



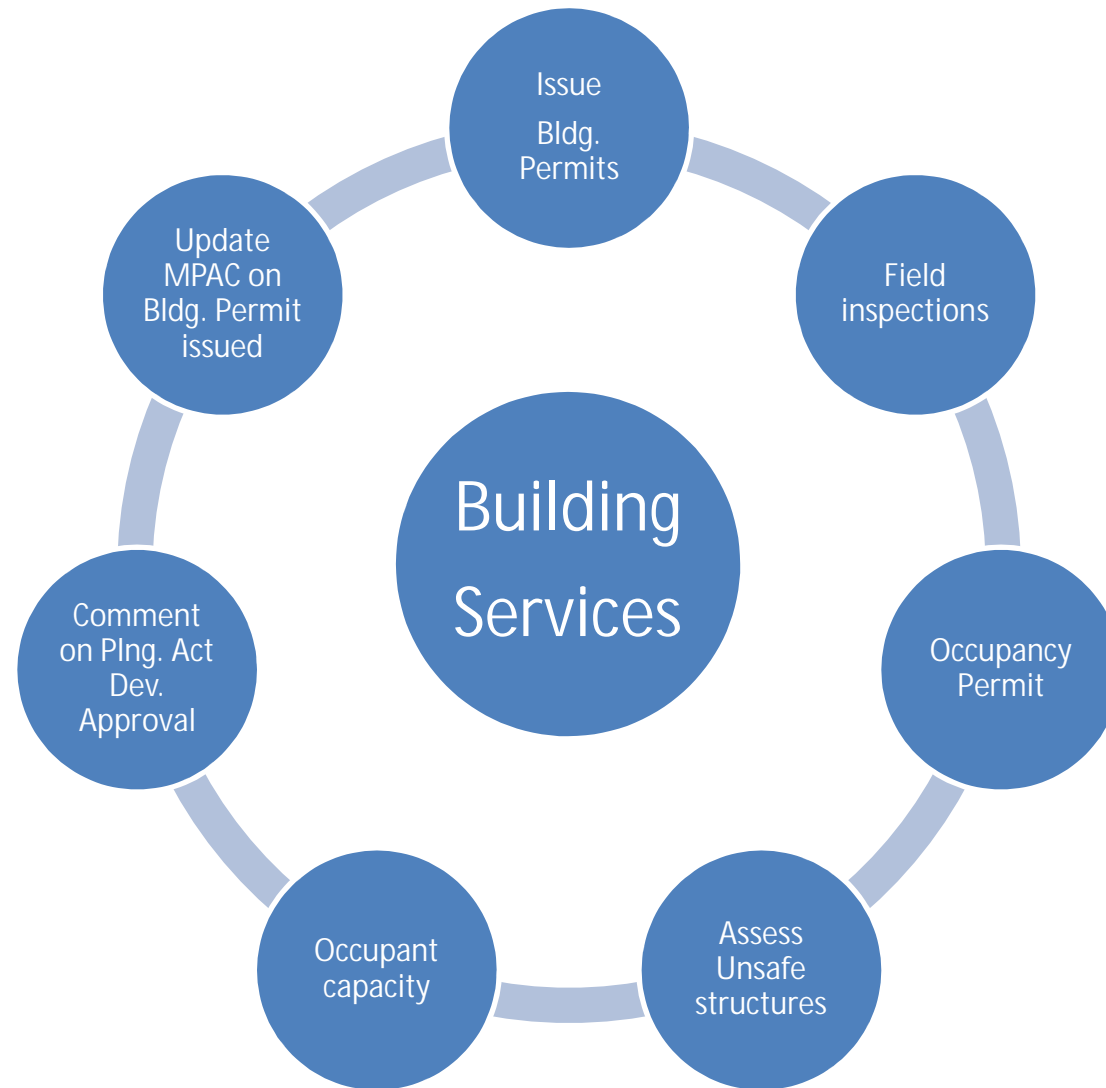
Building Services, Building Permits and Committee of Adjustment

By: Vasu Balakrishnan, Interim Auditor General

To: Audit Committee

June 16, 2015.

Background – Building Services



Building Services, Building Permits and Committee Of Adjustment.

Background – Committee Of Adjustment

Grants relief.....



In compliance
with rules and
procedures
specified in
Planning Act,
1990.

Audit objective

- Assess adequacy of controls to manage key risks of COA and Building Permits,
- Assess efficiency and effectiveness of service delivery of Building and Planning Services operations and
- Identify other areas for improvement.

Observations and Findings - Summary

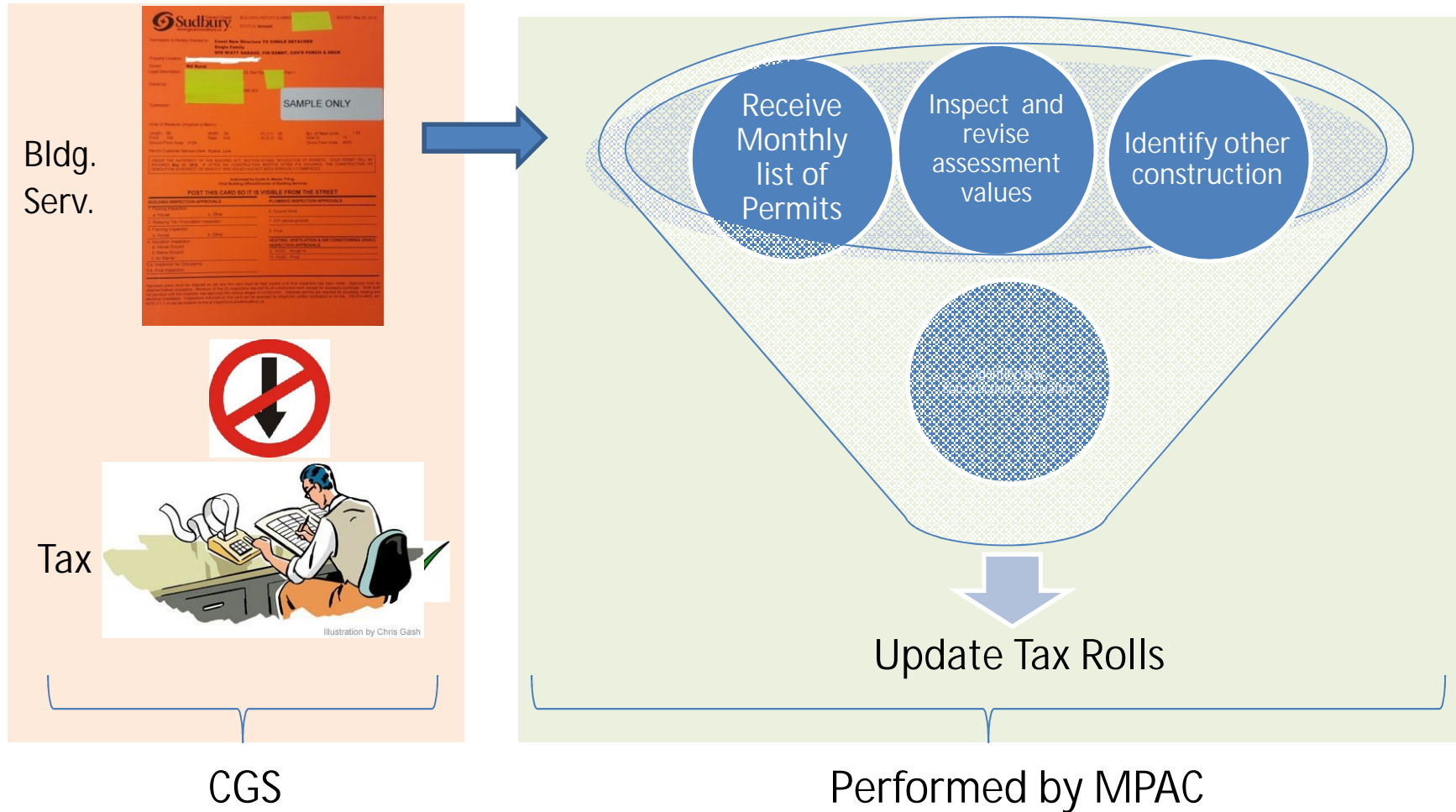
1. Process improvements need to be introduced to include revised assessed value of properties on a timely basis in tax rolls for new constructions and upgrades with identified responsibility for their accuracy.
2. Information could be shared timely and meaningfully between CGS departments.
3. Multiple standalone Information Technology (IT) systems are being used by Building services.

Observations and Findings – Summary (Cont.)

4. Complaints, concerns and issues reported and recorded in Active Citizens Request (ACRs) could be managed consistently and promptly.
5. A balanced system of equitable distribution of inspection work load needs to be developed and
6. Terms Of Reference (ToR) for Committee Of Adjustment need to be developed.

Observations and Findings

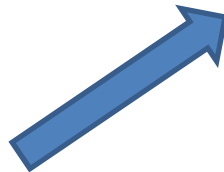
Monthly list of Building Permits issued



Building Services, Building Permits and
Committee Of Adjustment.

Observations and Findings

Mining properties



Final 2015 Taxes / Impôts totaux
 Billing Date / Date de facturation: MAY/MAI 07, 2015
 Roll Number / N° du rôle: _____
 Assessed Owner(s) / Mailing Address / Propriétaire(s) évalué(s) / adresse postale: _____
 Assessed Property / Propriété évaluée: _____

Assessment / Évaluation

Assessment / Évaluation	Value / Valeur	Municipal Levy / Impôt municipal	Municipal Tax Rate / Taxe municipale (%)	Amount / Montant	Education / Scolaire	Education Levy / Impôt scolaire	Education Tax Rate / Taxe d'éducation (%)	Amount / Montant
RTES	\$55,875	General	1.204725	\$673.14	0.190000	\$106.96		

Subtotal / Total partiel: \$780.10

Special Charges or Credits / Frais spéciaux: \$0.00

TOTAL: \$780.10

4th Instalment / 4^e versement: \$195.03

Final 2015 Tax Bill / Facture des impôts fonciers de 2015: \$585.07

3rd Instalment / 3^e versement: \$195.03

Final 2015 Tax Bill / Facture des impôts fonciers de 2015: \$585.07

Roll Number / N° du rôle: _____

Amount Due / Montant dû: \$403.92

Due Date / Date d'échéance: JUN/JUN 19, 2015

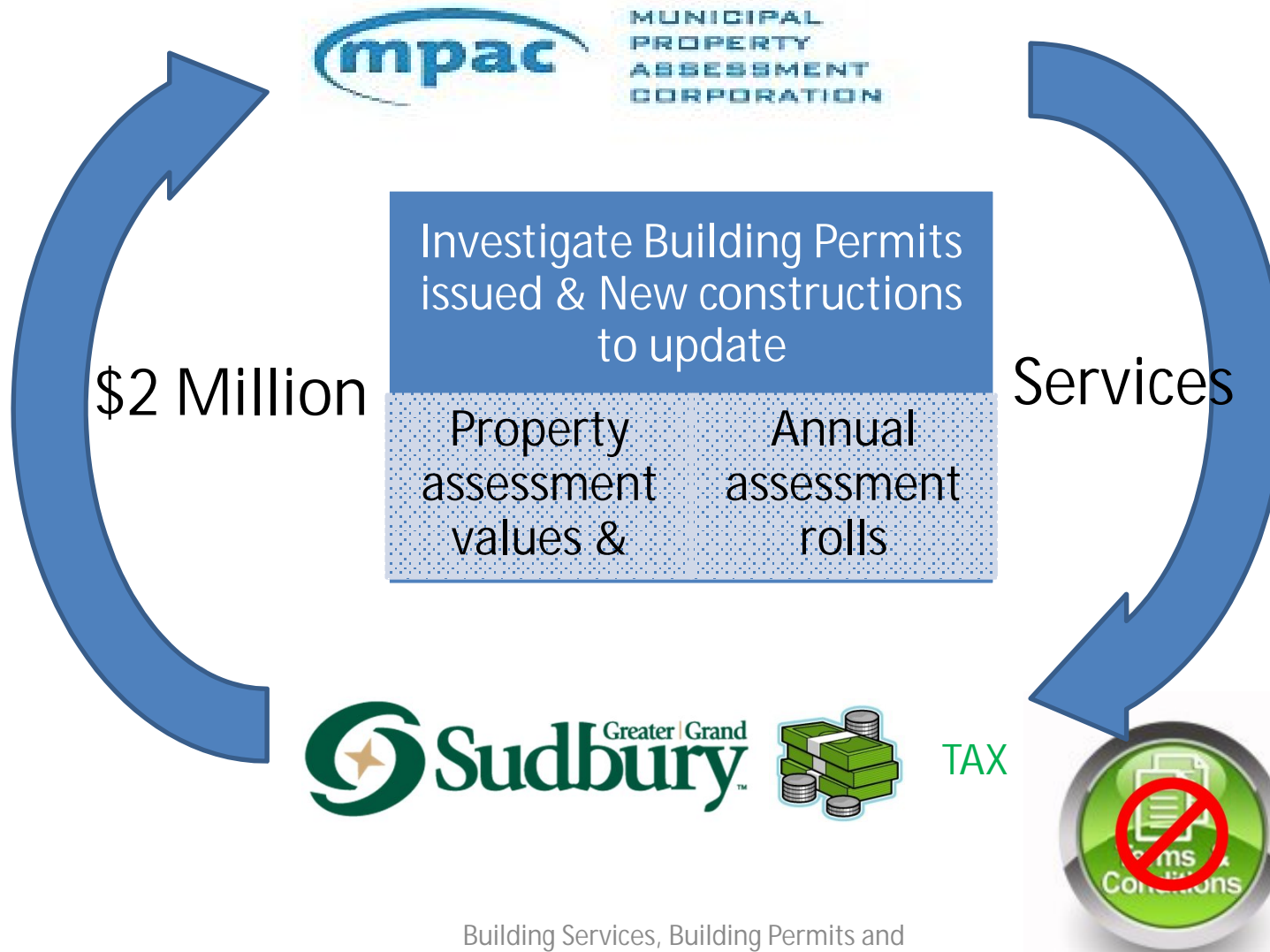
Amount Paid / Montant payé: _____



Established process to verify timely update missing.

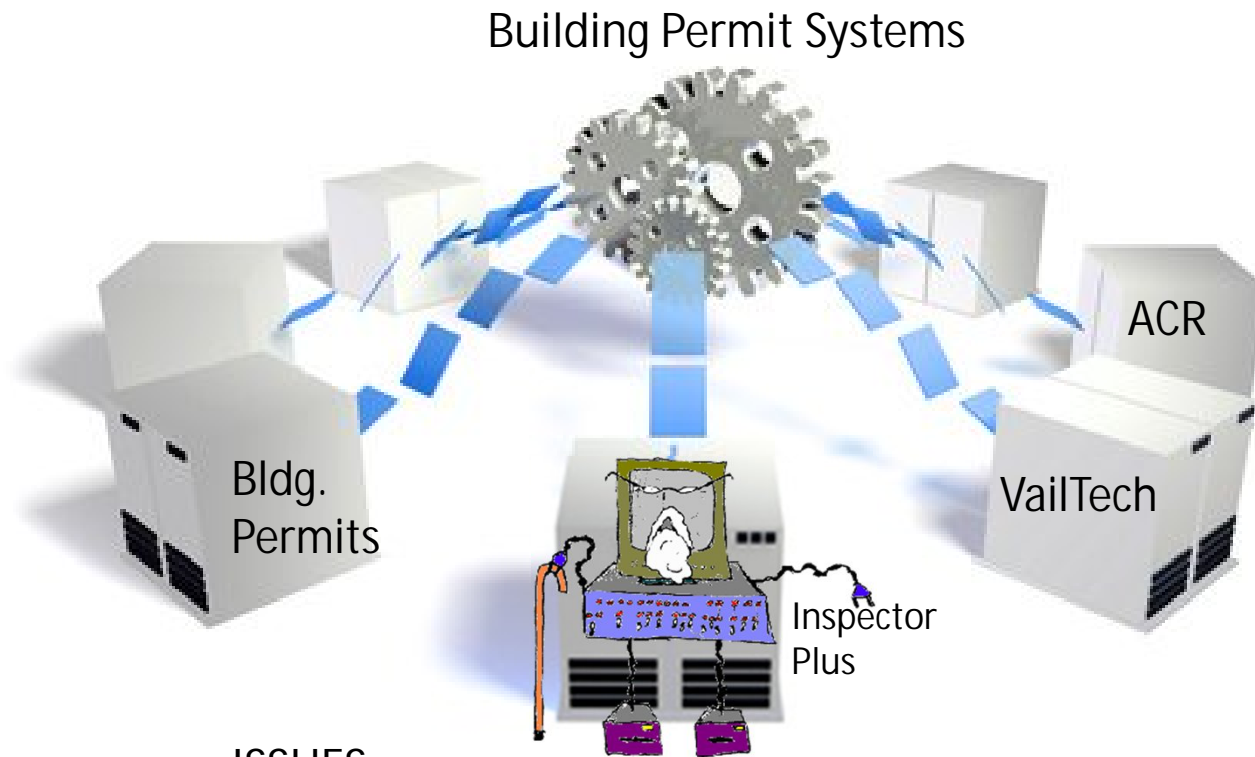
Observations and Findings

Services provided by MPAC



Building Services, Building Permits and
Committee Of Adjustment.

Multiple IT systems



ISSUES

1. Lack of integration of systems,
2. Old systems – Maintenance challenges,
3. Report generation issues &
4. Risk of unauthorized alteration.

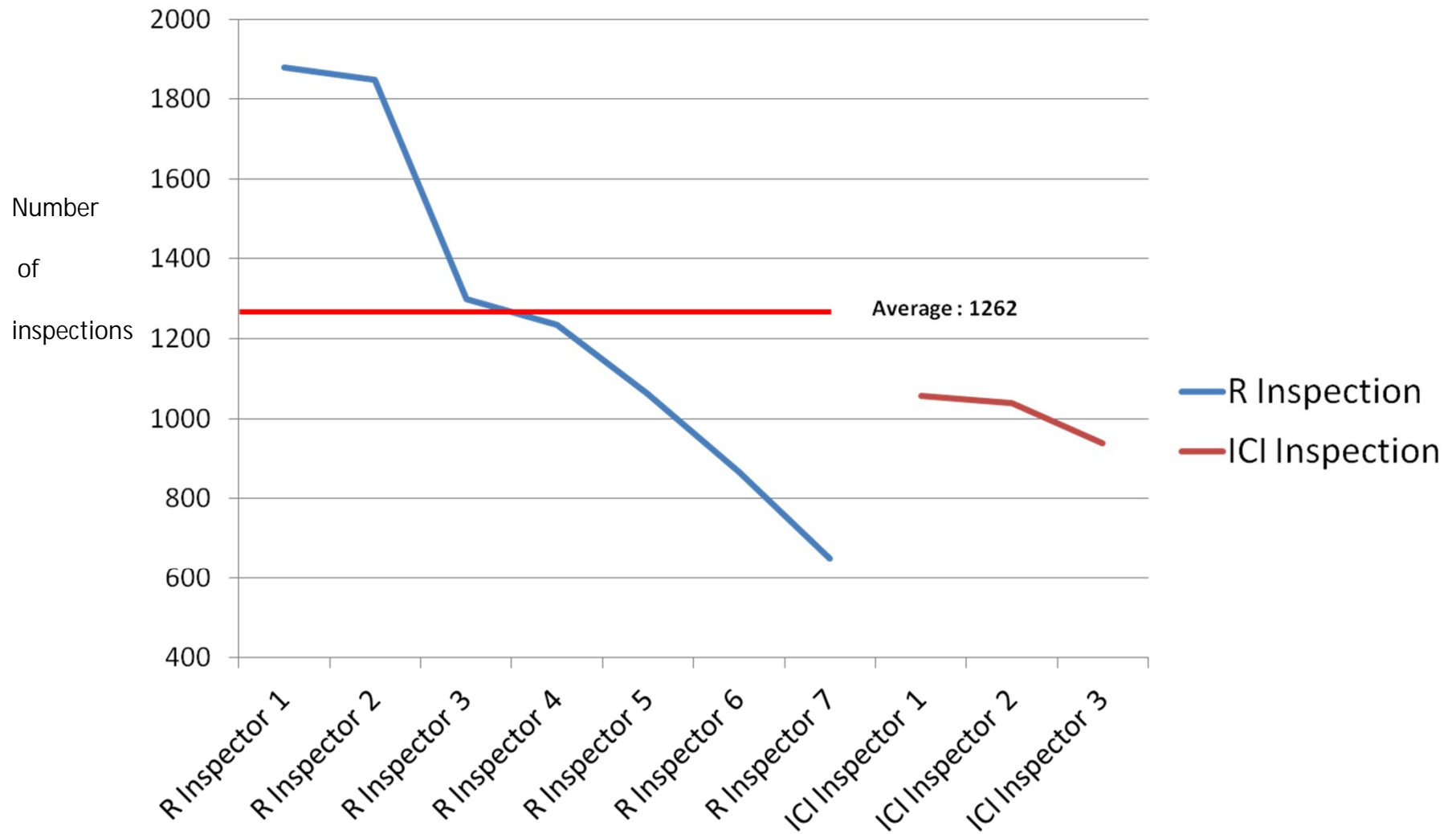
Active Citizens Request (ACR)



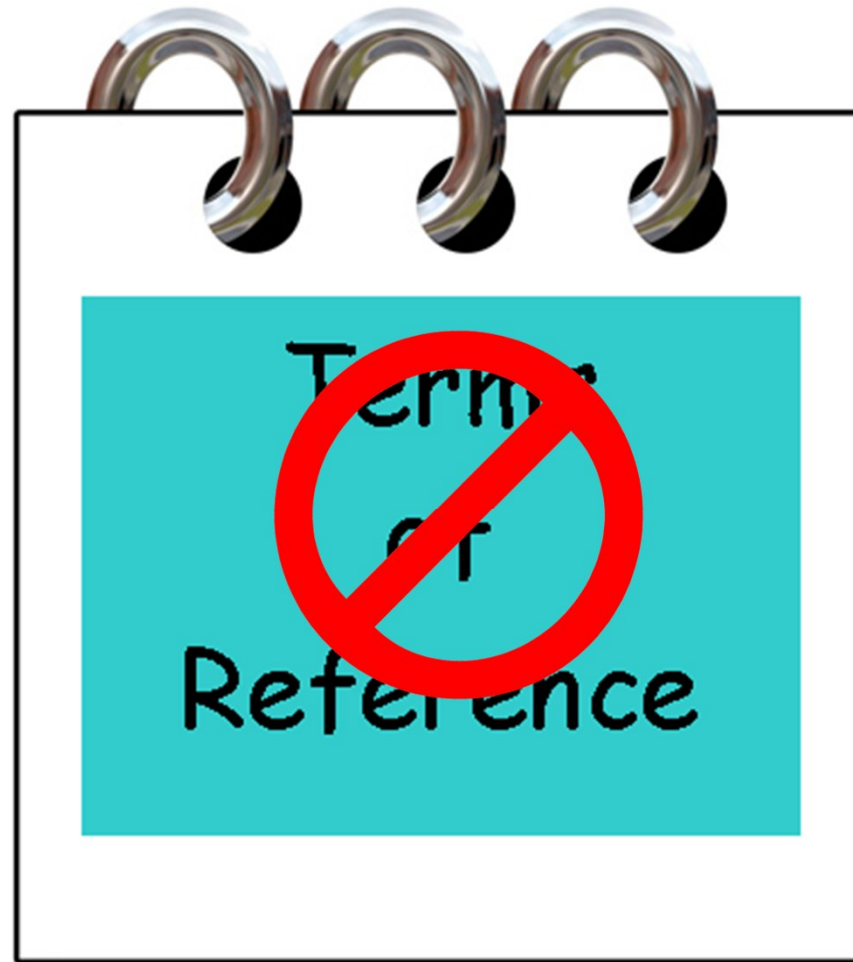
ISSUES

1. Old orders (some pertaining to 1999) input for administrative reasons.
2. All inspectors not adopting a uniform and consistent approach for closure and disposal of assigned cases.

Inspections performed



Committee Of Adjustment



Building Services, Permits and COA

Questions?