

The following provides an update on recent work completed by the Building Department:

Department Overview

- Concentrated effort towards achieving an engaged, accessible, and efficient department
 - Created and implemented new Customer Service Policy and Procedure
 - On-going creation and implementation of:
 - Enhanced customer communications
 - Streamlined permitting processes
 - Reference documents to promote clarity and consistency within the department and during interactions with the public
 - Code and Zoning Interpretations
 - Department use document templates
 - Workflows
 - Communications and meetings with customers not in the application queue
- Completion of Ontario Wildlife Damage Compensation investigator training
 - Building Department taking on the administration of the program as well

Planning

- Working closely with Planning Department to ensure consistent interpretation of Zoning By-law
- Reviewed and responded to planning matters in conjunction with Planning department and County staff.
- Prepared reports to assist in approval process for planning applications.
- Attended and provided comments on Planning Pre-Consultations.

Permitting

- Year to date 20% increase in permit issuance
 - Approximately 50% of issued permits are septic permits
- 45 applications since last report
- 61 Permits in Review
- Various Land Use inquiries and Work Order requests

Bylaw

- Responded to 14 bylaw enforcement issues (animals, property standards, etc.).
- New agreement being finalized with Peterborough Humane Society to deal with dog complaints

Report Approval Details

Document Title:	Committee of the Whole - Department Update - February and March 2023, Building Department - 2023-05.docx
Attachments:	
Final Approval Date:	Apr 6, 2023

This report and all of its attachments were approved and signed as outlined below:

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