



# **Building Services, Building Permits and Committee of Adjustment**

By: Vasu Balakrishnan, Interim Auditor General

To: Audit Committee

June 16, 2015.

# Background – Building Services



# 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

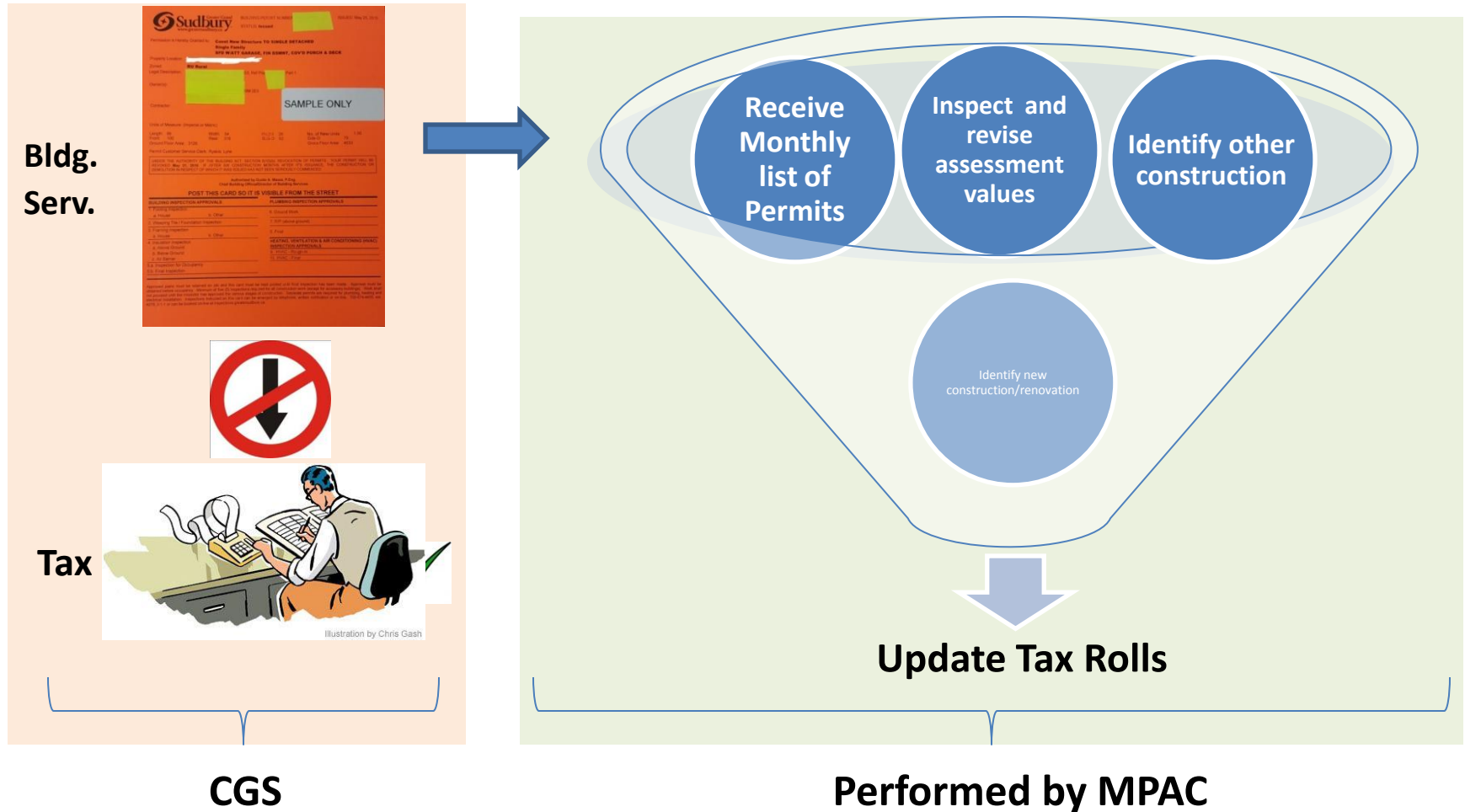
1. Process improvements need to be introduced to include revised assessed value of properties on a timely basis in tax rolls for new constructions and upgrades with identified responsibility for their accuracy.
2. Information could be shared timely and meaningfully between CGS departments.
3. Multiple 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.

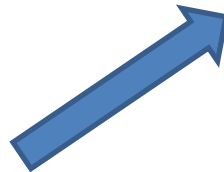
# Observations and Findings

## Monthly list of Building Permits issued



# 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) / Propriétaire(s) évalué(s) / adresse postale: \_\_\_\_\_

Assessed Property / Propriété évaluée: \_\_\_\_\_

**Assessment / Évaluation**

Category / Catégorie	Value / Valeur	Municipal Taxes / Impôts municipaux	Municipal	Education / Scolaire
RTSP	\$50,875	General	1.204725	\$675.14
RTES	\$50,875	General	1.204725	\$675.14
				0.195000
				\$108.96

Subtotals / Totaux partiels: Municipal Levy / Impôt municipal \$1,400.28 Education Levy / Impôt scolaire \$217.62

Special Charges or Credits / Frais spéciaux: Total pariel des impôts (municipaux + scolaires) \$1,617.90

TOTAL: \$1,617.90

PENALTY RATE / T: \$196.48

Receipt portion to be: \$392.54

**4th Instalment / 4e versement**

Final 2015 Tax Bill / Facture définitive des impôts fonciers de 2015

3rd Instalment / 3e versement: Amount Due / Montant dû: \$403.92

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

Amount Paid / Montant payé: \_\_\_\_\_

Please make cheques payable to the City of Greater Sudbury. Les chèques doivent être payables à la Ville de Grand Sudbury.

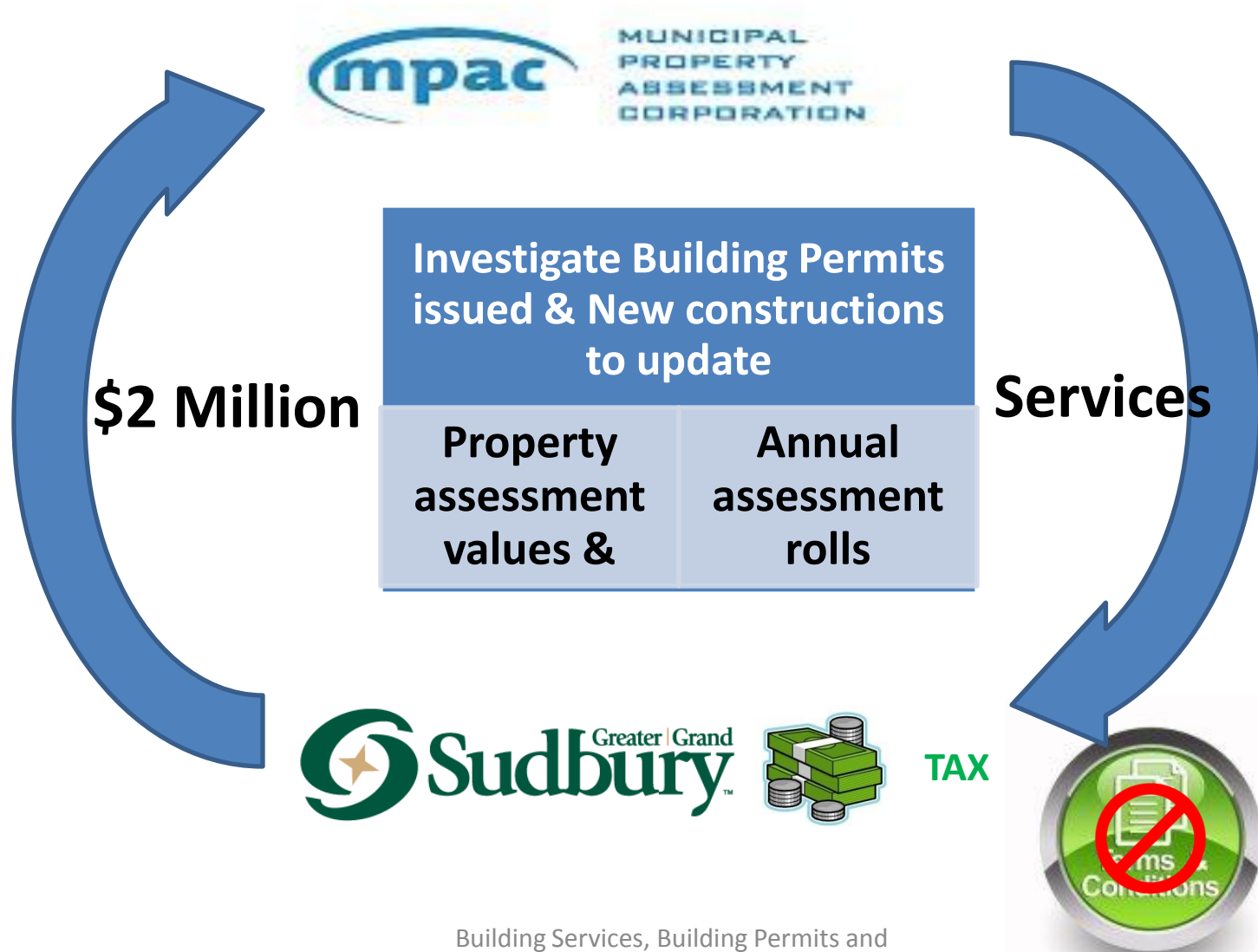


**Established process to verify timely update missing.**

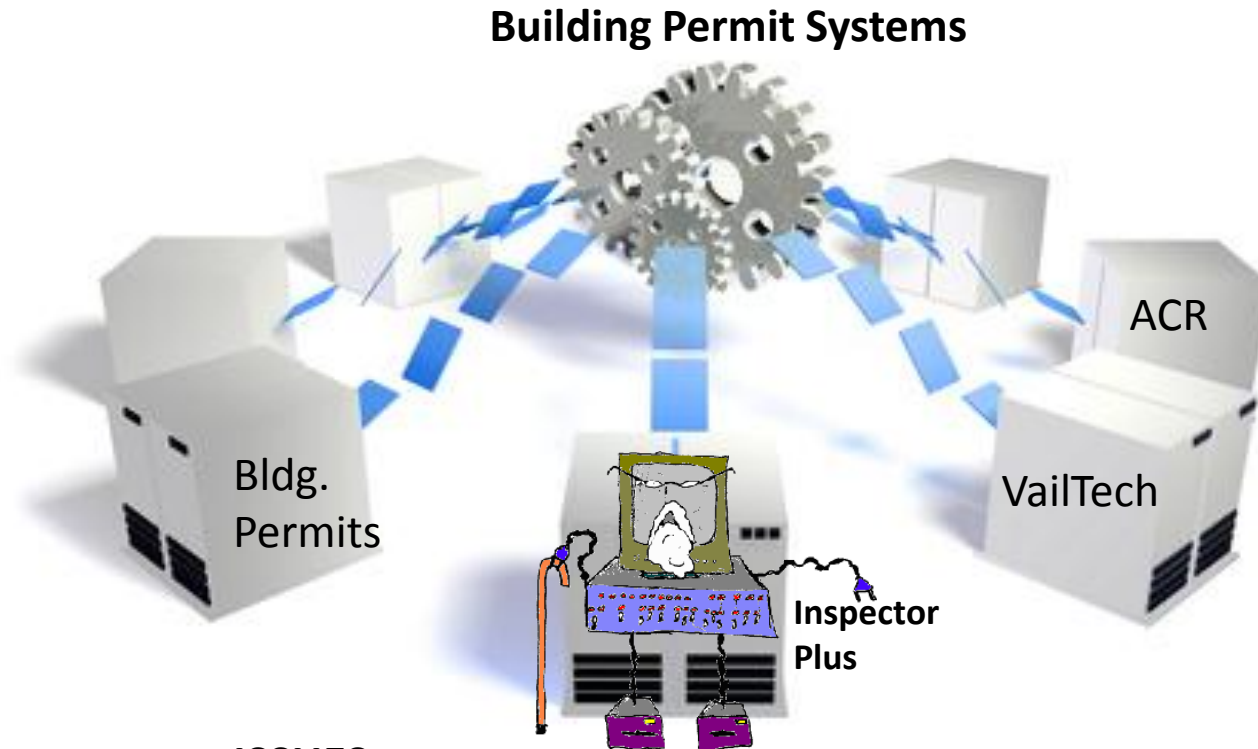


# Observations and Findings

## Services provided by MPAC



# Multiple IT systems



## ISSUES

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

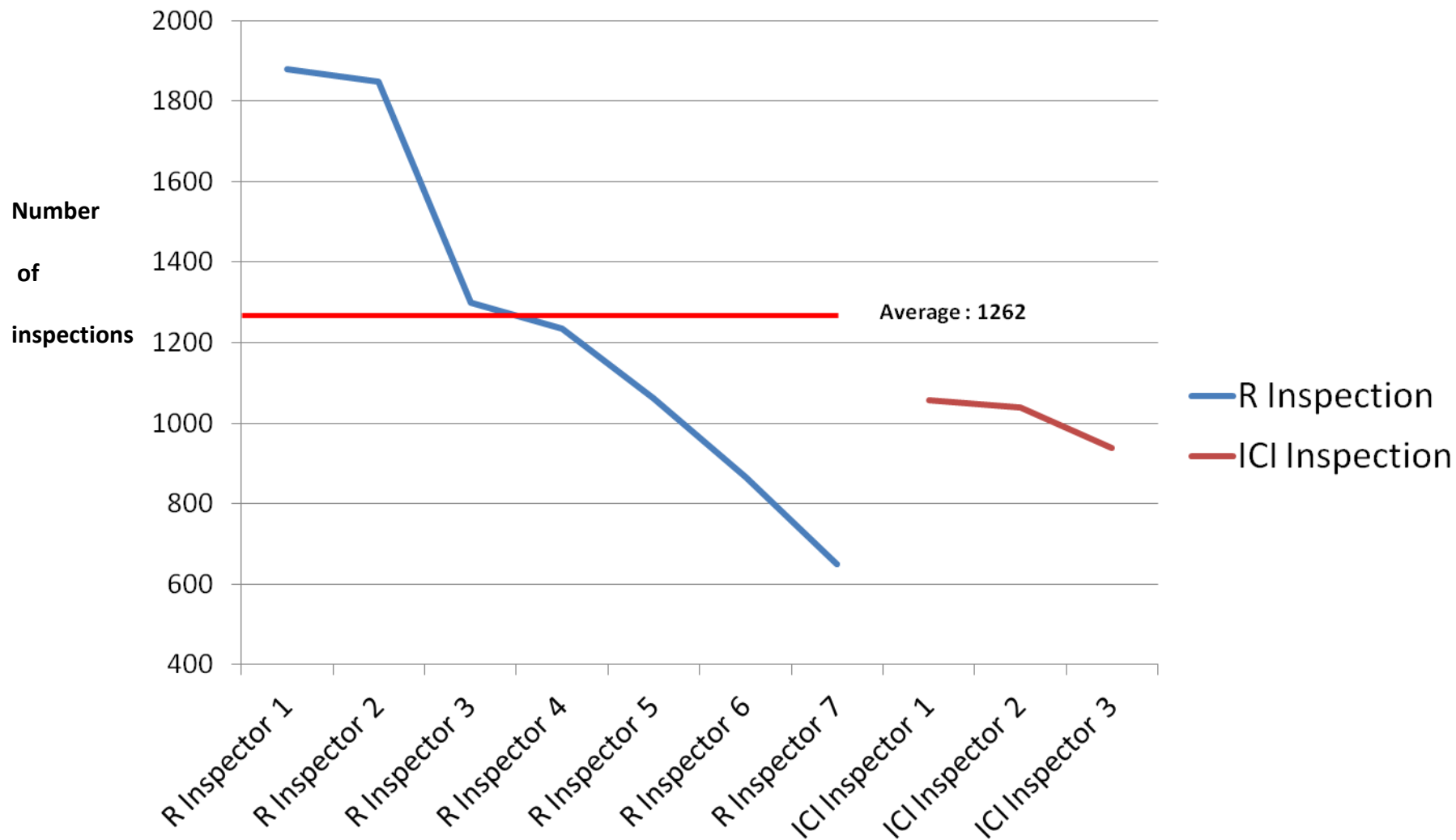
# Active Citizens Request (ACR)



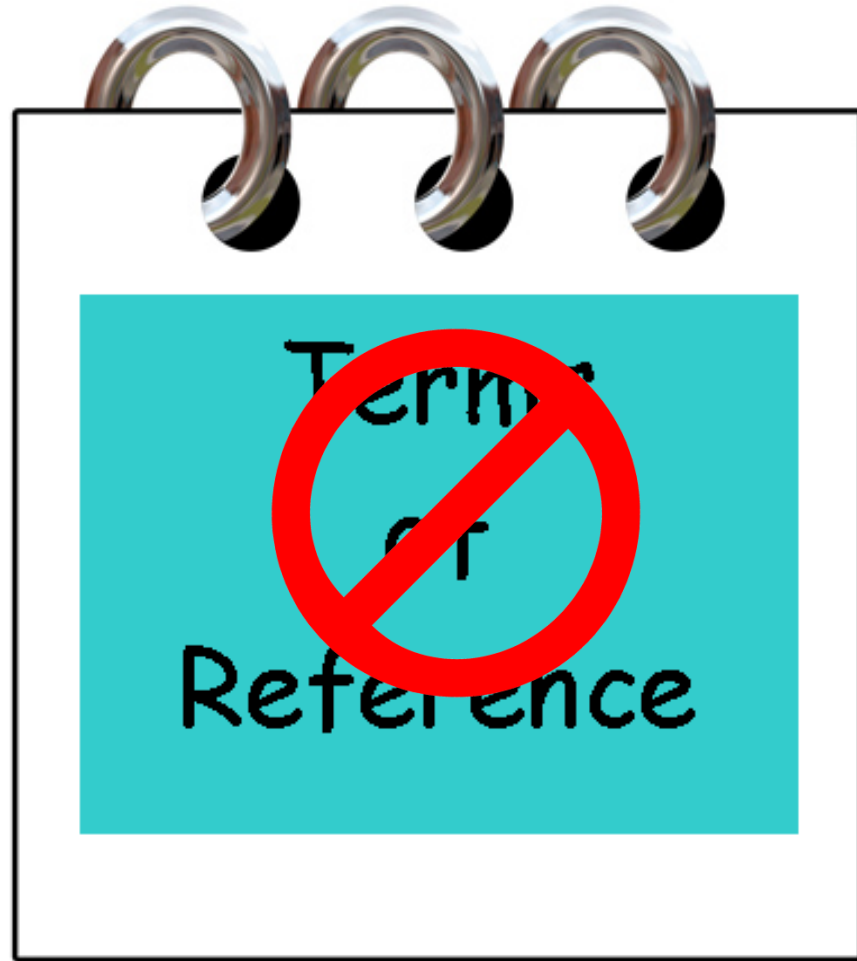
## ISSUES

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?