



Complaint against Lawrence Skwarek, Zonta Group Investigations

1 message

Scott Gilbert <scottgilbertvan@gmail.com>
To: securitycompliance@gov.bc.ca
Cc: victoria mansfield <vmansfield18@gmail.com>

Wed, Apr 9, 2025 at 2:27 PM

Please see the attached files and the below summary of this complaint.

Thank you,

Scott Gilbert

604-562-8092

Zonta Group Investigations appears to have been contracted by the landlord (Julia Lis of FJL Housing and Terra Property Management) of 313-138 E Hastings St Vancouver to assist with an eviction by any means necessary. The landlord previously employed both the tenant (Victoria Mansfield) and her boyfriend (Scott Gilbert), and both were also employed at the strata building for many years as well as the building managers and janitors. With the help of Zonta, the landlord was eventually successful in evicting the tenants but only by claiming rent had not been paid, despite payments being paid direct to the landlord by BC Housing - the landlord held the last 2 checks and did not deposit them, which remarkably won them an order of possession at the RTB.

This is the story of how Lawrence Skwarek at Zonta used his security licences to have my girlfriend and co-coworker of 5 years defamed and humiliated, have her home invaded and ransacked, then saw her get evicted on false pretences.

It began with notice of a routine maintenance inspection that quickly Mr. Skwarek hijacked and turned into a spectacle. On May 1, 2024 he introduced himself to us as he yelled ludicrous things in the halls of our building and physically blocked me from entering the apartment where I often slept - one my partner held the lease on. After it was clear this was no ordinary maintenance inspection, I pulled out my phone to record what was happening and the video has been on YouTube ever since. Please review the events here:

<https://youtu.be/30WiN6VyCVo?si=35FM39m3QUqfrGvT>

The video shows Skwarek and the landlord using force to illegally block the hall and prevent me from accessing the apartment that I had every right to enter that day. I suspect that no report was filed by Skwarek about this incident but I see now that reporting it is in fact required of him as a licensee. Please look into this.

Shortly before the video began recording Skwarek was yelling in the halls saying "these people are criminals, their apartment is full of stolen stuff, it's a health hazard and they will be going to jail today".

To the contrary, after several hours of this charade, the landlord and PI arranged for 4 police officers to attend, and they were welcomed into the apartment by the tenant. She allowed them to search in soeet anything which they did, but instead of hauling us off to jail like Skwarek kept announcing was going to happen, they left without incident: not writing any tickets, without confiscating anything, and without pressing any charges. That was followed by 4 fire department staff who also inspected and noted only that the smoke alarm needed to be replaced, something that had been identified by the strata previously and is something the landlord was aware of and responsible for replacing. The statements made by Skwarek in the open halls of the building where many residents were watching included statements that the apartment was a health hazard to the building, it was full of drug and stolen property and the tenants were criminals about to be arrested. This amounts to intentional and baseless defamation of character and the language was slung at a disabled woman who was previously homeless and got subsidized housing at the building and over 8 years maintained many friends at the building and worked there every day cleaning the common areas. Skwarek's conduct was the most unwelcome and offensive display by someone who is supposed to be a licensed professional.

Several bogus "inspections" followed, none of which included any reason why Skwarek should be present or the events themselves proved to have no purpose other than to allow him access to the unit to take pictures and look for things to criticize the tenant for - being a "drug addict" was one accusation after he took pictures of her prescription antibiotics. Notice of entry that accurately describes the purpose of entry is required under RTA and despite the lack of need for him to be there for any kind of maintenance activity, he showed up anyway and entered the home without the permission of the tenant for the sole purpose of helping the landlord fabricate a basis for eviction and to harass and intimidate the tenant. None of these inspections resulted in any work being done other than letters telling the tenant to clean up and fix things herself.

Skwarek began posting his own notices as if he were the landlord, and took over all communication on behalf of the landlord without being an employee of FJL Housing or Terra Property Management which is highly unusual and not something the tenant consented to. He would represent himself as both a private investigator and the landlord, which is strange blurring of the lines....if he is the landlord, then is the landlord part of his security business?

Skwarek began texting the tenant regularly and this correspondence began to involve threats of “more unhappiness coming your way” as well as statements that indicated he had the apartment under surveillance that he actively monitored, which is not something that the Strata Property Act or privacy legislation permits in the way he described and is not something the tenant consented to or felt comfortable with. We believe that Zonta placed a video camera in the window of a neighbouring apartment across the hall (310), and had the tenant provide Skwarek with access to the footage. This camera pointed at her door was a clear violation of strata bylaws and we reported it to the strata manager but the camera remained there week after week. The tenant of the unit where the camera was located is not himself a licensed security worker or Zonta employee but was actively helping gather information for this investigation, possibly for pay. Several cases on the privacy commissioner website as well as strata guidelines for compliance with privacy laws make it clear that you cannot actively monitor the door of someone's apartment in a strata building or monitor the movements of a resident on a 24/7 basis. If you would like to see examples of these ruling and published guidelines just ask and we will compile them.

The most alarming and problematic incident occurred on May 21, 2024 when both the tenant and her boyfriend were out, and a friend of the tenant (Ryan Medwed) was given the apartment keys and permission to enter. When Ryan arrived he found Skwarek and the landlord inside the apartment snooping around in a covert search of the Tenant's belongings. He was startled to find them in there, and they were surprised to have been caught in there without permission. Skwarek hastily ran for the door, and hit Ryan with his briefcase to push him out of the way as he left. No prior notice of this entry or search was ever provided, they had no warrant or police escort, and we believe they entered at a time when they knew the tenant was out (which could be determined by using the unauthorized video camera from across the hall) and they likely had someone watching the building entrance so that they could be alerted if either the tenant or the boyfriend returned to the building while they were inside. The fact that a friend (Ryan) who was unknown to Skwarek and the landlord happened to enter at that time is the only reason that we even know they were in there. There was no legitimate purpose for them to be there other than to root through the tenant belongings looking for dirt that could be used to evict or defame them. The landlord subsequently sent correspondence referring to their presence as being yet another inspection (the 5th in just 3 weeks), while the tenant and Ryan reported the incident to Vancouver Police and asked for charges to be laid which unfortunately has not happened. Their entry amounted to being Unlawfully in a Dwelling and also amounted to Assault, but it appears police don't want to charge someone who is a former RCMP officer working on a paid contract as a licensed private investigator. The only other remedy at this point is to file this complaint and formally request that the license be revoked or suspended for both the individual investigator and the company he represented. Entering apartments on false pretences is illegal yet remarkably a service available for hire from the Zonta Group (see attached).

Ryan Medwed who was assaulted and found them in the apartment is willing to provide an affidavit, speak to investigators of this complaint, or attend a hearing. Copies of the multiple police reports will be provided upon request.

A few days later the tenant found that her key did not work and the lock on her apartment door had been abruptly changed without notice. There was a note from Mr. Skwarek saying she had to contact him to get a replacement. That took three days to happen, and as a condition of getting a key to her own apartment she was told by Skwarek (who was now acting as the landlord) that she had to sign an agreement stating that he could have a key but no other person could, that if she did let her boyfriend or another person use her key then the locks would be changed again, and that agreeing to these unusual terms was required before she would be given a key again for her apartment. This agreement was outside of her lease and outside of Residential Tenancy Act. The RTB confirmed that this is not legal and Skwarek surely must have known this, yet did it anyway. He also does not hold a license to act as a locksmith, so it begs the question: how could anyone see this conduct as professional and in compliance with the Code of Conduct for licenses? See the agreement attached.

When they met to sign this agreement and provide the new key, the tenant pressed record on her cell phone and stuck it in her pocket. Below is a link to the recording she made of this meeting in the building courtyard between herself and Skwarek. Much of it is muffled but the Skwarek is clearly hassling her, telling her she has to move out within 1 month (without any reason cited and without issuing a standard RTB notice from the landlord). He hassles her about private matters like sometimes staying at her boyfriend's apartment in the past, and he tells her how awful he thinks her apartment condition is. The following are some of the direct quotes you can hear Skwarek saying to her in the public courtyard of the building as other residents are passing by:

“we will dig, we will dig into everyone around you” ...“so find another place”...“I wouldn't let any human being in there”... “nobody would want to live there”... “this private investigator will disengage with you, if you leave” ..“can you do it within one month?”... “you think about it”... “one month ok”... “I don't care... ..it is the ugliest place in there”

(Link to audio file at the bottom of this email)

Lastly, the Zonta website (zontaresearchgroup.com) lists many staff and lots of services, yet only Skwarek holds a security license. His license does not cover all the services he sells, and the Zonta Group Investigations business license does not cover all these other people who are named as working for the outfit. They seem to intentionally blur the lines by suggesting that Zonta Research Group is just a network of people who provide information and support to Skwarek and Zonta Group Investigations so they don't need to follow the rules for security workers, yet when Skwarek is out in the field working as a private investigator he does not hand out cards that say Zonta Group Investigations as required by the Act, he instead hands out cards for Zonta Research Group. In doing so he implies that the people named on the Zonta website are licensed and employed by the Zonta company that is also licensed. There is no distinct website for Zonta Group Investigations to distinguish it from the “Research” part of the company. In fact, there appears to be no “group” at all – just Lawrence Skwarek the sole licensee, who uses word play to make it appear that he actually runs a large investigative company made up of many expert investigators. The use of the word Group seems misleading by design and ought to be investigated by a review board. He is a single person outfit masquerading as a group of licensed investigators working for him but that's not what is portrayed when you find that nobody else named on his website holds a license of any kind and none of these people mention Zonta on their LinkedIn page or any other website. In fact, Skwarek's own LinkedIn page says that he stopped working for Zonta in April 2024, which is a rather strange thing for him to post considering he represented himself as with Zonta in May 2024 at our building. His

LinkedIn profile lists his current position as CEO of IOSI yet the website for that organization makes no mention of Skwarek. The Zonta website and his LinkedIn page together suggest he is at a minimum misrepresenting his licensed work, and may even be making wildly inflated claims about himself and others to portray the image he imagines himself to be. This question requires a look from a review panel like yours and I hope you do examine what exactly this guy is up to and rein him in where appropriate.

In filing this complaint we feel that both Skwarek as well as the business Zonta should have their licenses revoked or suspended in light of the flagrant violations of the license conditions and expectations set out in the code of conduct. This man is a former RCMP officer yet he engaged in activities that would result in criminal charges for any normal person. He did this openly without concern for reprimand, he did it proudly and for profit, and does it to a disabled woman with no criminal history who is on income assistance, while threatening that more "bad things" will happen to her if she doesn't do what he wants her to and give up her rights and abandon her home. He locks her out without warning and imposes illegal conditions on her to regain access, tells all her neighbours she is a dirty person and her presence in the building is putting their health at risk. He enters her home to search through her stuff while she is out, assaults her friend when he gets caught snooping, then instead of being charged he collects a paycheck. He feels comfortable acting and speaking like this because he used to be police officer and he knows one cop won't ever charge another cop. This is a story that would make most people furious if it happened to them, and it's a story that could cast doubt on the integrity of others in the field if it were cited as an example of what private investigators can get away with. This is exactly the type of conduct that a complaints process is intended to catch and correct, and that's exactly why we are telling this story now and trusting that our report will not be overlooked.

Victoria asked me to help her file this complaint because she feels mistreated by someone who is supposed to be a licensed law-abiding professional person. I completely agree with her that these events are unacceptable and some independent third party needs to review them and make a definitive statement about what kind of conduct is and is not acceptable. So we went through her emails and compiled this report for your review, and we trust that it will not be ignored.

Sincerely,

Scott Gilbert on behalf of Victoria Mansfield

Video of blocked access:

<https://youtu.be/30WiN6VyCVo?si=35FM39m3QUqfrGvT>

audio recording file of meeting with tenant and PI to get keys:

https://youtu.be/30W_20240529-173253.aac

*Gmail only allows so many files to be attached to any one email so I'm submitting this email as is, but do expect a follow-up that includes more supporting evidence in the coming day or two.

7 attachments



1744217736737~2.jpg

174 KB



Screenshot_20250409-092930_Photos.jpg

223 KB



Screenshot_20250409-110516_Photos.jpg

84 KB



Screenshot_20250409-111210_Photos.jpg

488 KB



threats_by-text.pdf

106 KB



contract_PI_made_tenant_sign_to_get_keys.pdf

908 KB



complaint form.pdf

477 KB

COMPLAINT ON AN INCIDENT INVOLVING A SECURITY BUSINESS OR SECURITY WORKER

PART 1: COMPLAINANT CONTACT INFORMATION

COMPLAINANT'S NAME: <u>Gilbert</u>		<u>Scott</u>		<u>Lawrence Allen</u>	
SURNAME		LEGAL GIVEN NAME		MIDDLE NAME	
Today's Date: <u>2025/04/09</u> (YYYY/MM/DD)		<u>Please note: Anonymous complaints will not be accepted.</u>			
COMPLAINANT'S RESIDENTIAL ADDRESS: <u>105 E Hastings St</u>		CITY <u>vancouver</u>	PROVINCE <u>bc</u>	POSTAL CODE <u>v6a1n5</u>	
MAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS) <u>408 - 40 E Hastings St</u>		CITY <u>Vancouver</u>	PROVINCE <u>bc</u>	POSTAL CODE <u>v6a1n1</u>	
COMPLAINANT'S TELEPHONE NUMBER AREA CODE & PHONE NUMBER: <u>6045628092</u>		EMAIL: <u>scottgilbertvan@gmail.com</u>			
If we need to speak with you, what is the best time to call you? (Time) <u>3-5</u> ☐ a.m. ☒ p.m.					
If we have trouble reaching you, may we leave a message at a particular phone number?					
☒ Yes, at phone number (if different from above): <u>2368385658</u>					
☐ No, but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.					

PART 2: COMPLAINT

Name the business or worker you are submitting a complaint about:

In the area below or on a separate attached page, please outline the particulars of the incident and provide the following information if you have been able to obtain it: addresses, phone numbers, Business/Worker licence number, and descriptors. It will help us identify the business or worker involved.

2024/05/21 ☒ ☐ 313-138 E Hastings St Vancouver BC

DATE: YYYY/MM/DD TIME INCIDENT OCCURED a.m. p.m. LOCATION

see attached

Please attach copies of supporting documentation when submitting this complaint.

I certify that the information provided is true to my knowledge:

Scott Gilbert  April 9 2025

Printed Name Signature Date Signed

Collection Notice: The use of this information will comply with the *Freedom of Information and Protection of Privacy Act*. If you have questions regarding the collection or use of this information, please contact a Policy Analyst at 1-855-587-0185 or the address below.



May 20, 2025

SID # 990634

Scott Lawrence Allen Gilbert
105 E Hastings St.
Vancouver, BC V6A 1N5
Sent via email to: scottgilbertvan@gmail.com

Dear Scott Gilbert:

I am writing in response to your complaint, filed on April 9, 2025. To summarize, your complaint is against Lawrence Skwarek for using his security licence to defame, humiliate, threaten, assault and illegally enter and search an apartment occupied by you and your girlfriend.

The Registrar of Security Services is responsible for administering the *Security Services Act* (the Act) by regulating security businesses and security workers in British Columbia. Section 34 of the Act establishes the provisions by which the Registrar may decline to investigate a complaint, including pursuant to section 34(2)(d) of the Act – “further investigation is not necessary in order to consider the complaint.”

Based on the information provided, I am unable to identify a contravention of the Act or *Security Services Regulation* as this appears to be a residential tenancy issue and I do not have jurisdiction. As such, I am declining to investigate your complaint, and I have closed this file. You may wish to contact the Residential Tenancy Branch and/or legal counsel for advice. Thank you for your submission and participation in this matter.

Respectfully,

Ryan Tang
Deputy Registrar, Security Services
Security Programs Division,

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Ministry of Public Safety and Solicitor General