

## **General Overview**

### **Department Name: Building Services**

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The Building Services Department is responsible for administering and enforcing the *Building Code Act* (BCA) and the Ontario Building Code (OBC) to ensure the safe construction, demolition, renovation, and use of buildings within the municipality. The department's core mandate is to promote public safety, fire protection, structural integrity, building accessibility, environmental health, and the protection of persons and property through a transparent, consistent, and legislatively compliant permitting and inspection system.

The department oversees the complete building regulatory process—from application intake and permit issuance through to construction inspections, investigations, and final occupancy or permit closure. Services also extend to the administration of Part 8 (On-Site Sewage System) permits, property standards enforcement, and the assignment and maintenance of civic addressing for 9-1-1 response readiness.

As a legislated service area, Building Services must comply with strict statutory timelines under the *Building Code Act* and OBC Division C, ensuring fairness, timeliness, and consistency for residents, businesses, and the development industry. Department operations focus on risk management, effective customer service, and continuous improvement to support safe growth and community development.

## **Overview Service Type**

Building Services provides mandatory legislated services, with work governed primarily by the *Building Code Act* and the Ontario Building Code. These services are essential to ensuring that construction within the municipality meets minimum health, safety, accessibility, and energy efficiency standards.

While most functions are prescriptive and time-bound by regulation, the department also incorporates municipal service levels that clarify expectations for applicants and enhance overall service quality. Opportunities for service level adjustments may be considered where they do not conflict with statutory timelines or enforcement requirements.

## **Funding Sources**

- Building permit fees (cost-recovery model under BCA s.7)

## Total Resource Levels

Employee Type	Job Title	Notes
(1) FTE Management	Chief Building Official and Department Director	Management, statutory appointment under BCA
(3) FTE Technical	Building Inspectors / Plans Examiners	Qualified under MMAH and BCIN; includes Part 8 qualifications
(1) FTE Administrative	Building Services Clerk	Customer service, records, permit intake
(0.125) PT Support	Administrative Assistant	Shared position supporting Development Services

## Authorities

- Ministry of Municipal Affairs and Housing
- Various Ministries (Applicable Law)
- Electrical Safety Authority
- Technical Standards and Safety Authority
- Conservation Authorities
- Building Code Commission (Appeals)

## Main Legislation, Bylaws, and Policies

- *Building Code Act*
- Ontario Building Code
- Municipal Building By-law
- Property Standards By-law
- Municipal Addressing By-law
- *Occupational Health and Safety Act*
- Applicable law under OBC (e.g., *Planning Act, Ontario Heritage Act, Conservation Authorities Act*)

## Service Descriptions

### Building Permit Application Intake and Completeness Review

#### *Pre-Screening & Intake*

Staff receive applications in digital or hard copy format, confirm required forms and drawings, process

payments, and create digital records. Intake includes ensuring Building Code-required qualifications, owner authorizations, and applicable law status are documented.

Municipal Target: Within 2 business days to initiate review; 5 business days to identify completeness.

#### *Completeness Determination*

Under OBC Div. C 1.3.1.3, statutory timelines only begin once a “complete application” is received. Staff must determine and communicate completeness, or issue a deficiency list identifying missing items.

Municipal Target: Determine completeness within 5 business days of submission.

#### Fee Calculation & Refund Administration

Fees are calculated in accordance with the municipal Building By-law. Refunds, when applicable, are processed in accordance with by-law-defined thresholds.

Municipal Target: Fee calculation at intake; refunds processed within 10 business days of request.

#### Plans Review (Building & Sewage System Permits)

##### *Zoning and Applicable Law Screening*

Staff review compliance with zoning, site-specific conditions, conservation authority regulations, heritage requirements, and other applicable law prerequisites.

##### *Technical Building Code Review*

Plans Examiners conduct detailed reviews for structural, fire protection, life-safety, plumbing, HVAC, and energy efficiency compliance. Deficiencies are issued in consolidated lists, and subsequent submissions reviewed within OBC timelines.

Statutory Timelines (OBC Table 1.3.1.3):

- Houses and small buildings: 10 business days
- Part 9 small buildings: 15 business days
- Large/Part 3 buildings: 20 business days
- Complex/post-disaster: 30 business days

Municipal Target: Meet or exceed statutory timelines.

##### *Technical Building Code Review - Part 8 (On-Site Sewage System)*

Staff qualified in Part 8 conduct site evaluation review, percolation/time-to-drain analysis, and design verification for tanks, leaching beds, and advanced treatment units.

Municipal Target: 10–20 business days depending on complexity.

### Permit Issuance or Refusal

When compliant, permits are issued along with stamped plans. If not compliant, staff must issue written refusal indicating OBC/BCA grounds.

Municipal Target: Issue permits within 2 business days of approval and fee payment.

### Mandatory Building & Sewage System Inspections

#### *Building Inspections*

Staff perform all legislated OBC Div. C 1.3.5 inspections including:

- Footings and foundations
- Framing
- Plumbing rough-in
- HVAC rough-in
- Fire separations
- Insulation/air barrier
- Final inspections

Remote inspections may be used when appropriate.

Municipal Target: Respond to inspection requests within 2 business days; same-day for urgent life-safety issues.

#### *On-Site Sewage System Inspections*

Includes tank installation, leaching bed base and stone inspections, final cover inspection, and confirmation prior to authorization to use.

Municipal Target: Attend site within 2 business days of request; close-out within 5 business days of final pass.

### Occupancy Authorization

Staff verify that life-safety components are complete before issuing Occupancy Permits under Div. C 1.3.3.

Municipal Target: Conduct inspection and issue decision within 3 business days.

### Final Inspection & Permit Closure

Staff complete final inspections, ensure deficiencies are addressed, and formally close permits.

Municipal Target: Close permit within 5 business days of a passed final inspection.

### Building Compliance Letters & Property Information Reports

Staff prepare formal letters summarizing active permits, violations, and outstanding work orders.

Municipal Target: 5–10 business days depending on complexity.

### Property Standards Enforcement

The department investigates complaints, conducts site inspections, issues Property Standards Orders, and supports the Property Standards Committee in appeals. Additionally, Property Standards Officers undertake zoning inspections and enforcement efforts.

Municipal Target:

- Acknowledge complaints within 2 business days
- Initial inspection within 3-5 business days
- Re-inspections aligned with order deadlines
- Minimum 14 days for compliance to align with appeal rights
- File Closure timelines depend on complexity of issues and

### Civic Addressing

Building Services assigns civic addresses at the time of development, maintains addressing records, and coordinates blade signage internally for rural properties.

Municipal Target:

- Preliminary addressing within 10 business days
- Blade signs created and installed by Public Works Department

### Customer Service, Communications & Support

Staff provide front-counter and digital support for inquiries, consolidate review comments, publish service level metrics, and maintain transparent communication with applicants and residents.

Municipal Target: Provide acknowledgment within 1 business day and responses within 2 business days, depending on complexity of inquiry.

### Dispute Resolution – Building Code Commission

When an applicant disputes timelines or Code interpretations, staff provide information on the Building Code Commission process and offer internal escalation to the CBO first.

## Building Department Service Level Listing

Service Provided	Service Level	Service Description	Service Standard	Resources Allocated
Building Permit & Sewage System Permit Administration (Ontario Building Code Act)				
Permit Pre-Screen / Intake	<p><b>Legislated</b></p> <p>OBC Div. C, 1.3.1.3 &amp; 1.3.1.5 set completeness and processing rules; applicant must provide prescribed information for a "complete application" before provincial timelines apply.</p>	Front-end intake of digital and paper applications; confirm correct forms (BCIN, owner/agent authorizations), drawings, applicable law status, and required fees. Open file; assign application number; calculate fees.	Within 2 business days of receipt: initiate pre-screen; within 5 business days: advise if complete and list deficiencies.	Staff; permitting software; corporate payment systems.
Application Completeness Determination (Building & Sewage Systems)	<p><b>Legislated</b></p> <p>OBC Div. C, 1.3.1.3 requires decision timelines to run only after a complete application is received.</p>	Formal determination of "complete" vs. "incomplete" for <i>Building Code Act</i> permit applications (all classes, including Part 8 onsite sewage systems). Written notice if incomplete, identifying all missing items; if complete, file proceeds to technical review.	5 business days from intake to completeness determination; deficiency letters issued electronically same day.	CBO/Plans Examiners; Part 8 Inspector (where applicable).
Permit Fee Calculation & Refunds	<p><b>Legislated</b></p> <p>BCA s.7 authorizes fee by-laws, cost recovery and refunds.</p>	Calculate fees per Building By-law; include ancillary fees (development charges), collect, and post	At intake/issuance as applicable; refunds processed within 10 business	Building Admin; CBO

		to file; manage refunds/cancellations per Building Code Act s.7 and local by-law.	days of written request in accordance with by-law.	
Plans Review – Zoning & Applicable Law Screening	<p><b>Legislated</b></p> <p>Applicable law screening under OBC.</p> <p><b>Discretionary</b></p> <p>Order of completion in review process</p>	Initial screening for zoning compliance and applicable law clearances (e.g., conservation authority, MTO, heritage, MECP where applicable). Coordinate with Planning/External bodies.	Within 5–10 business days from completeness for simple residential; complex files concurrent with Code review timelines below.	Plans Examiner; Planning staff; CBO
Technical Plans Review – Building Permits (All Classes)	<p><b>Legislated</b></p> <p>Statutory decision timelines from OBC Div. C, Table 1.3.1.3: Houses/laneways &amp; small projects: 10 business days; Small buildings Part 9: 15 days; Large Part 3: 20 days; Complex/post-disaster: 30 days; refusal with written reasons if not in compliance.</p>	Full Code review of complete applications; issue consolidated deficiency list(s); manage resubmissions until compliance achieved.	Meet or exceed provincial timelines on each complete submission cycle; Deficiency memos consolidated where practicable.	CBO; Plans Examiners.
Technical Plans Review – Sewage Systems (Part 8)	<p><b>Legislated</b></p> <p>OBC Div. B Part 8 prescribes site evaluation, design flow (8.2.1.3), clearances and construction.</p>	Review site evaluation, T-times, design flows, clearances, tank/bed sizing, treatment units, and manufacturer specs.	10 business days for complete residential Part 8 submissions; 15–20 days where advanced treatment designs provided.	Part 8 Inspector / Examiner; GIS/Mapping & external partners as applicable.

<p>Permit Issuance / Refusal</p>	<p><b>Legislated</b></p> <p>OBC Div. C 1.3.1.3 decision timelines; BCC hears disputes regarding permit processing timeframes.</p>	<p>Issue permit cards and stamped plans when compliant and fees paid; or refuse with written reasons within OBC timelines; advise of right to Building Code Commission where timeframes are disputed.</p>	<p>Within 2 business days after final clearance and fee payment, issue permit and documents.</p>	<p>CBO; Admin. Assistant.</p>
<p>Mandatory Inspections – Buildings (All classes)</p>	<p><b>Legislated</b></p> <p>OBC Div. C Subsection 1.3.5 requires prescribed notices and inspections; remote inspections permitted by O. Reg. 867/21.</p> <p><b>Discretionary</b></p> <p>Determination of inspection format</p>	<p>Schedule and perform mandatory stage inspections (foundations, framing, insulation/air barrier, fire separations, life safety, final etc.); remote inspections used where appropriate.</p>	<p>Inspection response within 2 business days of notice of readiness (next-day where capacity allows). Emergency/health &amp; safety priority same-day.</p>	<p>Field Inspectors; vehicles; mobile tech.</p>
<p>Mandatory Inspections – On-Site Sewage Systems (Part 8)</p>	<p><b>Legislated</b></p> <p>OBC Div. B Part 8 technical standards; initial and final inspections and completion notice prior to use.</p>	<p>Conduct inspections for tanks, distribution, leaching bed base, final cover; confirm setbacks/clearances, sampling ports for advanced units; verify Completion Notice prior to authorization to use.</p>	<p>Within 2 business days of notice of readiness; same week for follow-ups; issuance of authorization/close-out within 5 business days of final pass.</p>	<p>Part 8 Inspector; field tools.</p>

Occupancy / Partial Occupancy Authorization	<b>Legislated</b> OBC Division C Subsection 1.3.3 (Authority to Occupy) referenced in municipal guidance.	Review and issue Occupancy Permits for unfinished buildings or parts thereof when Division C, Subsection 1.3.3 conditions are satisfied; confirm life-safety completion and services.	Within 3 business days after inspection verifying all prerequisites are met.	CBO; Inspectors.
Final Inspection & Permit Closure	<b>Discretionary</b> Municipal practice to close permits upon final inspection.	Conduct final inspection(s); ensure all deficiencies addressed; close permit and record in permitting software; advise owner to retain records.	Within 5 business days of final pass, mark permit complete and issue completion letter.	Inspectors; CBO; Admin. Assistant.
<b>Compliance Letters, Information Requests &amp; Records</b>				
Building Compliance Review / Property Information Report	<b>Essential</b> Fee Set through Fees & Charges By-Law for providing the service	Provide written letter summarizing active permits, known violations/work orders, final statuses, and zoning designation for due diligence/real estate.	10 business days from fee payment depending on scope.	Building Admin; Planning Staff.
Zoning/Building Compliance Letters – Multi-Department	<b>Essential</b> Fee Set through Fees & Charges By-Law for providing the service	Coordinate multi-department responses (zoning, building, finance, site plan) to formal compliance letter requests via online portal.	10 business days depending on topics requested.	Admin; Inter-dept. reviewers.

By-law & Enforcement under the Building Code Act				
Orders & Inspection – Building Code Act (Unsafe / Stop Work / Do Not Cover)	<p><b>Legislated</b></p> <p>BCA enforcement powers &amp; orders; unsafe buildings and emergency orders.</p> <p><b>Discretionary</b></p> <p>Determination of applicability of enforcement type</p>	Investigate complaints; inspect works; issue Orders under BCA ss. 12–14, 15.9–15.10 when warranted; coordinate with Legal for POA proceedings.	Initial contact within 2 business days; site attendance within 3–5 business days (sooner if life safety). Orders issued within 5 business days of inspection where contraventions confirmed.	Inspectors; CBO; Legal; MLEO support if needed.
Property Standards – Complaint Intake & Enforcement	<p><b>Legislated</b></p> <p>BCA ss. 15.1–15.8 authorize property standards by-laws, orders, appeals and committee requirements.</p> <p><b>Discretionary</b></p> <p>Determination of applicability of enforcement type</p>	Administer Property Standards By-law: receive complaints, inspect, issue Property Standards Orders, oversee appeals to Property Standards Committee, and verify compliance.	Acknowledge complaint within 2 business days; initial inspection within 5–10 business days; standard compliance timeframes set case-by-case; re-inspection within 5 business days of stated compliance date.	Building Inspectors; Property Standards Officers; Admin. Assistant; CBO.
Civic Addressing				
Civic Address Assignment – New Development & Infill	<b>Essential</b>	Assign civic numbers for new lots/buildings; ensure signage/blade	Draft plan stage: preliminary numbers within 10	GIS; Building;

	Municipal authority under Civic Addressing By-Law.	requirements; maintain GIS and notify emergency services and utilities.	business days of request; final assignment at building permit issuance; co-ordinate with Public Works for installation	Fire/EMS & GIS; Public Works for blade creation and installation.
Address Changes & Corrections	<b>Essential</b>  Municipal authority under Civic Addressing By-Law.	Process street renaming and address corrections for safety/wayfinding; coordinate Council approval where required; update all systems and advise partners and owners.	Administrative corrections within 10 business days; formal by-law changes per Council calendar; owner notification within 2 business days of by-law passage.	CBO; GIS; Clerk; Admin. Assistant.
<b>Quality Management &amp; Governance</b>				
Inspection Service Levels – Booking & Response	<b>Legislated</b>  Municipal practice; O. Reg. 867/21 clarifies remote inspections are permitted.  <b>Discretionary</b>  Determination of inspection format	Provide online/phone booking with earliest available windows; triage for critical life-safety; enable remote inspections where feasible; require site-ready conditions and permit drawings on site.	Next business day to 48-hour response target for standard stages; same-day where feasible for occupancy/utility releases.	Inspectors; scheduling software; vehicles.

Records Management & Access	<p><b>Legislated</b></p> <p>BCA requires municipalities to maintain accurate records</p> <p><b>Discretionary</b></p>	Maintain permit and inspection records; provide copies on request; integrate with corporate records retention and privacy policies.	Standard copies within 5–7 business days; complex retrievals by quote.	Admin. Assistant; Clerk; IT.
Customer Service & Communications	<p><b>Discretionary</b></p> <p>OAA/PEO Data Matrix guidance supports consistent submissions.</p>	Provide status updates, review cycles, consolidated comments; publish fee schedules and review times; offer pre-application checklists and OAA/PEO matrix templates for consistent submissions.	Email acknowledgement within 1 business day; status update upon each review cycle.	Admin. Assistant.; Plans Examiners.
Dispute Resolution – Building Code Commission / Internal Escalation	<p><b>Legislated</b></p> <p>Building Code Commission mandate covers time period disputes for inspections and permit processing, and technical compliance disputes.</p>	Provide applicants with information on BCC processes for timeline/technical disputes; enable internal escalation to CBO before external filing.	CBO contact provided in deficiency/decision letters; internal review response within 5 business days of request.	CBO; Clerk.
<b>Front Counter and General Inquiries</b>				
Property and Permitting Inquiries	<p><b>Discretionary</b></p>	Staff assist residents, builders and designers with inquiries about application details, and construction requirements.	As required; responses within 2 business days.	CBO; Admin. Assistant; Plans Examiners
Record Retrieval	<p><b>Discretionary</b></p>	Staff respond to requests for records for select properties, including	5-7 business days	CBO; Admin. Assistant;

		obtaining copies of available plans.		Plans Examiners
<b>Access E11 Case Management/ Property Standards Enforcement</b>				
Process Complaint	<b>Essential</b>	Staff create a digital file to help tracking across applications and formally open a case.	2-business days	1 FTE (admin)
Assign Staff to Case	<b>Essential</b>	Staff are assigned to cases by the Director of Development Services, or CBO.	2-business days	1 FTE (manager)
Resident Engagement	<b>Essential</b>	Assigned staff reach out to resident to confirm receipt of compliant, and of next steps for the file.	2-3 business days	1 FTE (inspector)
Investigate Complaint	<b>Essential</b>	Staff will complete a site visit and undertake investigation of the compliant received.  This may lead to requests to a property owner to amend a situation within a set timeline to be compliant with property standards and zoning provisions.	3-5 business days	1 FTE (inspector)
Resolve and Close Case	<b>Essential</b>	Staff will complete an assessment of the situation after the deadline date provided to a property owner, or once advised that	4 weeks	1-2 FTE (inspector and manager)

		<p>the matter has been addressed. If the matter has been appropriately addressed, the resident that issued the compliant will be notified and the case will be closed.</p> <p>Should the matter not be resolved to Town standards, formal Property Standards or Zoning Orders may be issued.</p>		
Resolve Violations and Challenging Cases	<b>Essential</b>	<p>Select cases can present unique conditions which require additional staff effort and support, and which make resolving cases in a timely manner challenging.</p> <p>Items that can create extended timelines to resolve cases include absentee owners, matters involving several owners or properties, and matters which fringe upon civil disputes between property owners and residents.</p>	12-52 weeks	2-5 FTE (depending on level of complexity)