most of British Columbia. The reports provided by the police from their visits to licensed establishments are forwarded to the branch, whether those reports are good or bad. The branch has been concentrating on following up these reports with disciplinary action as quickly as possible. In addition, when the branch is in receipt of a number of good reports in relation to an establishment, the Director of Enforcement makes a point of writing to the owners of the establishment and complimenting them on their operation.
- (b) The policy of conducting hearings in the field was continued wherever possible.
- (c) The General Manager, Deputy General Manager and Director of Enforcement each had the authority to conduct hearings with licensees, making the enforcement process much faster and more efficient.

• Licensing

- (a) Business expansion in the Province was noticeable in the requirements for new liquor licences. The branch noticed

considerable expansion in new hotel construction and upgrading of existing facilities. Furthermore, licensed restaurants continued to be opened rapidly.

- (b) There was considerable expansion in the recreational centre type of licence. This licence class is used to permit lounges to be open in golf clubs, curling clubs, ski resorts, bowling alleys, etc. By far the greatest expansion in this area during the past year has been in racquet centres of one type or another and has proven to be a valuable asset to such a facility in providing an amenity for the user and making the facility much more viable.

Industry

- (a) There was continuing encouragement for British Columbia wineries. In cooperation with the Ministry of Agriculture, the branch has been working towards the development of new acreage for grapes in the Okanagan.

Legislative

- (a) Amendments to the Liquor Control and Licensing Act, primarily of a housekeeping nature, were enacted in the 1980 session of the legislature and became effective on June 27, 1980.

- (b) There were various amendments to the Regulations as follows:

May 9, 1980 — this amendment allowed the sale of beer and B.C. cider in seating areas of licensed sports stadiums.

August 14, 1980 and September 24, 1980 — there were various amendments relating to Sunday sales in resort areas, establishing rules for holding areas in restaurants extending Sunday hours from 11:00 a.m. to 11:00 p.m. and limiting maximum capacity in neighbourhood public houses and marine public houses to 65 persons.

September 3, 1980 — this amendment allows licensees to special order any liquor

product through the facilities of the Liquor Distribution Branch.

Effective October 15, 1980, amendments were made to increase licence fees as follows:

Issuances and Renewal — from \$100 to \$150

Transfers — \$50 to \$100

Special Occasion Licences:

Private - from \$2 to \$5

Public - from \$10 to \$20

• Liquor Licences

	Total Licences Licences Issued Total L		
	at	April 1, 1980 —	
	April 1, 1980	March 31, 1981	March:
A Licences	1,313	107	1,
B Licences	2,454	366	2,
C Licences	245	30	
D Licences	144	16	
E Licences	1	4	
F Licences	4	1	
Totals:	<u>4,161</u>	<u>524</u>	<u>4,</u>

There were 170 licence cancellations from 1, 1980, to March 31, 1981. Many cancellations were the result of establishments converting other types of premises.

Licences issued to March 31, 1981, by sub-category:

A Licences - 1,420

Public House
"A" Pub
Combined Pub
Lounge
Mess
Recreation Centres
Cultural Centres
Universities

B Licences - 2,820

Dining Rooms
Dining Lounges
Dining Lounges/
Holding Areas

ices - 275		
Cabarets		275
ices - 160		
Neighbourhood		
Public Houses		160
ices - 5		
Sports Stadiums		5
ices - 5		
Marine Public Houses		5
		<u>4,685</u>

Liquor Control and Licensing Revenue for the
ended March 31, 1981:

General Licence Issuance		
Fees	\$	711,700.00
Servers Licence Fees		6,000.00
Tavern Licence Fees		3,500.00
Servers Licence Fees		188,910.74
Retail Purchase Assessment		
Fees		10,659,199.41
Transfer Fees		44,100.00
Transfer of Shares		11,100.00
Tavern Receipts		408.04
Special Occasion Licences		138,869.00
		<u>\$11,763,787.19</u>

Liquor Control and Licensing Branch
Performance statistics for 1980/81:

Walk-Through Program	
Number of walk-throughs — April 1, 1980 to March 31, 1981, (Reported to Liquor Control and Licensing Branch)	5,599
Administrative Action — April 1, 1980 to March 31, 1981.	
Number of Warning Letters Sent:	286
Number of Hearings:	145
Number of Suspensions:	78

LIQUOR DISTRIBUTION BRANCH

OPTION

Under the mandate of the Liquor Distribution Act, the Liquor Distribution Branch is solely responsible for managing all operations related with the distribution of beverage

alcohol in the province. While encouraging the production and sale of B.C. products, the Branch selects listings on the basis of quality, value and consumer demand. The Branch offers a comprehensive product selection, through a province-wide system of retail liquor stores and agency stores in remote communities.

The purpose of the Liquor Distribution Branch is, in accordance with the Liquor Distribution Act, to provide service acceptable to consumers of alcoholic beverages in British Columbia; to achieve established financial returns; and to provide suppliers with a controlled access to the marketplace on a fair and equitable basis.

Its goal is to achieve service levels in an efficient and equitable manner, while bearing in mind the many responsibilities associated with the distribution of liquor.

ACTIVITIES 1980/81

- As a result of its twice yearly Listing Committee, the branch added 85 new products to its portfolio, including 42 table wines, and 6 new beers.
- At year-end, the total of general listings was maintained at approximately 1,200, while over 500 specialty items were offered for sale.
- As at March 31, 1981, the Branch employed 1,799 regular and 1,493 auxiliary staff in administration at Head Office, in the large Vancouver distribution centre, and the store system.
- Total government liquor stores numbered 211 at year end, consisting of 141 self-serve and 70 conventional (counter) stores. During the year, major renovations were done on 6 stores, including 3 conversions to self-serve. New premises were completed in 12 locations, with 4 of these additions to the overall store system. In December, the Branch opened the largest store in B.C., a 22,000 square foot specialty outlet at 39th and Cambie in Vancouver, featuring many innovative marketing and display techniques and offering the full range of products, plus some exclusive

to the new store. A total of 9 agency stores were appointed while two were closed, bringing the total at year-end to 53.

- The Distribution Centre shipped 7.9 million cases to liquor stores throughout the province. During the two month domestic beer labour dispute, an additional 1.4 million cases of imported beer were handled through a temporary and separate distribution system. Store delivery frequencies were increased and telephone ordering service implemented for most stores. A decision was made to proceed with the development of a second distribution centre in Kamloops, scheduled to open in Fall, 1981.

FINANCIAL STATEMENT

1. Summary of Balance Sheet as at March 31, 1981

Assets

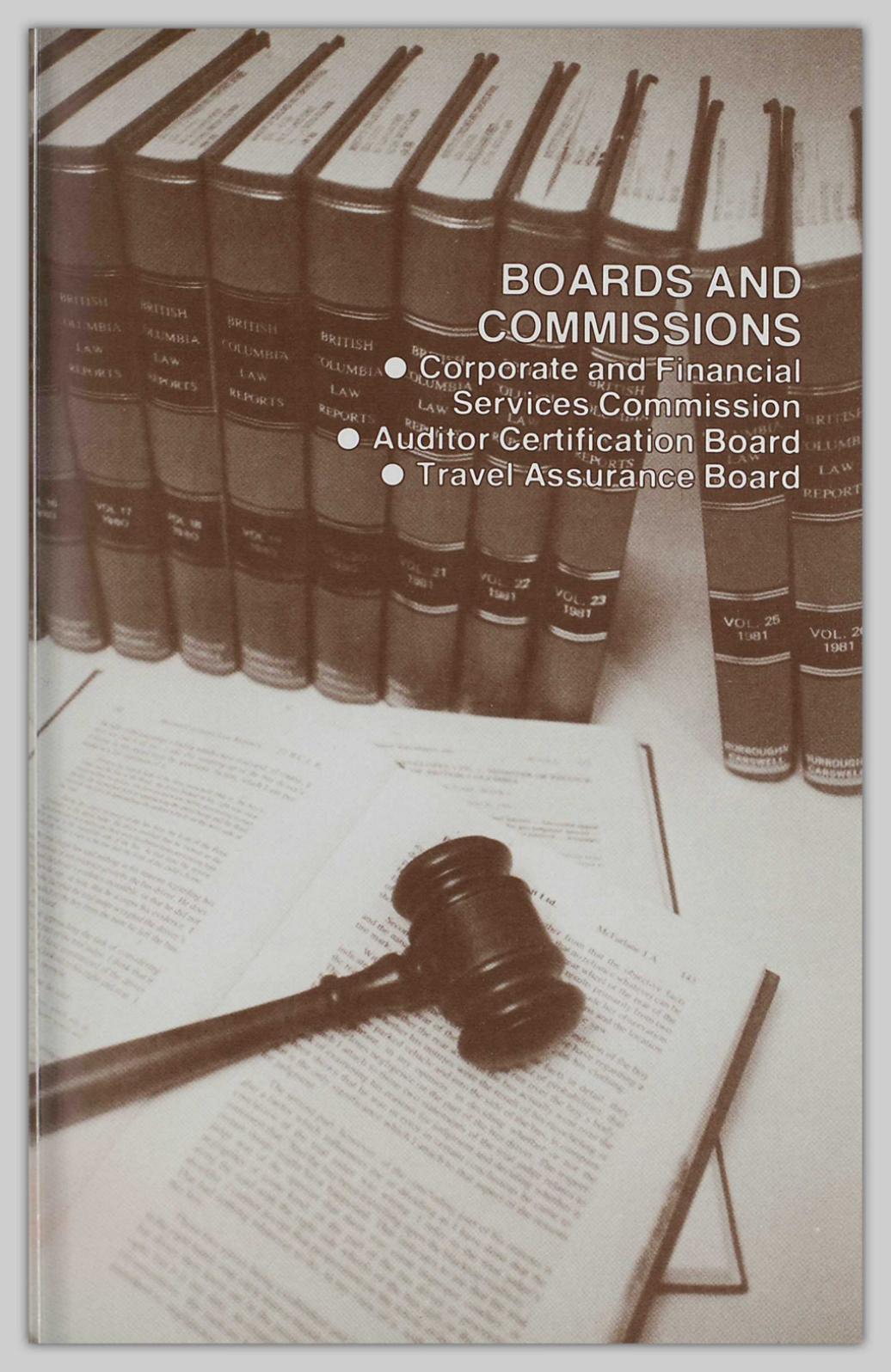
Current Assets	\$29,492,020
Fixed Assets (at cost, less accumulated depreciation)	9,807,775
Total Assets	\$39,299,795

Liabilities

Current Liabilities	\$34.8
Working Capital Advance	4.4
Total Liabilities	\$39.2

2. Summary of Statement of Income, year ended March 31, 1981

Sales	\$694.0
Cost of Merchandise Sold	370.9
	323.0
Provincial Malt Levy	32.6
	355.6
Operating Expenses	78.9
	276.6
Other Income	3.7
Net Income	<u>\$280.4</u>

A row of law books with a gavel on top of an open book. The books are titled 'BRITISH COLUMBIA LAW REPORTS' and are numbered from VOL. 17 to VOL. 26. The gavel is resting on an open book in the foreground, which is partially visible. The background is a plain, light-colored surface.

BOARDS AND COMMISSIONS

- Corporate and Financial Services Commission
- Auditor Certification Board
- Travel Assurance Board

CORPORATE AND FINANCIAL SERVICES COMMISSION

DESCRIPTION

The Commission acts as an appellant body to hear and review rulings under certain sections of the following statutes: the Securities Act, Mortgage Brokers Act, Company Act, Credit Union Act, Liquor Control and Licensing Act, Liquor Distribution Act, Travel Agents Act, Motor Dealer Act, Society Act, Investment Contract Act, and the Credit Reporting Act.

Generally, any person or company primarily affected by any administrative direction, decision, order, or ruling under any of the above Acts, or by a stock exchange, has a right of appeal to this Commission. (There are specific exceptions.)

ACTIVITIES 1980/81

- The Commission heard 11 appeals, requiring 15 days of hearing and review; 14 additional appeals were filed and subsequently abandoned. The appeals were made under the following statutes:
 - 3 under the Liquor Control and Licensing Act
 - 3 under the Securities Act
 - 1 under the Motor Dealer Act
 - 1 under the Credit Union Act
 - 2 under the Company Act
 - 1 under the Liquor Distribution Act
- Abandoned appeals were under the following statutes:
 - 1 under the Motor Dealer Act
 - 1 under the Society Act
 - 2 under the Liquor Distribution Act
 - 7 under the Liquor Control and Licensing Act
 - 2 under the Securities Act
 - 1 under the Credit Union Act
- During the fiscal year the membership of the Commission consisted of:
 - W.H. Kemp Edmonds, Q.C. — Chairman
 - Charles F. Long, Esq. — Vice-Chairman
 - Kenneth G. Russell, Esq. — Member
 - John M. McEwen, Esq. — Member
 - John H. Carter, C.A. — Member

TRAVEL ASSURANCE BOARD

DESCRIPTION

The Board considers claims from consumers of travel agents or travel wholesalers who are out-of-pocket for services not rendered or services paid for twice. The Board may recommend whole or part payment and may conduct hearings or other investigations.

ACTIVITIES 1980/81

- During the year 30 claims resulted in payment of \$60,895.00 under the Travel Assurance Fund, which held \$545,950.10 at year end.
- Members of the Board include: Gustav I. (Chairman), David T. Hardouin, Malcolm Nicholson, Jean M. Douglas, Gerrard E. Manning, Stewart Goodings, and David

AUDITOR CERTIFICATION BOARD

DESCRIPTION

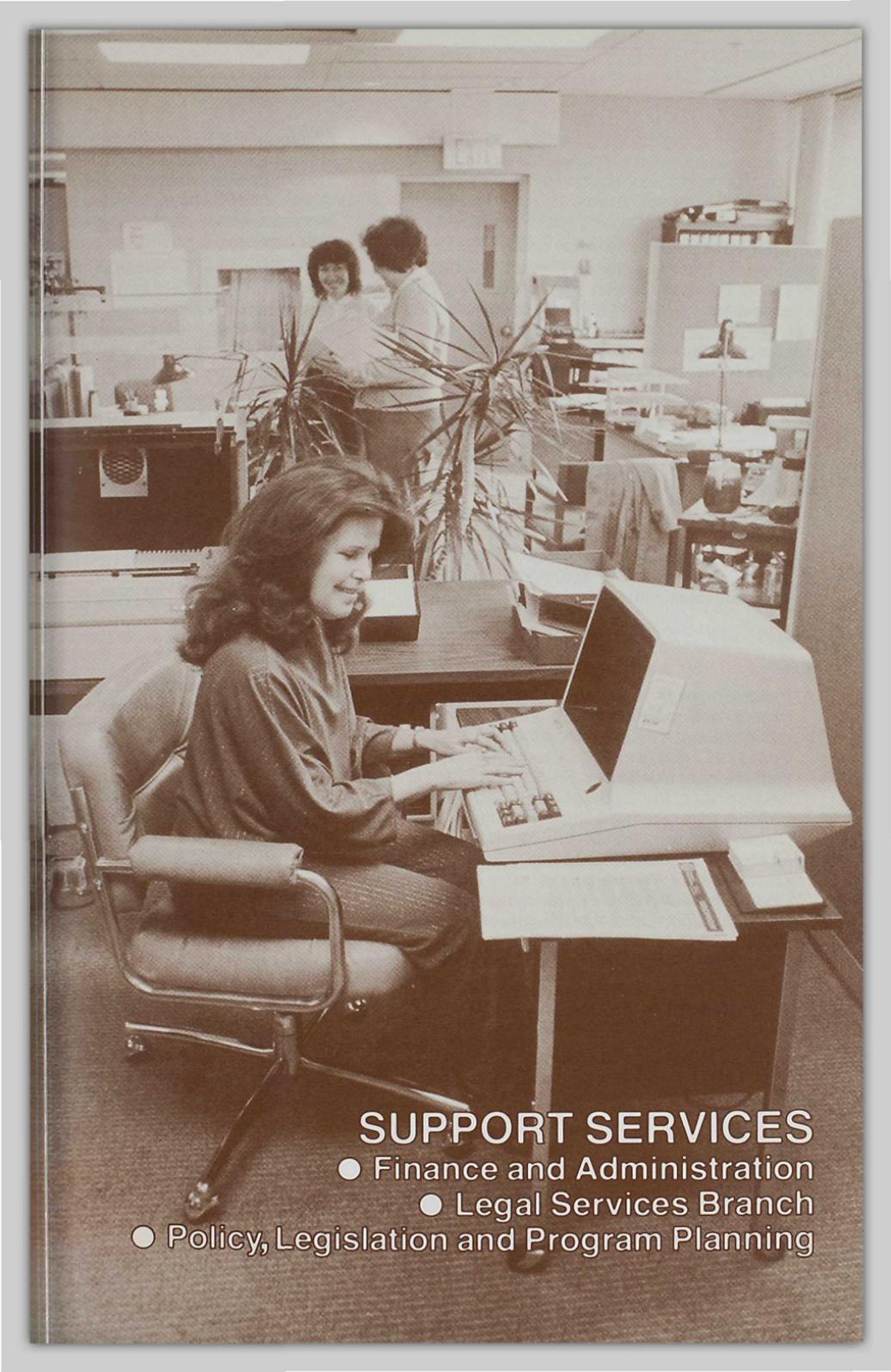
The Board examines and certifies non-professional accountants as auditors of reporting companies.

A reporting company is generally one which comes under one of the following specific categories:

- (a) a company with securities listed on an exchange;
- (b) a company ordered by the Registrar of Companies to be a reporting company;
- (c) a company deemed to be a public company prior to the 1973 Companies Act;
- (d) any corporation by or under an act of the Legislature.

ACTIVITIES 1980/81

- Of six applicants, two were approved for certification in 1980/81.
- Members included: R. Campion, F.C.A. (Chairman); B.F. Adams, C.G.A.; W.J. Fedorak; G.C. Gray, C.A.; R.L. Bullock

A sepia-toned photograph of an office environment. In the foreground, a woman with long, wavy hair is seated in a swivel office chair, focused on typing on a vintage computer keyboard. The computer monitor is a large, light-colored CRT. In the background, two other women are standing near a doorway, looking at a document together. The office is filled with desks, papers, and a large potted plant. The overall atmosphere is professional and busy.

SUPPORT SERVICES

- Finance and Administration
- Legal Services Branch
- Policy, Legislation and Program Planning

FINANCE AND ADMINISTRATION BRANCH

DESCRIPTION

The roles of the branch are now undertaken by the Personnel Administration Division and the Financial Services Division, which work closely to provide effective support to Ministry programs. In this way, effective control of support services ensures optimum use of the fiscal, human and physical resources available to these divisions.

Financial Services is responsible for all matters pertaining to financial planning, accounting and fiscal control within the Ministry. Three managerial positions were created in 1980 to head the major sections within the Branch.

Personnel Administration provides a complete range of personnel activities for the Ministry, including organizational design, classification analysis, labour relations, recruitment, and staff training and development.

ACTIVITIES 1980/81

Personnel Administration Division

- Integration of all Personnel functions within the Ministry of Consumer and Corporate Affairs brought about a major change for the Personnel Administration Division. Personnel staff in Liquor Distribution Branch now report to the Director of Personnel at Head Office in Victoria, thus creating a single Personnel Division for the entire Ministry, reporting to the Executive Director, Finance and Administration. The Personnel unit in the Liquor Distribution Branch was reorganized with a Manager over Labour Relations, Classifications and Safety and another Manager responsible for Recruitment and Training.

The following activities exclude the Liquor Distribution Branch:

- Joint union-management committees were established to deal with occupational health and safety standards.

- A Personnel Regional Office was established in Vancouver to service Ministry programs in the lower mainland and interior and to work closely with Financial Services' Administrative Manager, whose position was established at the same time.
- The Office of the Rentalsman and the Corporate Affairs Division underwent organizational reviews primarily as a result of a heavy increase in the volume of work.
- The following management positions were created: Assistant Deputy Minister, Consumer and Corporate Affairs; General Manager for Liquor Control and Licensing Branch; Regional Personnel Director of Policy, Legislation and Program Planning. As of March 31, 1981, regular employees numbered 494 maintaining the 1979/80 level. Auxiliary employees totaled 128, an increase of 7 from 1979/80 level. Of this number of regular employees, there were two retirements and 161 resignations. A total of 136 regular positions were filled from the previous year's level of 146.

The following activities relate to the Liquor Distribution Branch:

- Organizational reviews of Liquor Distribution Branch's Finance Department and Management Services Department were initiated. The Director of Purchasing position was filled.
- Total number of regular positions as of March 31, 1981, was 1,799 while auxiliary employees numbered 1,493. The 1979/80 level was 1,775 and 1,496 respectively. There were two retirements and 1,235 resignations from the Branch's employee ranks, down from the 1979/80 level of 85 and 1,374 respectively.

Financial Services Division

- Financial Planning
Primary responsibility is for the preparation of monthly and annual statements on the financial position of all areas of the Ministry in consultation with Program Operating Managers, the Financial planning section produces year-end expenditure and re-

ions for budgetary control and
 ement decision-making purposes. The
 is responsible for coordinating the
 ation of the Ministry budget. During the
 1 fiscal year, the budget process was
 eveloped, utilizing a modified
 use budgeting system, to improve the
 al decision-making process and to
 e program management accountability.
 ection is called upon by senior
 ement from time to time for special
 ul assignments.

al Accounting
 er responsibility is to process Ministry
 es and expenditures, including the
 Considerable effort has been made to
 e accounting policies and procedures in
 ction with central agency guidelines.
 ecess will take several years to
 e. This section is also responsible for
 ating the purchase of supplies and
 ent, planning and coordinating office
 eordinating Victoria mail and courier
 es, and telecommunications requests.

- Financial Services, Vancouver
 A unit was created in Vancouver to provide
 timely advice and guidance on financial and
 general administrative problems to Program
 Operational Managers within the Vancouver
 area, on behalf of the Director of Finance.
- 1980/81 Estimates
 The following table indicates the total
 approximate Revenues and Expenditures for
 the fiscal year 1980/81:

Revenues	<u>\$26,662,000</u>
Expenditures:	
Salaries	\$10,466,000
Travel Expenses	502,000
Office Expenses	701,000
Office Furniture and Equipment	161,000
Advertising and Publications	335,000
Materials and Supplies	56,000
Acquisition of Motor Vehicles	115,000
Data Systems and Processing	1,359,000
Building Occupancy Charges	1,484,000
Grants	233,000
Other Expenditures	564,000
	<u>\$15,976,000</u>

POLICY, LEGISLATION AND PROGRAM PLANNING BRANCH

DESCRIPTION

The branch provides a central resource of staff services to the Ministry's executive and line branches. Its functions are to evaluate the Ministry's policies, programs, systems, and legislation, and to coordinate their development to meet the requirements of a changing marketplace.

ACTIVITIES 1980/81

- J.C. Lovelace, who had been Acting Director of the branch since August, 1979, was appointed Director in November, 1980.
- The branch coordinated revision of or amendment to the following pieces of legislation: The Credit Union Act, the Company Act, and the Real Estate Act. In addition, the branch coordinated minor amendments to other acts within the Ministry's jurisdiction contained in Miscellaneous Statutes Amendment Acts.
- Work continued on new security and personal property security laws, new warranty/product liability legislation, consolidation of consumer protection legislation, and on liquor policy. A study of alternative mortgage instruments was also initiated.
- A major new element in the work of the branch concerned the evaluation of the effectiveness

of the Ministry's programs, beginning with the Liquor Control and Licensing Branch.

- The branch continued to coordinate system development throughout the Ministry's operations. Development of a major system by the Rentalsman's office was continued. Work was initiated on the basic Licensing Information system for Ministry-wide application. An evaluation was conducted of word processing equipment, which holds promise of increased productivity in many applications in the Ministry.

LEGAL SERVICES BRANCH

DESCRIPTION

The Ministry of Consumer and Corporate Affairs administers a large number of statutes and regulations with a particularly high degree of complexity.

To meet this situation, the Legal Services Branch is composed of eight lawyers from the Ministry of Attorney General who are assigned on a part-time basis to provide legal advice, services and information to the Ministry and its staff.

Three lawyers are located in the Ministry's offices in Victoria. Five lawyers are located in the Ministry's Vancouver offices.

In addition, law students are retained on a part-time basis throughout the year to assist in research and advisory work.