



AUDITOR GENERAL

Halifax Regional Municipality



**Building Permits and Inspections Audit
Follow-up Review – 2018 Audits**

Audit Overview

Overall, HRM effectively manages its building permit application and inspection processes

- Could not determine if timelines to issue permits were reasonable – part of overall conclusion
- Inspections completed as expected and confirmed compliance with building code
 - This helps ensure public safety
- There is room for improvement in developing service targets
 - Give the public expected processing times
- Develop mentoring plan for building officials

Detailed Results

Qualified building officials complete plan reviews and inspections

- 55 of 59 files we tested had building plan reviews
 - Four files without plan reviews had required inspections completed
 - Reduces risk – inspections confirm project complied with building code
- Inspections completed as expected
 - 60 files examined with 544 inspections
 - 99% completed



Detailed Results

Service standards not established

- Lack of relevant service standards
 - Need to develop measurable service standards for building plan review and inspection processes, and regularly monitor and report results.
 - Public availability to expected processing times
- New permit and inspection system coming
 - Need to develop checks to confirm accurate date is entered to get full benefit of new system

Detailed Results

Challenges recruiting and retaining qualified building officials

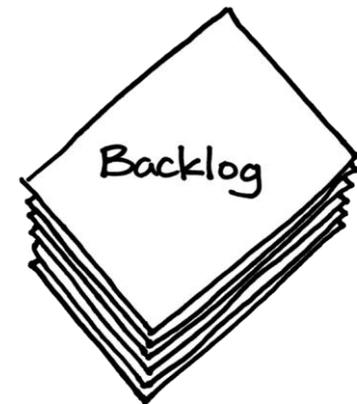
- Staffing concerns could impact ability to complete work
 - Difficulties finding experienced building officials
 - Vacancies and possible retirements
 - No formal mentoring plan



Detailed Results

Subsequent Events

- Backlog in permit application processing summer 2020
- Considered impact on audit results
- Determined this does not impact audit conclusions
- Absence of service standards
 - Recommendation 2



Wrap Up

3 Recommendations

All accepted by management

Develop checks to confirm
accurate data
Develop measurable service
standards
Develop formal mentoring plan

Follow up in 18 months

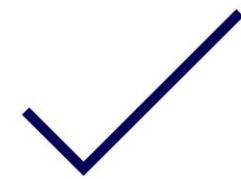
2018 Report Review

38

Recommendations



Complete



High rate of implementation

Procurement

25 Complete

3 Recommendations outstanding

Management of Development Approvals

9 Complete

7 Recommendations outstanding

Outstanding Recommendations

- Procurement
 - Vendor file maintenance processes
 - Quality control process on procurement files
 - Access to electronic procurement files stored on network
- Management of Development Approvals
 - Improve its quality control processes on development files

Next Follow-up Reviews

- Halifax Transit Bus Maintenance
- Property Tax Management





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Questions?