

Building Services Status Report

2019



Building Services
Planning and Building Services
Infrastructure Development and
Enterprise Services
City of Guelph

Table of Contents

| | |
|--|-----------|
| ADMINISTRATION | 2 |
| Introduction | 2 |
| Divisional Structure..... | 3 |
| 2019 Accomplishments | 4 |
| 2020 Objectives..... | 5 |
| Code of Conduct | 6 |
| PERMITS | 7 |
| Introduction | 7 |
| Major Building Projects | 8 |
| Performance Measurements..... | 9 |
| Scorecard | 13 |
| INSPECTIONS | 16 |
| Introduction | 16 |
| Performance Measurements..... | 17 |
| Scorecard | 18 |
| ZONING | 20 |
| Introduction | 20 |
| Shared Rental Housing | 21 |
| Permits | 24 |
| Performance Measurements..... | 25 |
| Scorecard | 26 |
| BACKFLOW | 27 |
| Introduction | 27 |
| Performance Measurements..... | 27 |
| SEWAGE SYSTEMS | 28 |
| Introduction | 28 |
| Performance Measurements..... | 28 |
| TERMITES | 29 |
| Introduction | 29 |
| Performance Measurements..... | 30 |
| FINANCIALS | 31 |
| Budget | 31 |
| Revenues..... | 31 |
| Ontario Building Code Reserve Fund | 34 |

ADMINISTRATION

Introduction

It's an ongoing goal of the Building Services team to continuously improve on the many services provided to customers, which include the following:

- Issuance of building permits and conducting building inspections as required under the Building Code Act and Ontario Building Code (OBC)
- Administer and enforce various City by-laws including the Zoning By-law, Sign By-law and Swimming Pool By-law
- Administration of a Termite Control Program
- Administration of a Backflow Prevention Program
- Administration of a Sewage System Maintenance Inspection Program

Building Services is constantly striving to accomplish numerous divisional and service area objectives with an end goal of assisting both customers and staff alike. In 2019, the Building Services team was also an active participant in many departmental and corporate initiatives.

A main accomplishment in 2019 was completing our voluntary electronic application pilot project and moving to mandatory electronic applications. In 2019 we assisted customers in getting set up and transitioning to applying for permits and booking inspections online. On January 1, 2020 we moved to mandatory electronic applications and inspection bookings.

Building Services also updated the Outdoor Swimming Pool and Hot Tub By-law in 2019 that features enhanced safety requirements for any new swimming pool or hot tub applications.

Jeremy Laur
Chief Building Official

Nicholas Rosenberg
Program Manager – Permit Services

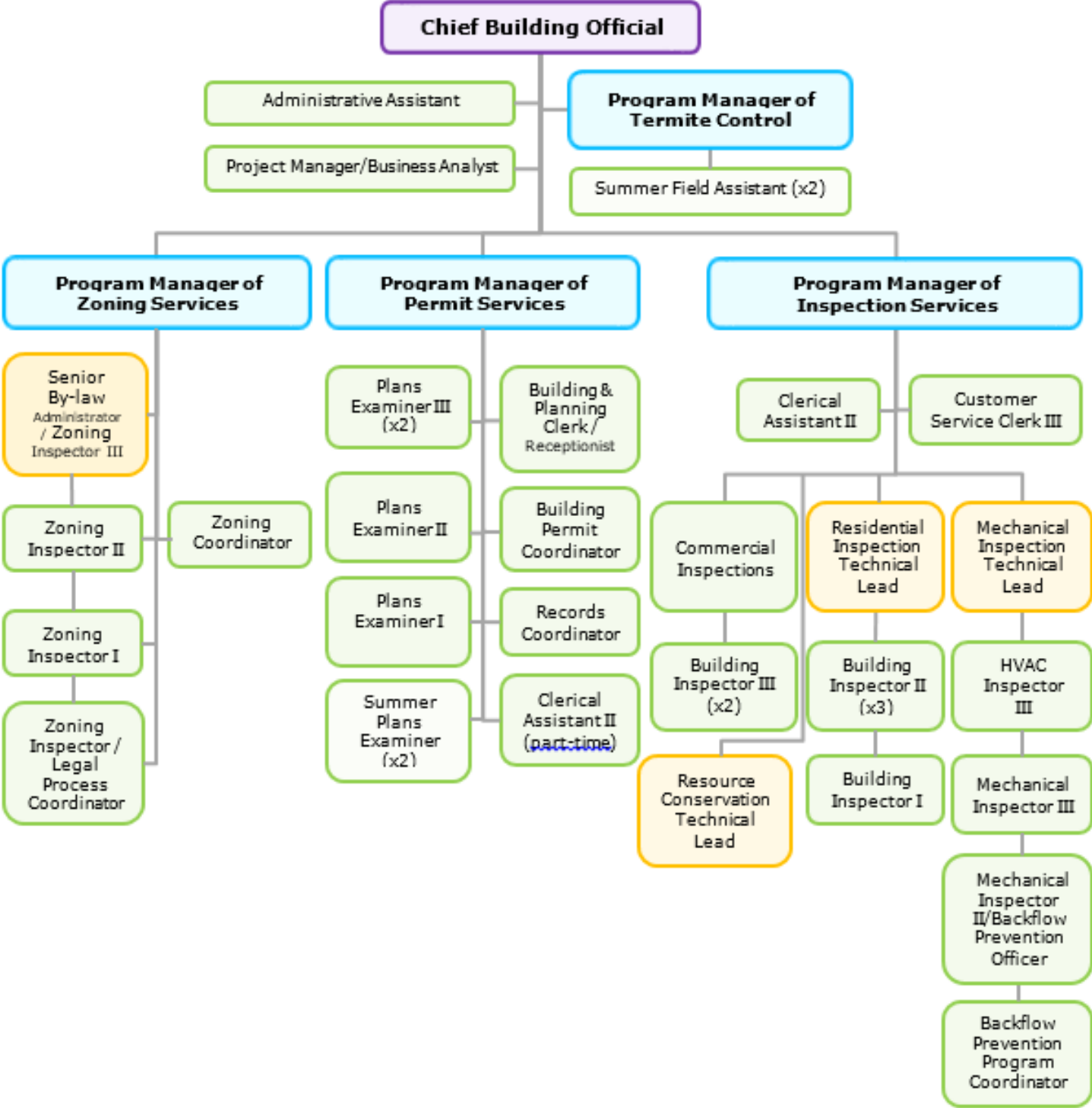
Patrick Sheehy
Program Manager – Zoning Services

Adrian van Eck
Program Manager – Inspection Services

Divisional Structure

Building Services is a division within the Planning and Building Services department of the Infrastructure, Development and Enterprise service area.

In 2019, the Building Services team consisted of 35 full-time positions, one part-time clerical assistant and four summer staff, which is reflected in the chart below.



2019 Accomplishments

The following accomplishments from 2019 have been categorized under the three goals of the Corporate Administrative Plan – Service Excellence, Financial Stability and Innovation.

Service Excellence

Achieving quality and showing results

- Updated the Swimming pool and hot tub by-law based on best practice review and community and stakeholder engagement carried out in 2018.
- Be mindful of changes to the Ontario Building Code that may be brought forward by the Provincial Government in 2019. Changes that were tentatively scheduled to come into effect on January 1, 2019 have been paused. It is unknown if and when these will be implemented.
- Continued with the creation of a new Sign By-law with a goal of recommending a new by-law to Council. The current Sign By-law was passed in 1996 and an update is necessary as directed by Council.
- Continued to support Planning Services with the multi-year comprehensive Zoning By-law review.

Financial Stability

Managing our resources to achieve maximum public value

- Reviewed the need to review and update the policies that guide the OBC reserve fund. Amendments to the Building By-law and Reserve Fund Policy were passed by Council in Q2 / 2019.
- Recommended remedial actions required to address the systemic draw on the reserve fund. Amendments to the Building By-law and Reserve Fund Policy were passed by Council in Q2 / 2019.
- As part of the 2020 budget, allocated staff between the tax and non-tax budgets to more accurately reflect costs and allow for more accurate variance reports. Also aligned permit fee adjustments to January of each year, similar to other non-tax service areas.

Innovation

Modernizing our services and how we work

- Began to optimize our permit tracking software based on our thorough review of all types of building permits in 2018 to gain efficiencies and make enhancements, with the assistance of Information Technology Services.

2020 Objectives

The following objectives for 2020 have been categorized under the applicable strategic priority of the City's Strategic Plan – Powering Our Future, Sustaining Our Future, Navigating Our Future, Working Together for Our Future and Building Our Future.

Sustaining Our Future

Care for the local environment, respond to climate change and prepare Guelph for a net-zero-carbon future.

- Be mindful of changes to the Ontario Building Code that may be brought forward by the Provincial Government.

Working Together for Our Future

Run an effective, fiscally responsible and trusted local government with engaged, skilled and collaborative employees.

- Implement recommendations from the Employee Engagement Survey and pulse checks.
- Implement the Building Partnerships business direction and the associated four pillars.
- Implement workforce and succession plans to ensure high quality service is maintained when 25 per cent of our team is or has already retired within a 5-7 year period.
- Continue to optimize our permit tracking software based on our thorough review of all types of building permits in 2018 to gain efficiencies and make enhancements, with the assistance of Information Technology Services.
- Support Information Technology Services with the Amanda 7 upgrade project.
- Continue with the creation of a new Sign By-law with a goal of recommending a new by-law to Council. The current Sign By-law was passed in 1996 and an update is necessary as directed by Council.
- Continue to support Planning Services with the multi-year comprehensive Zoning By-law review.
- Develop a strategy and plan to digitize our old paper records

Building Our Future

Make strategic investments that nurture social well-being, provide landmark beauty and offer a safe place where everyone belongs.

- Provide educational programs to assist customers, including the shared rental housing and tenant safety week and staff attending and sharing information to customers at local home improvement stores.

Code of Conduct

The Building Code Act requires every principal authority to establish and enforce a code of conduct for the Chief Building Official and inspectors.

A code of conduct is a set of rules outlining the responsibilities and procedures for an individual or an organization. It's intended to promote appropriate standards of behaviour by staff in the performance of their duties.

The Building Services Code of Conduct is meant to:

- Promote good behaviour and actions by all Building Services staff.
- Prevent an abuse of power, including unethical or illegal practices, by all Building Services staff.
- Promote honesty in the services provided by all Building Services staff.
- Provide a formal process for submitting complaints to the Building Services division.

As part of the Code of Conduct, Building Services staff must:

- Always act in support of public well-being.
- Apply all relevant laws, codes and standards in a fair and impartial manner.
- Keep their qualifications up to date, and perform work within the limits of their qualifications.
- Be professional and polite.
- Act in accordance with the City's corporate values related to integrity and excellence.

What happens if Building Services staff does not follow the Code of Conduct?

Persons can submit a written complaint by using the Building Services Code of Conduct Complaint Form. The form is found on guelph.ca. Once a complaint is submitted, an investigation will take place. The Chief Building Official or senior management of the City will provide a written response within 30 calendar days of receipt of the complaint.

For more information

Chief Building Official
519-837-5615
cbo@guelph.ca
guelph.ca/code-of-conduct

PERMITS

Introduction

The Permit Services team is responsible for accepting, reviewing and issuing building permits for all construction and demolition projects within the City of Guelph. In 2019, this group within Building Services had seven full-time staff, one part-time clerical assistant and two summer Plans Examiners.

The Building Services Team processed over 14,600 in-person and telephone inquiries at their customer service counter in 2019, in addition to daily inquiries received by individual staff.

The Ontario Building Code (OBC) is a regulation made under the Building Code Act. The focus of this provincially legislated service is to ensure the technical requirements of the OBC are met. The OBC contains minimum provisions respecting the functionality of buildings with reference to safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building permit applications are reviewed by the Permit Services team to confirm that the minimum requirements of the OBC are met, and to ensure that all other applicable laws have been complied with.

Building permits are issued for all sizes and types of projects from a deck or shed, to a high-rise residential or large industrial building. The Province mandates that building permit applications be reviewed within set time frames which range from 10 to 30 working days.

Building Services offers an online permit and inspection portal that allows all types of building permit applications to be submitted online at any time. This also allows customers to review the status of their permits at their convenience. With the assistance of Information Technology Services, the development of an enhanced online portal is being initiated in 2020.

The Permit Services team works closely with various internal and external customers to ensure they are aware of changes to OBC requirements, applicable legislation and associated fees.

Permit Services also collects applications, fees and deposits on behalf of other service areas of the City, including curb cut applications, development charges and parkland dedication fees. Managing filing systems for both Planning Services and Engineering Services is another service provided. Property Information Reports, routine disclosure requests and freedom of information requests are also handled by the Permit Services team.

Major Building Projects

The number of larger construction projects has a significant impact on the overall figures associated with construction values, new residential units and building permit revenues.

The annual construction value of permits issued in 2019 was the highest on record. This is due in large part to the major construction projects listed below. The top four projects account for more than one quarter of the \$672 million in construction value. These highest valued projects from 2019 cover all major project categories, including industrial, commercial, institutional and residential.

| Description | Value |
|---|--------------|
| 1880 Gordon Street 14 storey condominium building (173 units) | \$52,000,000 |
| 1878 Gordon Street 14 storey apartment building (170 units) | \$49,000,000 |
| 995 Southgate Drive Industrial building | \$45,200,000 |
| 73 Arthur Street South 10 storey condominium building (124 units) | \$37,000,000 |
| 332 Gosling Gardens 8 storey apartment building (85 units) | \$19,000,000 |
| 435 Stone Road West – Stone Road Mall Single storey addition to existing | \$16,200,000 |
| 87 Trent Lane – University of Guelph, College of Arts building Addition and renovation | \$15,200,000 |
| 55 Quarterman Road Warehouse building | \$13,900,000 |
| 45 Quarterman Road Warehouse building | \$12,780,000 |
| 50 College Avenue West – University of Guelph Interior and exterior renovations | \$11,000,000 |
| 148-160 Delhi Street – Homewood Health Centre Addition and renovations | \$10,900,000 |

Performance Measurements

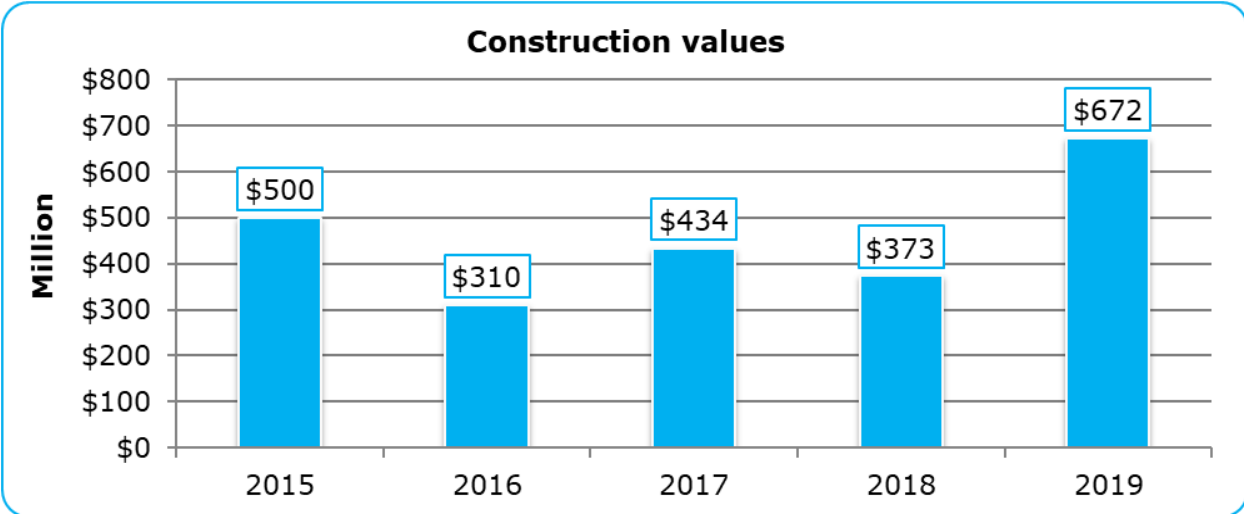
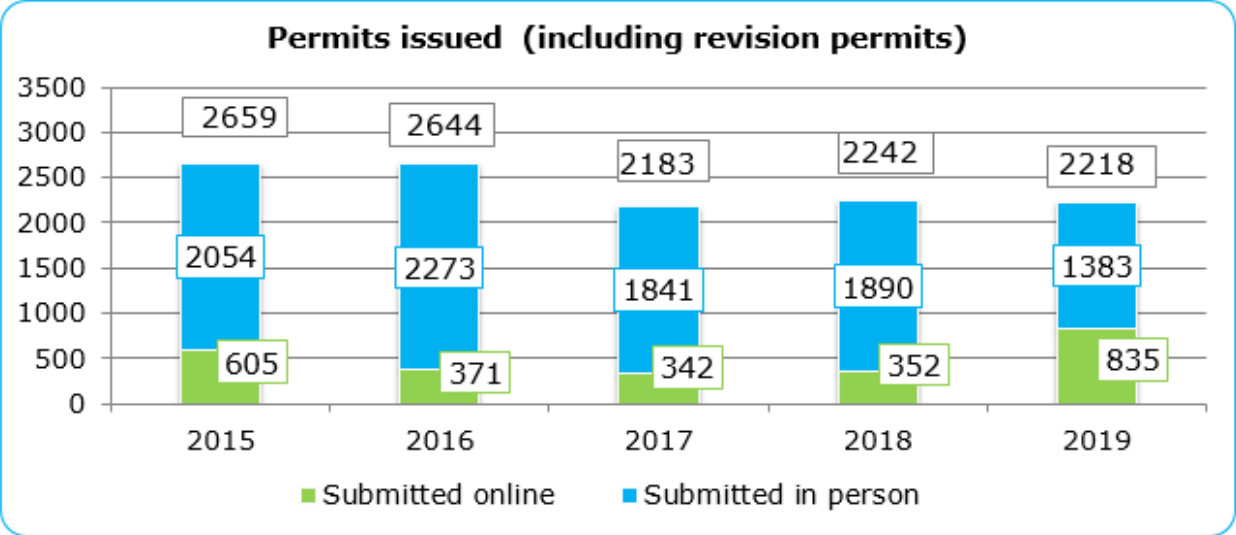
Dashboard

Building permits

The number of building permits issued in 2019 was consistent with the number issued in the previous two years. Although permit volume appears lower over the past three years, notwithstanding 2015 and 2016, the number of permits issued in 2019 is on par with the annual average over the past decade.

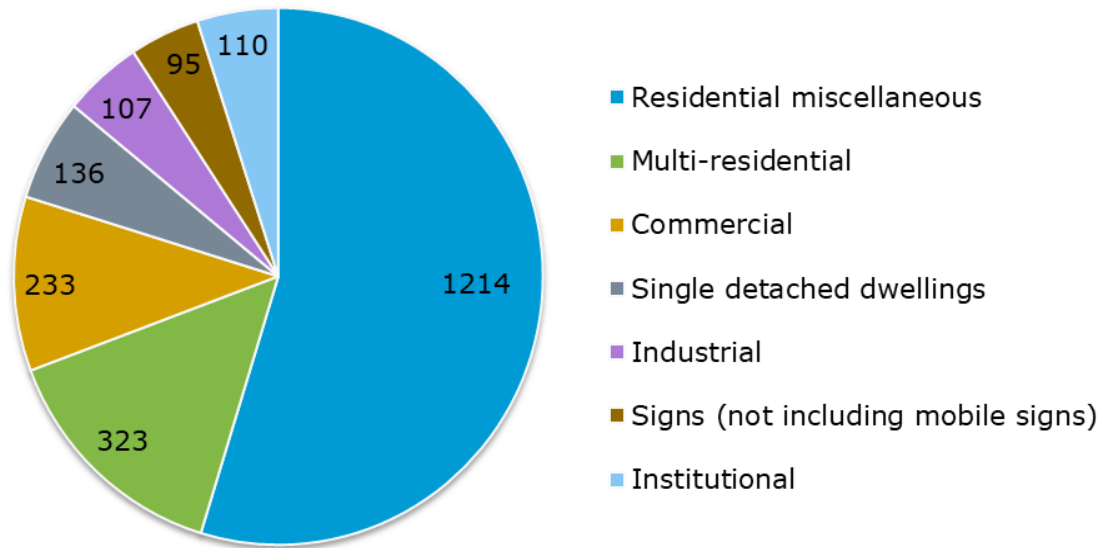
Online permit applications increased substantially in 2019. Starting in 2019 all building permit applications for new houses, including single detached, semi-detached and row townhouses were required to be submitted online. All other building permit application types were also encouraged to be submitted online.

Looking forward to 2020, the number of online building permit applications will see an extreme incline. Effective January 1, 2020, all building permit applications are required to be submitted online.

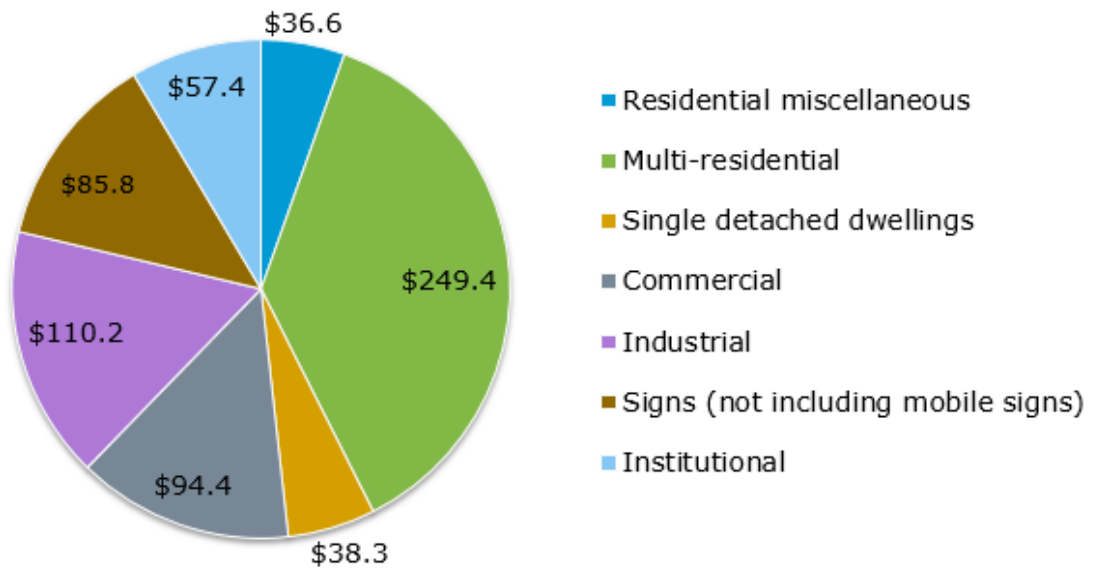


Building permits (continued)

Type of permits issued (2218)



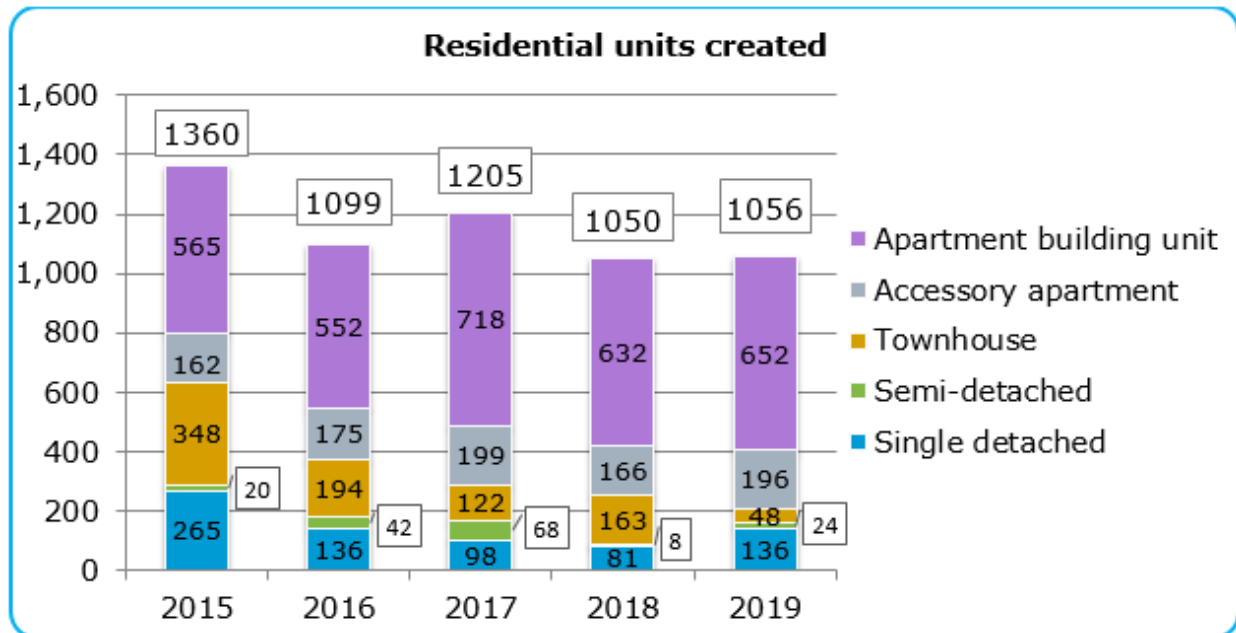
Construction values - \$million (\$672)



New residential units

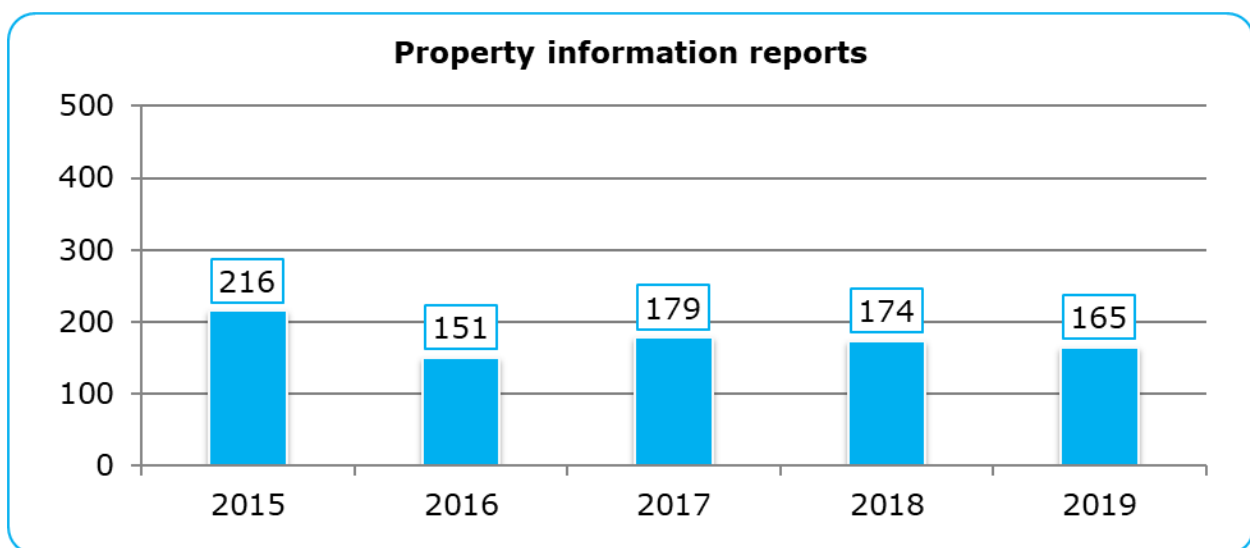
Places to Grow legislation has influenced residential intensification in Guelph. The creation of new dwellings remains focused on multi-residential units; primarily apartment style buildings.

The number of single detached dwellings has steadily declined over the past few years, however saw an increase in 2019. The 81 permits issued for single detached dwellings in 2018 was the lowest on record since the tracking of these permits commenced in 1997.



Property information reports

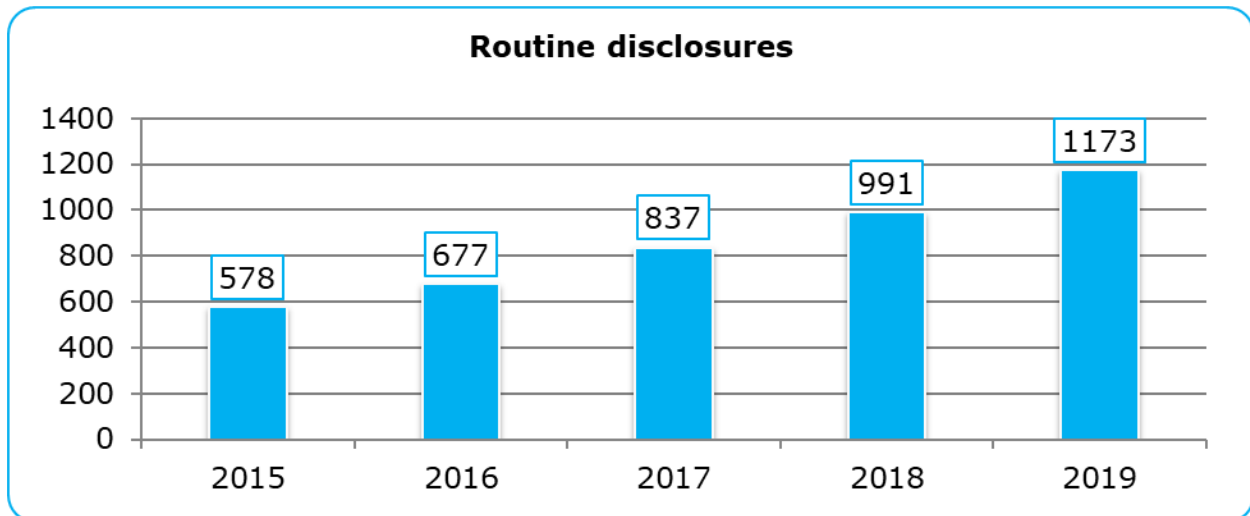
The volume of property information reports, otherwise known as pre-sales remains steady.



Routine disclosure

Routine disclosure is the automatic release of certain types of administrative and operational records in response to informal, rather than formal, requests regulated under the Freedom of Information and Protection of Privacy Act or the Municipal Freedom of Information and Protection of Privacy Act.

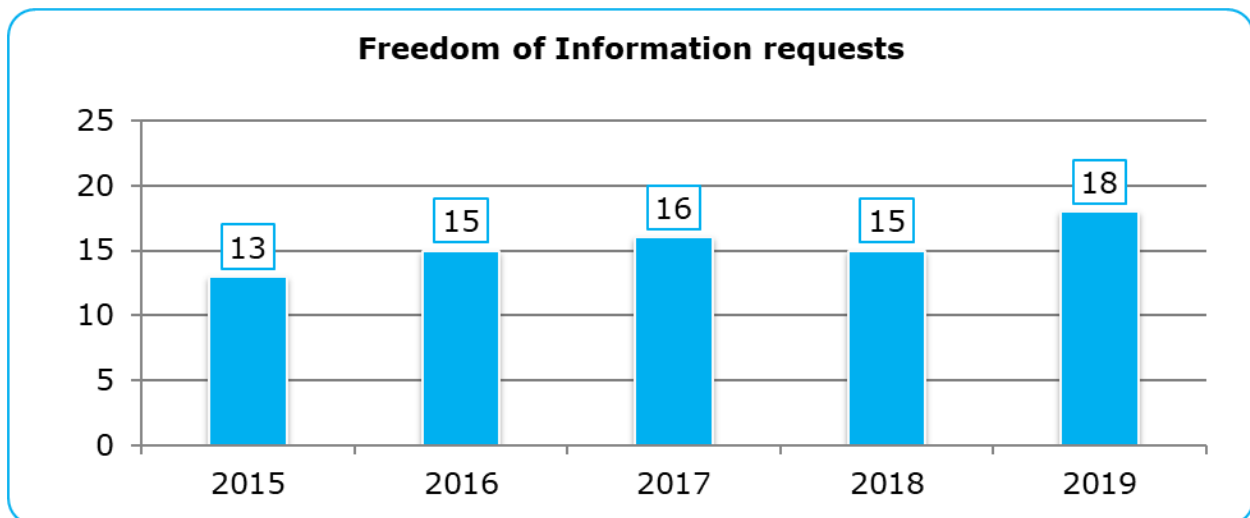
This type of request, which is processed at the departmental level, has continued to increase over the past 5 years.



Freedom of information

Freedom of information requests are made under the Freedom of Information and Protection of Privacy Act or the Municipal Freedom of Information and Protection of Privacy Act. They provide access to City records when routine disclosure guidelines are not met.

Freedom of Information requests are generated from the City Clerk's department.








Scorecard

Permit Services sets performance targets to measure how well customers' needs are being met. These targets include measuring the average number of days to process permit applications and the percentage of applications that are reviewed within provincially established turnaround times.

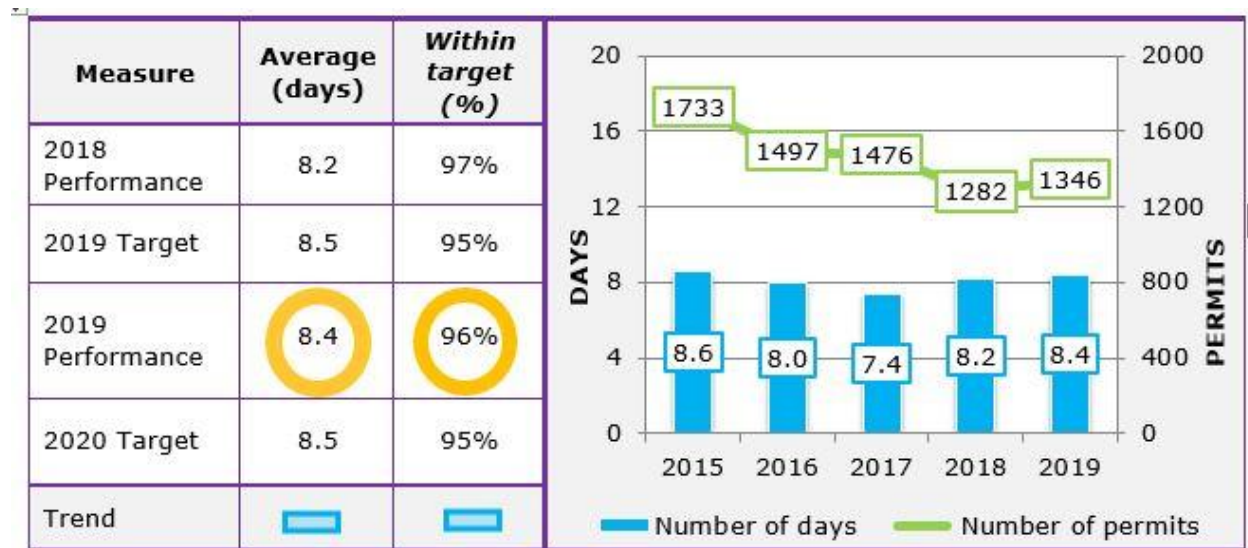
During the summer months, temporary staff are hired to assist with the higher volume of permit applications. Deck permits applications, which are required to be reviewed within 10 working days, are a large contributor to the increased permit volume during this period. The average turnaround time for deck permits from May to August was only 5.9 days as compared to the 8.5 day target.

The following scorecards provide a graphical representation of the Permit Services team's overall performance associated with the review of building permit applications. The targets for each permit type reflect provincially legislated timelines based on the type of building, which varies from 10 to 30 working days.

| Legend | | |
|---|-----------------|---|
| Performance measurements | | |
|  Positive | Stay the course |  Caution |
| | |  Negative |
| | | Meeting target, but may be moving in the wrong direction |
| | | Corrective actions may be required |
|  | Positive trend |  |
| | | Negative trend |

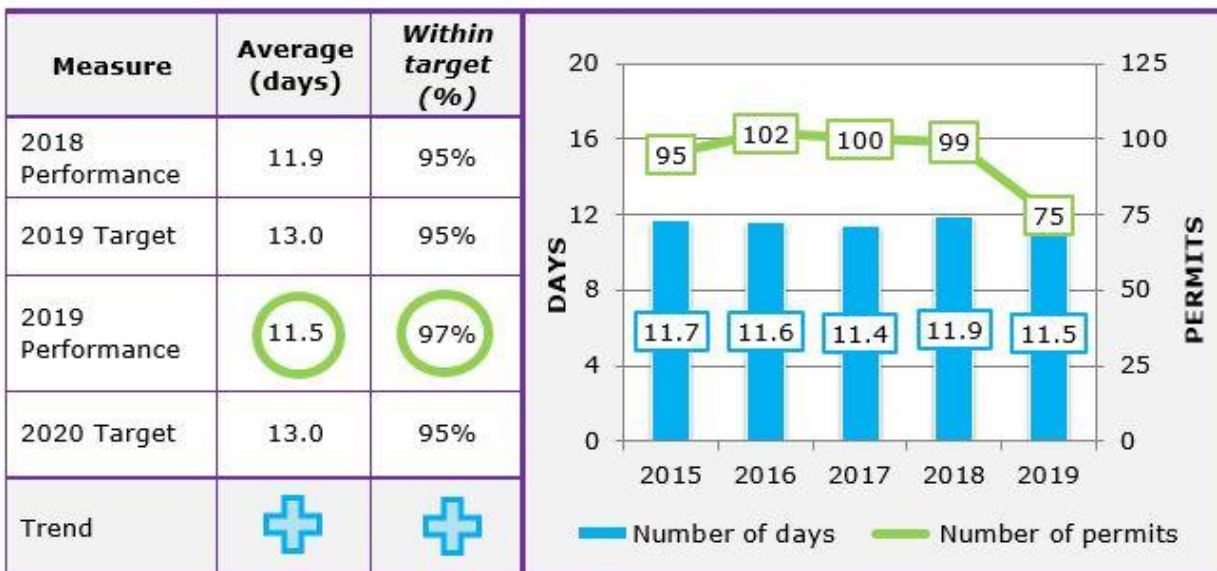
10-day permits

The following scorecard reflects 10-day permit turnaround time targets, which applies to typical residential housing including single detached houses, semi-detached houses and townhouses, as well as most associated accessory buildings. Tents regulated under the OBC also fall within the 10-day review period.



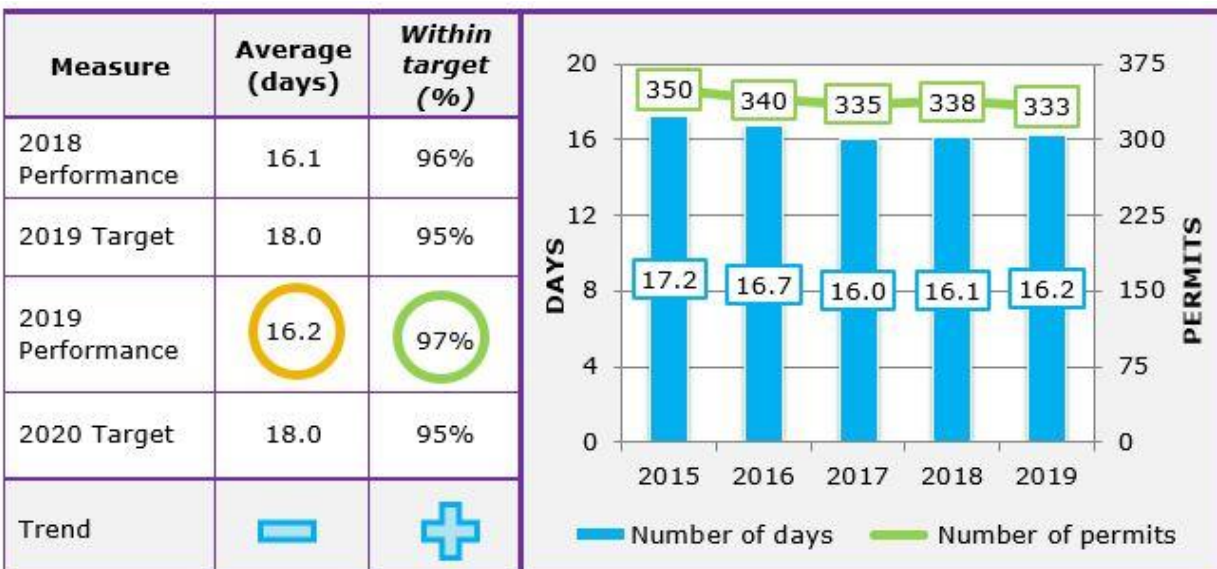
15-day permits

The following scorecard reflects 15-day permit turnaround time targets. This applies to multi-residential, commercial and industrial buildings that are not more than three storeys in building height and not more than 600m² in building area.



20-day permits

The following scorecard reflects 20-day permit turnaround time targets. This applies to multi-residential, commercial and industrial buildings that are more than three storeys in building height or more than 600m² in building area. It also applies to most assembly, care, detention and high-hazard industrial buildings.



30-day permits

Post-disaster buildings, such as hospitals and police stations, as well as buildings that exceed six storeys in height, are required to be reviewed within 30 business days. There were eleven of these building permits issued in 2019 and the average turnaround time was 18 days.



INSPECTIONS

Introduction

The Inspection Services team is responsible for all construction and demolition inspection related activity regulated by the OBC. In addition to inspecting the construction of buildings, Inspection Services is also responsible for plumbing, HVAC and energy efficiency inspections. In 2019, this function within Building Services had 17 full-time staff – two of which are funded by Water Services through the Backflow Prevention Program – and one summer building inspector.

The OBC is a regulation made under the Building Code Act. The focus of this provincially legislated service is to ensure the technical requirements of the OBC are met. The OBC contains minimum provisions respecting the functionality of buildings with reference to safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building inspections are performed by the Inspection Services team to ensure these minimum OBC requirements are met.

In addition to inspecting construction and demolition projects, Inspections Services also carries out swimming pool, hot tub, liquor license and business license inspections, as well as other miscellaneous property inspections such as grow operations and buildings damaged by fire.

The Province legislates that building inspections are to be carried out within two business days and we are currently meeting this service level, with most being carried out within one business day. This level of service generally meets the needs of customers.

There was a significant effort put into closing inactive permits in the 2019 which resulted in an increase in year over year inspection volume. Large multi-residential construction projects such as apartment buildings continues to increase. Construction activity on large residential and complex institutional projects can often last up to two years or more after the permit has been issued. We are also seeing a continuance of the trend to more multi-residential and less single detached and semi-detached inspections.

Building Inspection team members have demonstrated leadership in representing the City of Guelph both regionally, provincially and nationally in many ways, including as directors, secretaries and key representatives with the Ontario Plumbing Inspector's Association (OPIA), the Ontario Backflow Administrative Committee, the Mechanical Services Advisory Committee (MSAC), the Standing Committee on Energy Efficiency for the National Energy Code for Buildings, the Guelph and District Homebuilders Association and CSA Working Groups.

2019 also marked the successful completion of the 3rd and final year of a 3 year plan to provide training in order to facilitate a realignment of duties within the mechanical group. There will be ongoing work in 2020 on knowledge transfer to support succession in light of three upcoming retirements of senior inspection staff.

Performance Measurements

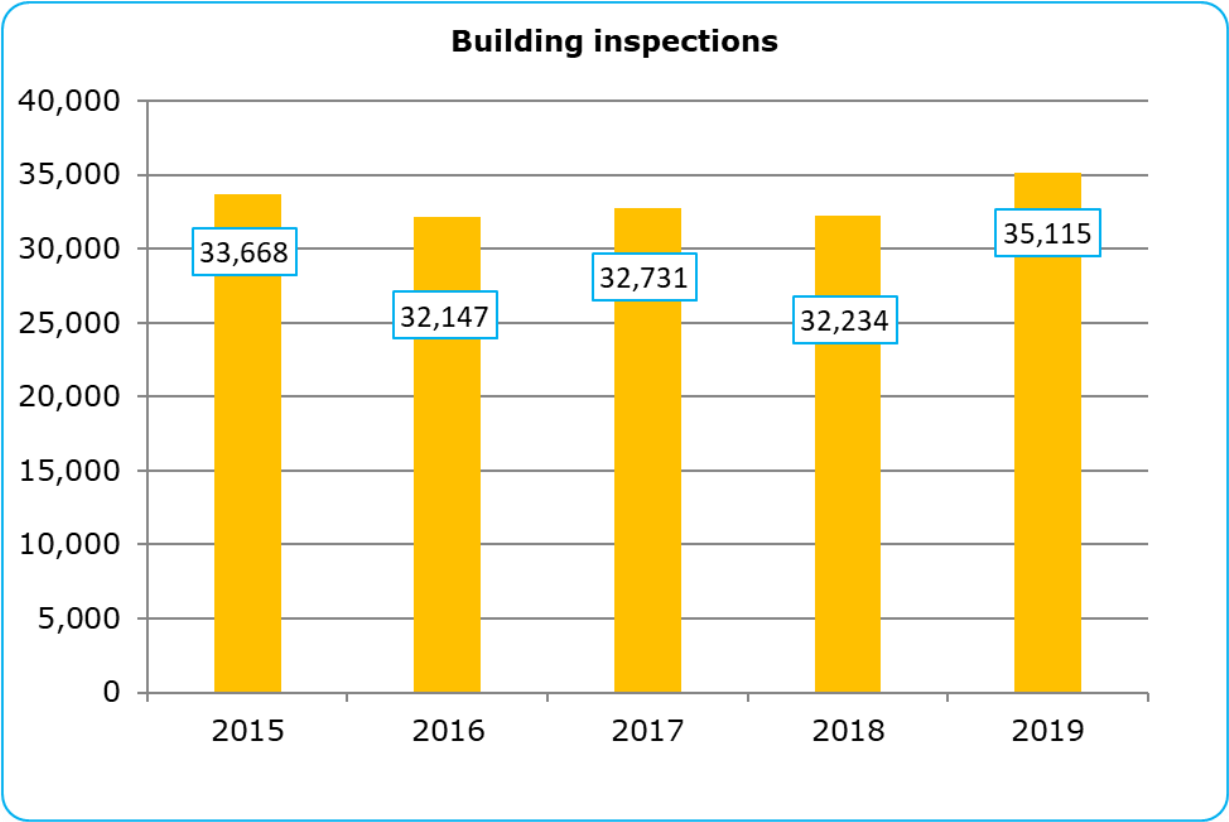
Dashboard

The number of building inspections carried out in 2019 is higher than the previous years.

Our own average monthly productivity targets for residential, commercial and mechanical inspection groups are generally being met with the exception occurring when there are vacancies. However, as expected, productivity reductions also have been observed during some periods of the mentoring and training of staff to support succession and replacement planning efforts. This effect was noted in the mechanical team and commercial teams in 2019.

A similar impact on individual productivity levels can be anticipated in the coming years as the Inspection Services team works through a large number of retirements. The goal is to ensure maximum knowledge transfer within staff and a seamless transition for our customers. Most training and development of staff generally occurs during non-peak periods from October to March.

The following chart identifies the number of building inspections carried out per year.



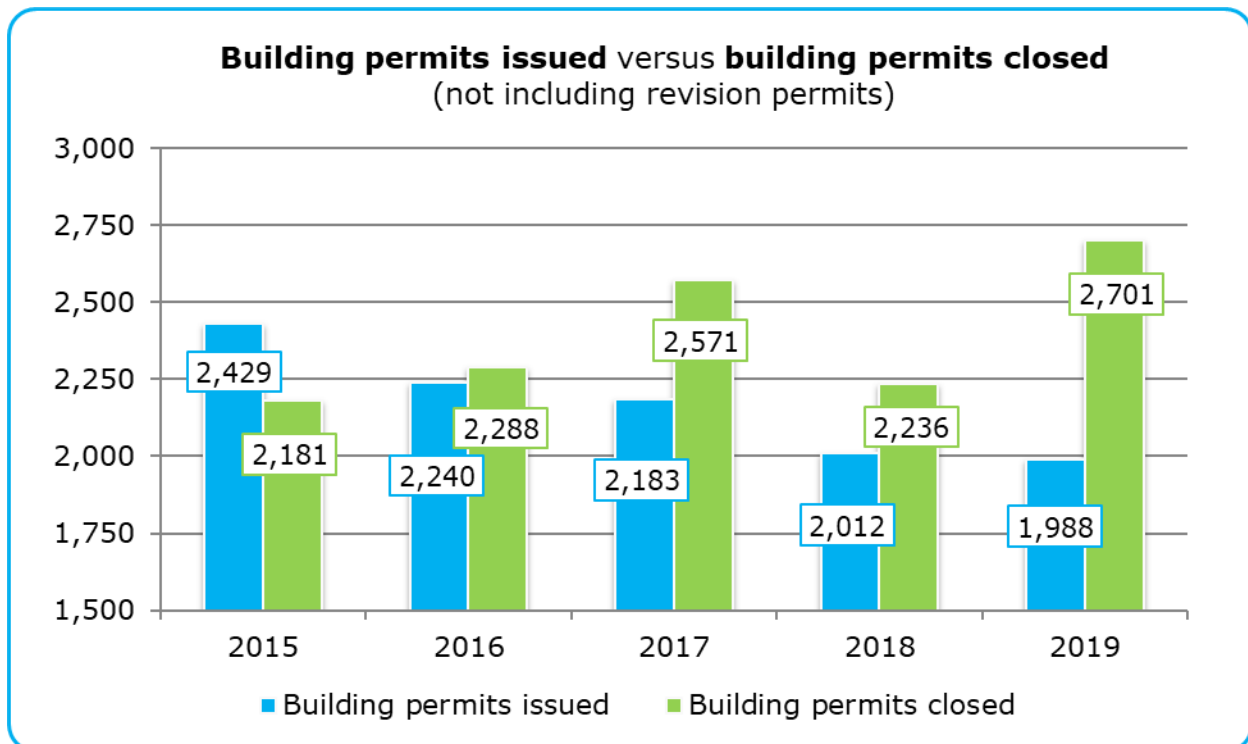
Scorecard

As part of the Inactive Permits Program, the Inspection Services team has a goal of closing at least as many building permits per year as are issued. The winter months are typically non-peak times for building inspections, which provides an opportunity to follow-up on inactive permits.

Efforts to close more permits than were issued in 2019 were very successful. Over 700 more permits were closed than were issued in 2019. This can be attributed to the additional effort put in by the inspection team members to address inactive building permits during off peak months and the additional efforts of administrative staff to support this effort.

More permits have been closed than issued in all of the past four years reversing a previously negative trend. This positive trend is anticipated to continue in future years if inspection volume and inspector capacity are constant. The responsibility to request inspections rests with the permit applicant. However, as recent case law has indicated, the municipality has obligations to take some action if City liability is to be minimized. In 2012, we estimated that there were approximately 6,000 inactive/dormant building permits. Efforts since that time have helped to reduce this number, but only marginally. Totals for the past five years indicate we have closed an average of 225 more permits per year than were issued. In general, we focus on inactive permits which pose the most risk to life safety first. This assists to reduce risks to citizens and the City as well. To make substantial progress on inactive permits, additional dedicated inspector(s) would be required and we will be analyzing this further.

The number of closed permits have been updated to accurately reflect canceled, revoked or closed permits (excludes "voided" permits).





ZONING

Introduction

Zoning Services is responsible for the administration and enforcement of numerous by-laws and programs with the primary focus being the Guelph Zoning By-law. The Zoning By-law provides regulations concerning land use zoning within the City to control and regulate the location and use of buildings and structures for residential, business, industrial and other specified uses.

In 2019, this function within Building Services had six full-time staff.

Administration and Enforcement

The primary administrative functions of Zoning Services include zoning review of building permit applications, review and issuance of sign, pool and hot tub permits, administration of the two-unit house (accessory apartment) registration program and lodging house certifications.

Zoning Services also has various levels of involvement in:

- Committee of Adjustment applications,
- the regulating of telecommunication towers,
- property information reports for real estate transactions,
- site plan approval,
- agreement releases,
- encroachment applications, and
- preliminary zoning review process.

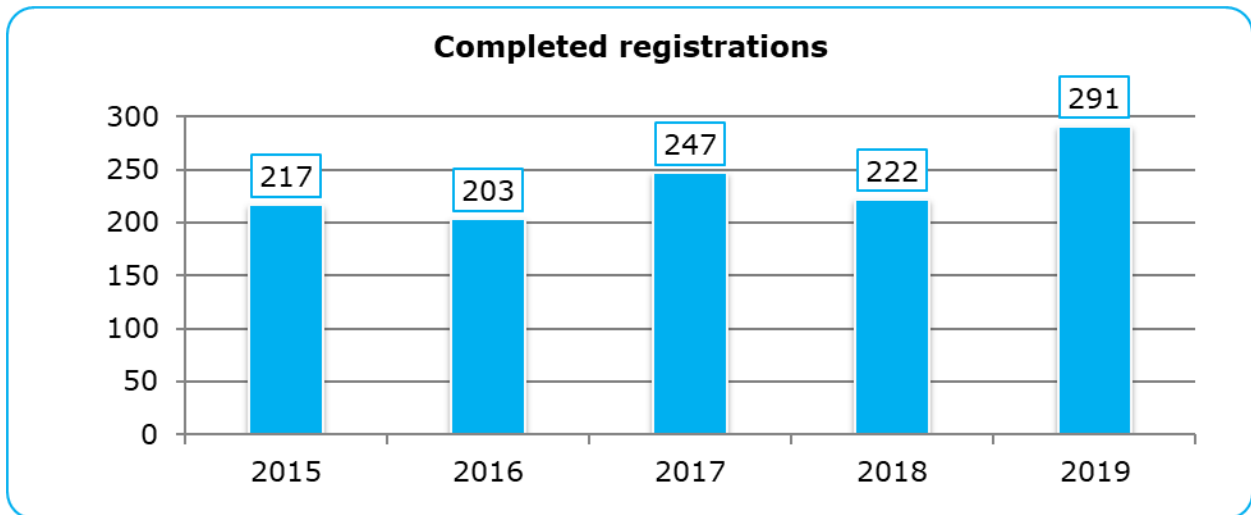
Zoning Services is also responsible for the enforcement of Zoning By-law regulations, two-unit houses (accessory apartments), signs on private property (building, freestanding and mobile), in addition to certain provisions of the Ontario Building Code (OBC).

Shared Rental Housing

Zoning Services leads the shared rental housing initiative relating to improving the safety and wellbeing of tenants and residents.

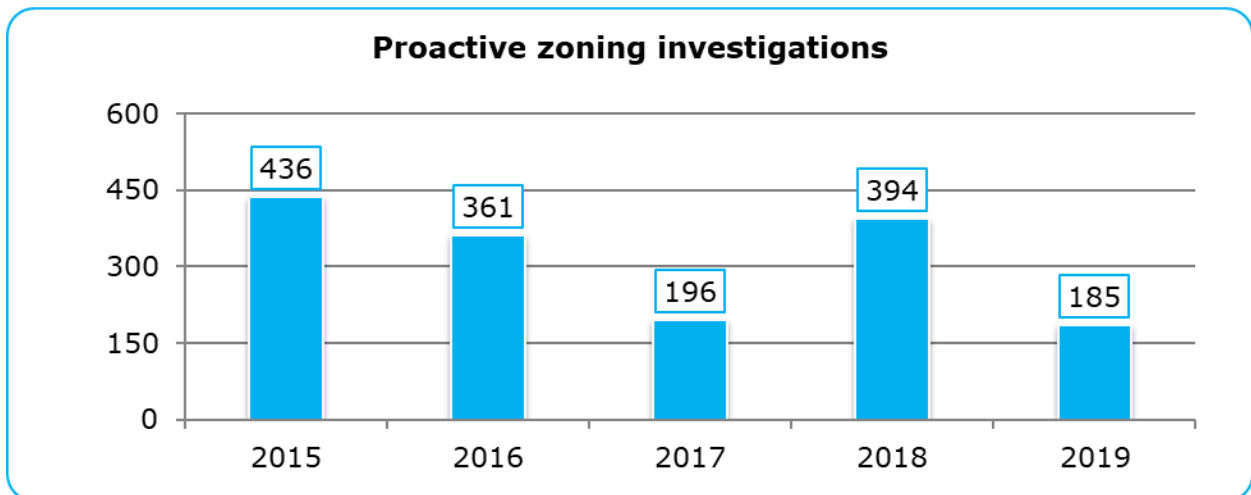
Accessory Apartments

At the end of 2019, there were in excess of 3,201 registered accessory apartments within the City.



Proactive Enforcement

Proactive enforcement concentrates on inspection and enforcement relating to shared rental housing. This includes two-unit houses (accessory apartments), the Ontario Building Code, and zoning provisions (including lodging houses).



Recommended Approach

Staff has continued with the recommended approach for shared rental housing that was approved by Council in 2014. In order to keep Council apprised of the effectiveness of the recommended approach, staff will continue to provide updates through this annual report.

Shared rental housing recommended approach highlights for 2019:

- Building Services inspectors completed on-going training in aspects of the legal proceedings program
- Continued success in the execution of search warrants
- Continued communication and education initiatives to improve tenant safety
- Consistent levels of legal proceedings

Tenant Safety

Building Services continues to collaborate with key stakeholders to promote safe and legal rental accommodations.

In partnership with the University of Guelph Off-Campus Living Office, the Guelph Fire Department and City of Guelph Property Standards, the City continues to promote and offer free rental unit safety inspections year round. This tenant safety initiative is designed to increase tenant safety awareness and to promote the availability of free rental unit safety inspections. Staff conducted 16 tenant initiated rental unit safety inspections in 2019.

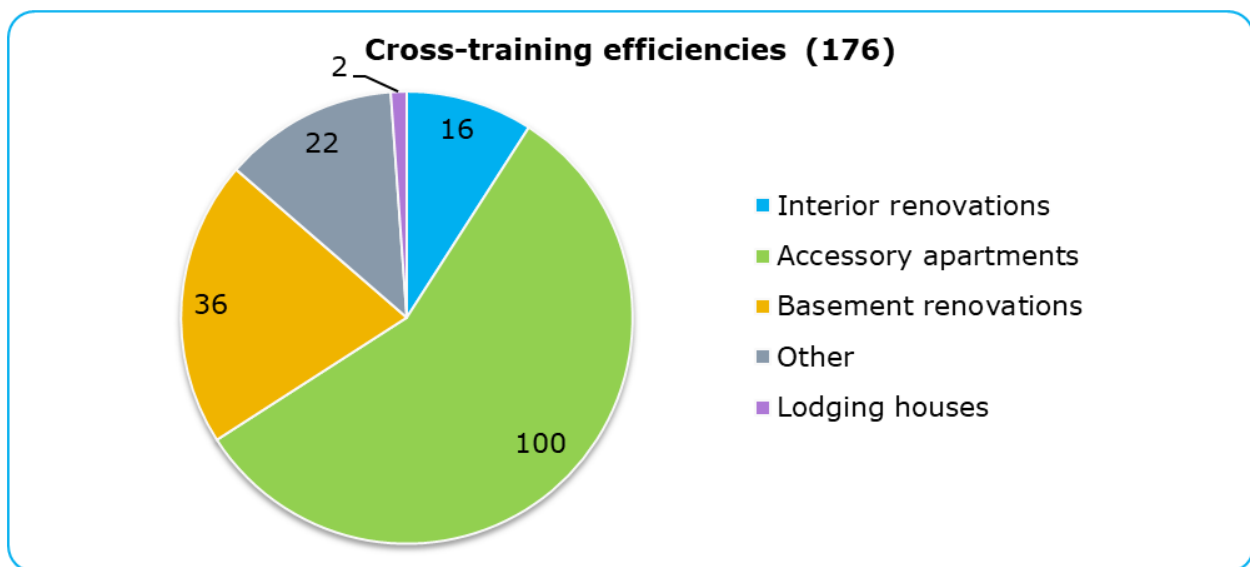
Search Warrants

Building Services created a search warrant team in 2016, along with operating guidelines for the implementation of search warrants. With the assistance of Guelph Police Services, Zoning Services successfully executed 17 search warrants at 10 properties in 2019. Staff will continue to use this option for compliance when all other options have been exhausted.

Cross-training

Significant efficiencies and improvements to customer service were gained as a result of cross-training zoning inspectors to also be appointed as building inspectors.

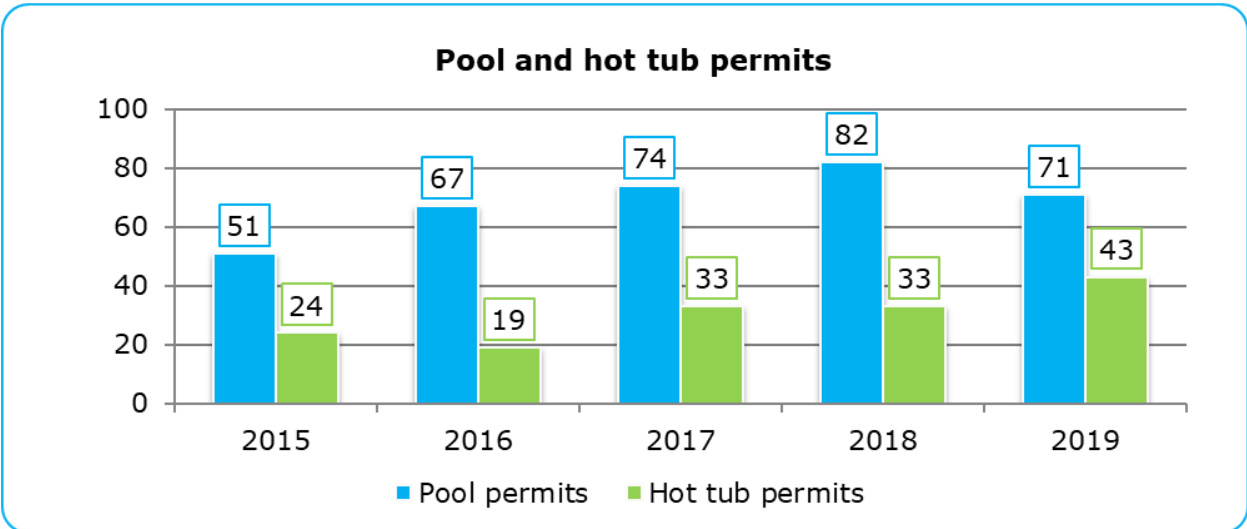
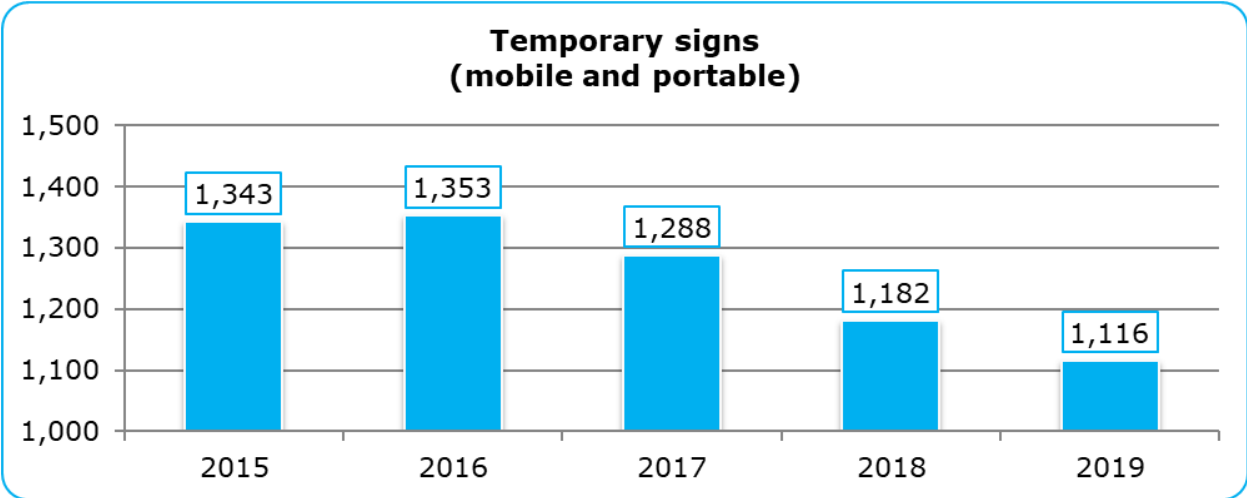
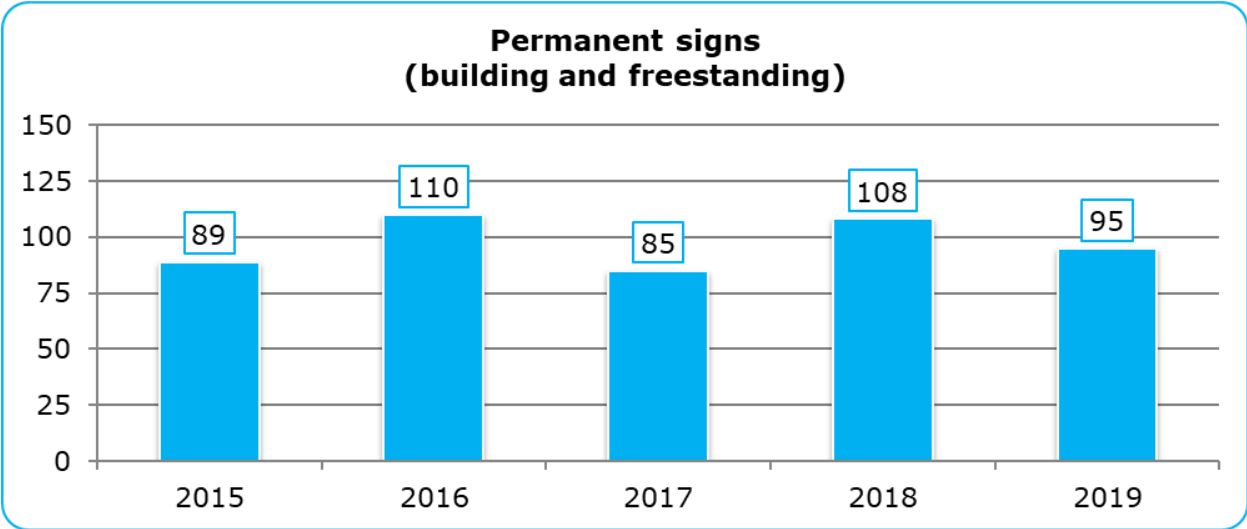
The ability to have one inspector perform both zoning and building functions eliminates the need for multiple inspectors to attend the same site. This assists our customers by reducing the number of inspections and allowing them to work with a single inspector to resolve any issues. In 2019, 176 proactive OBC infractions were identified by zoning inspectors.



Swimming Pool and Hot Tub Bylaw

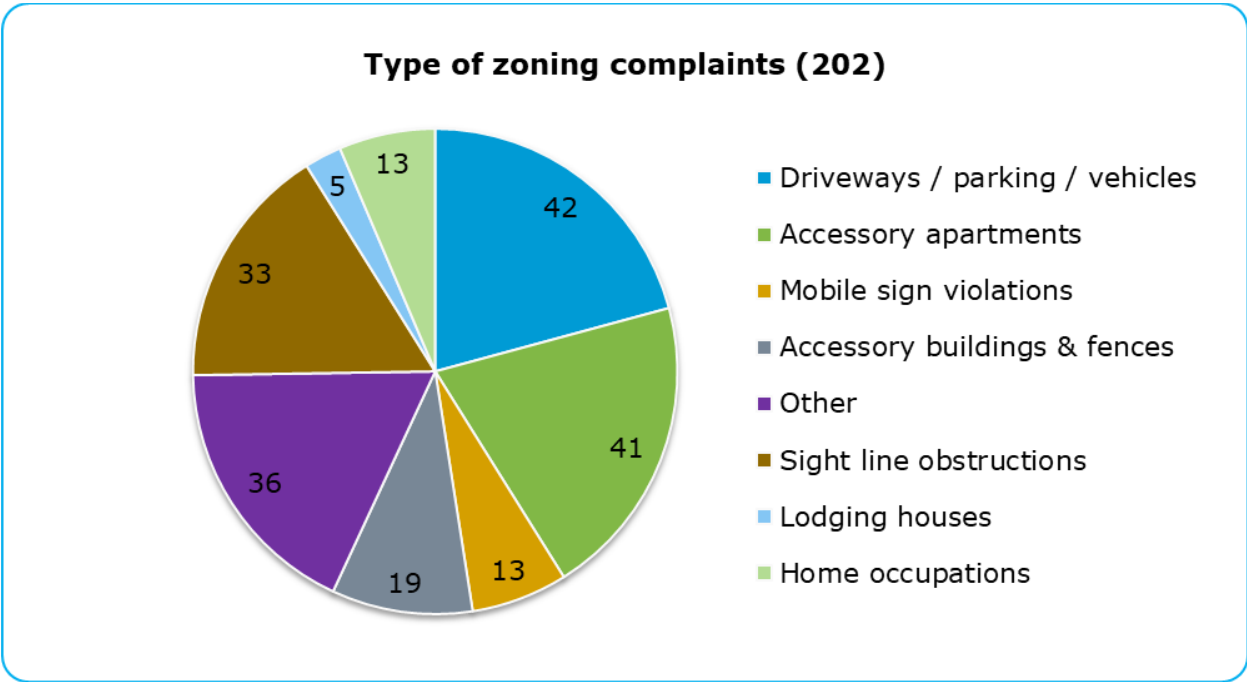
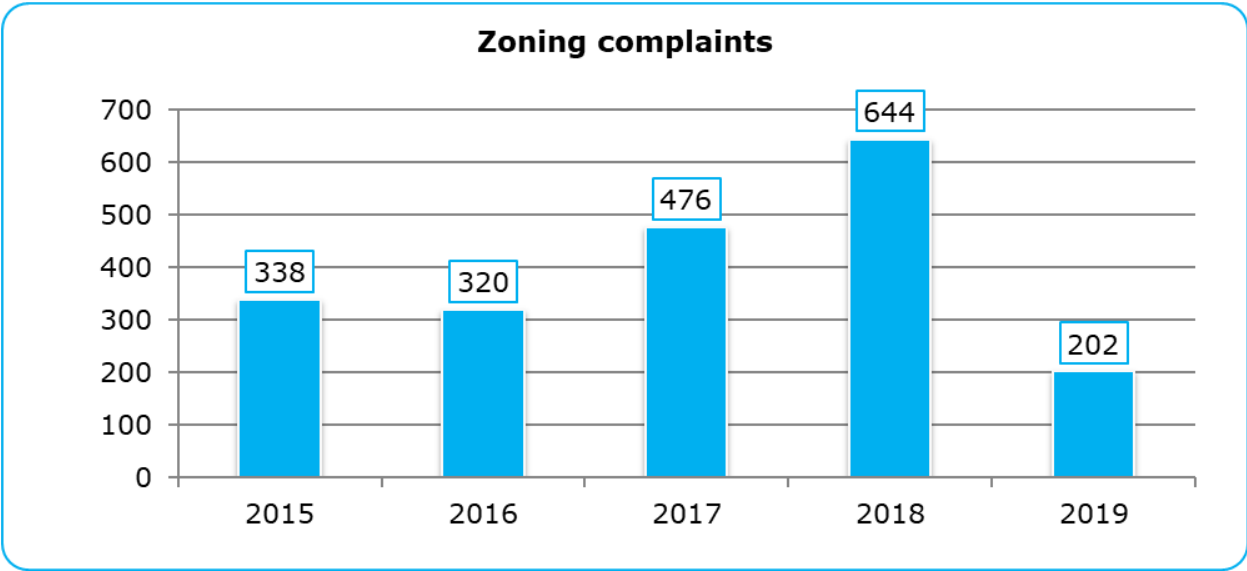
In early 2019, Council approved a new Outdoor Swimming Pool and Hot Tub Bylaw. This bylaw was created through collaboration with our industry partners and the public. The new bylaw is designed to enhance the public safety in regards to new swimming pool and hot tub installations. In 2019, 63 permits were issued under the new bylaw with enhanced safety measures.

Permits



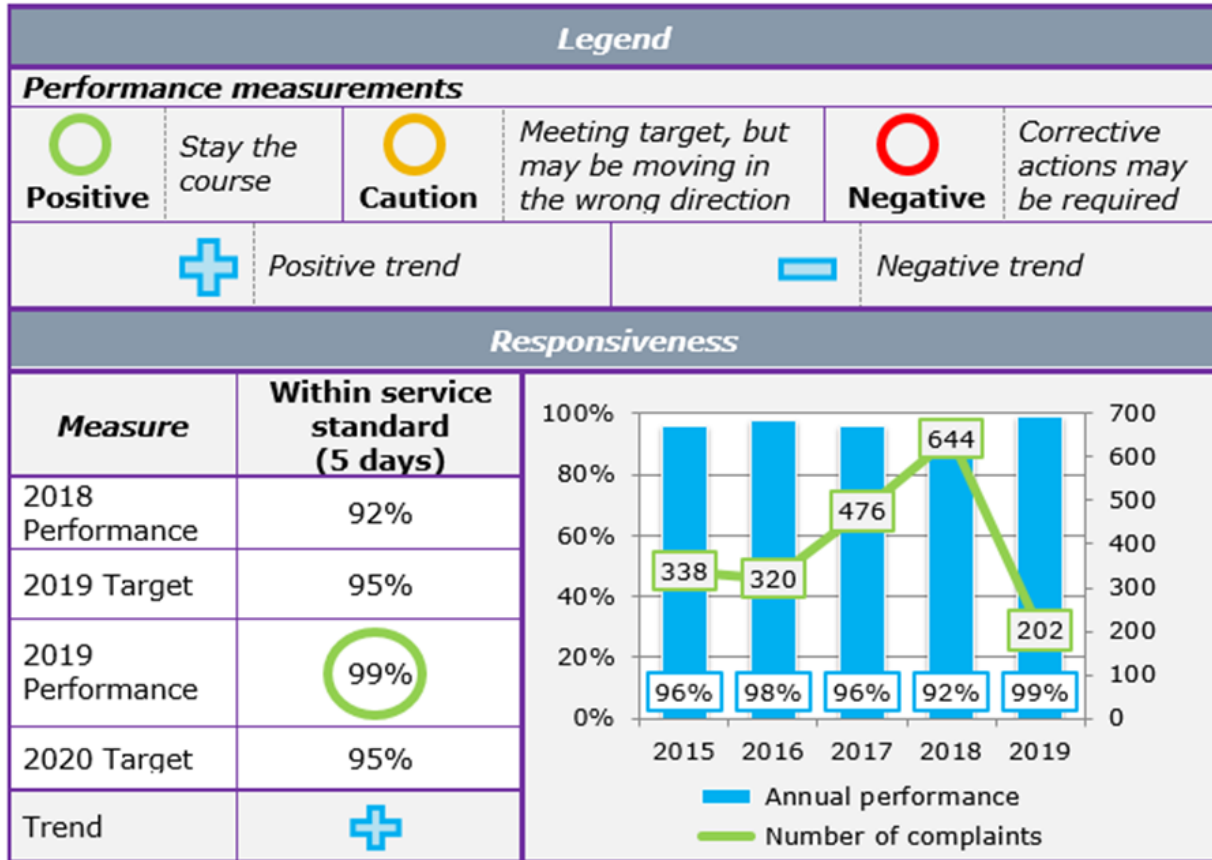
Performance Measurements

Dashboard



Scorecard

Our goal is to investigate a complaint within 5 days of receiving it. We aim to meet this target 95% of the time. In 2019 this target was successfully met.



BACKFLOW

Introduction

The City of Guelph Backflow Prevention Program was implemented in 2000. The intent of the program is to assist in providing a supply of safe drinking water to all City residents. This program, which is funded by Water Services, has two full-time staff within Building Services.

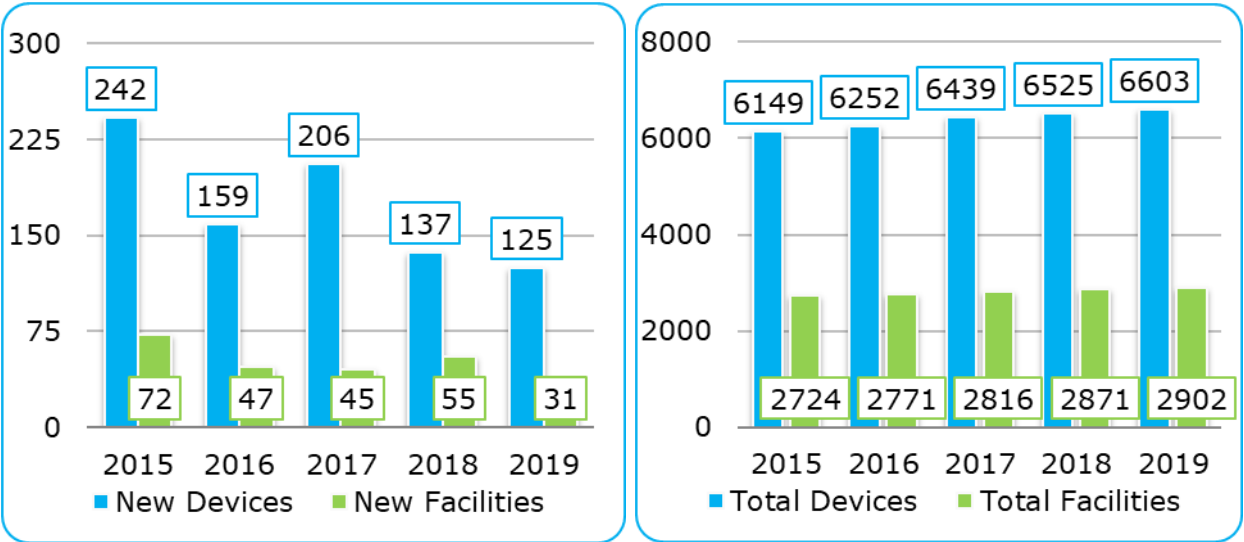
All industrial, commercial, institutional and larger multi-residential buildings are required to install backflow prevention devices on water services entering the building, as well as protecting all interior cross-connections. Other residential buildings are required to install backflow prevention devices on irrigation systems and other cross connections.

Annual testing is required on all testable devices in moderate to severe buildings and every 5 years in minor buildings and the reports shall be submitted to Building Services. Cross connection control surveys are also required to be submitted every five years, or as requested by the City, for all multi-residential, institutional, commercial and industrial buildings. A cross connection control survey is a thorough inspection of the plumbing system which identifies any actual or potential cross-connections within the building. These surveys list all backflow prevention devices currently in the facility and any upgrades required in order to remain compliant with the Backflow Prevention By-law.

Residential homes with access to an auxiliary water supply and that are also supplied by City water require a Cross Connection Control survey to be submitted every five years as well. **Please note that the total number of devices indicated in the report represents those devices that have been added, removed or exchanged.**

Performance Measurements

Dashboard



SEWAGE SYSTEMS

Introduction

Building Services implemented the Sewage System Maintenance Inspection Program in 2016 that was approved by Council in November of 2015, as a result of changes to the Building Code. This program requires all properties containing a private sewage system to undergo a maintenance inspection, which shall be carried out by a qualified third party individual.

The intent of the program is to ensure all properties within the City have properly functioning sewage systems so that they do not pose a risk to drinking water. This will ensure systems are functioning properly and not contaminating private wells, surface water, ground water or adjacent properties. Malfunctioning sewage systems are deemed to be an unsafe condition in the Building Code Act. This program will enable the City to ensure any unsafe conditions are rectified.

Performance Measurements

There are approximately 300 known properties within the City that require compliance with the Sewage System Maintenance Inspection Program. As of 2019, 100% (37 properties) of the higher risk properties were compliant.

No deadline is established in the Building Code for the inspection of sewage systems in the lower risk areas but it is our intent to have all systems inspected within the first 5 years of the program. By the end of 2019, 279 of the lower risk properties were compliant. The remainder of the known low risk properties will be addressed by 2021.

This program has also identified a number of properties that had been connected to the City's water and wastewater systems without Building Services knowledge which is a beneficial outcome of the program.

All properties in the Sewage System Maintenance Inspection Program are required to have follow-up inspections every 5 years.

TERMITES

Introduction

The City of Guelph has been tracking and combating an infestation of the eastern subterranean termites since the 1970s. This insect pest can be difficult and expensive to control and can cause serious structural damage to any wood frame structures, including housing. In order to protect the City's housing stock, and to prevent the continuous spread of this invasive species, the City implemented a termite control program. The program has one part-time staff member and two summer field assistants within Building Services.

The City hired Dr. Tim Myles as a full-time Termite Control Officer in 2007 to develop a comprehensive termite control program. Dr. Myles was previously the Director of the Urban Entomology Program at the University of Toronto, and is a pioneering researcher in area-wide management of termites.

Traditional termite control uses soil insecticides and wood preservatives to chemically treat affected structures, but does not address overall termite population control and suppression. The City's program integrates all traditional methods of pre-treatment, remedial treatment and preventative treatment, as well as preventative measures in new construction, termite habitat elimination, and termite population suppressive treatments.

The termite infestation has included five management areas; Woolwich (discovered in 1960's), Windermere (2000), Emma-Pine (2007), King Street (2012) and John Galt Park (2014). The Windermere and Emma-Pine management areas are no longer active. The King Street management area was inactive for the first full year in 2019.

Within each termite management area, properties are classified as either a red zone or a blue zone. Red zone areas have historically been within blocks encompassed by the infestation. Properties designated as blue zone are essentially buffer properties surrounding active areas. For additional information and to view the complete 2019 Termite Report, refer to guelph.ca/termites.

Subterranean termites are non-native invasive insects that can cause serious structural damage to buildings and structures, and can be difficult and expensive to control.

Termites are wood destroying insects that live in large colonies numbering several million. They forage through the soil and expand the colony's territory as they encounter new wood items to feed on.

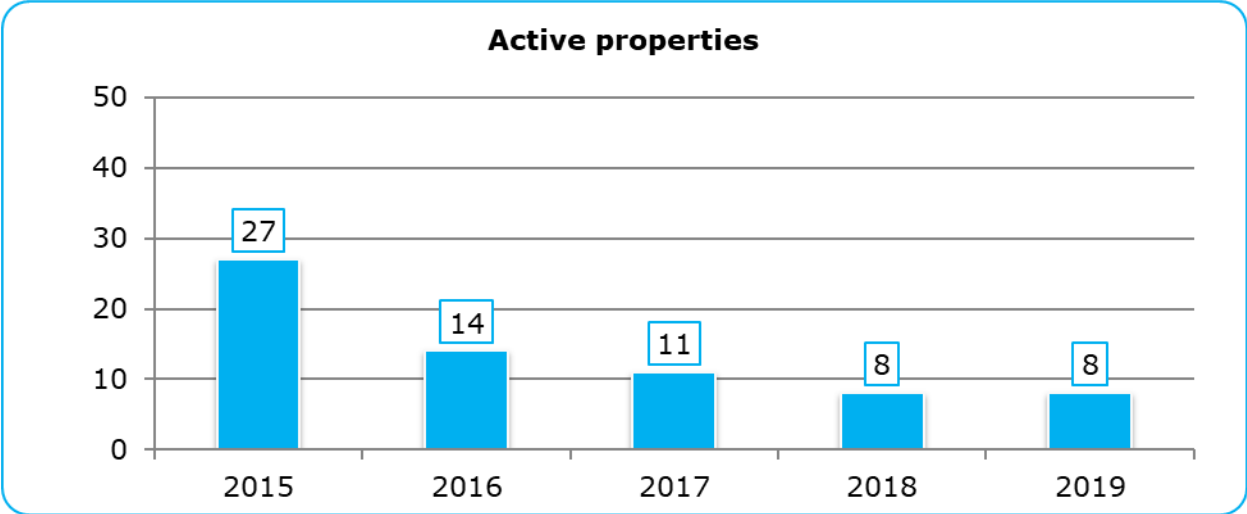
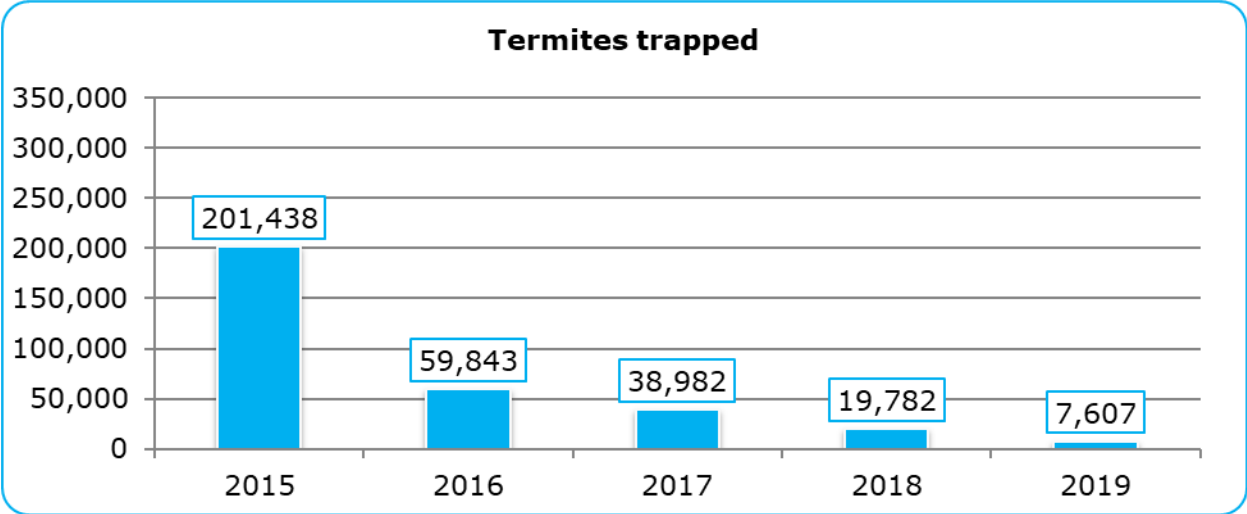


Performance Measurements

Dashboard

The total number of termites trapped is the best measure of Guelph’s termite population. Only 7,607 termites were trapped in 2019, a 61.5% decline compared to 2018 and the lowest level to date. However, the number of active properties remained stable with 8 properties having at least one active trap.

Toward the end of the 2019 season termites were reported by a homeowner in a new area of Guelph, near the southeast corner of Eastview Road and Mountford Drive. A yard survey was conducted and the new area encompasses 37 red zone properties and 25 blue zone properties. A control program for this area will be initiated in 2020.



FINANCIALS

Budget

Building Services is responsible to two budgets; one for OBC related activity and one for non-OBC related activity. The OBC budget is funded solely by building permit fees, whereas the non-OBC budget is tax-supported.

In 2019, the Building Services team was responsible for the administration of an OBC expenditures budget of approximately \$3.6 million and a non-OBC net budget of approximately \$0.8 million.

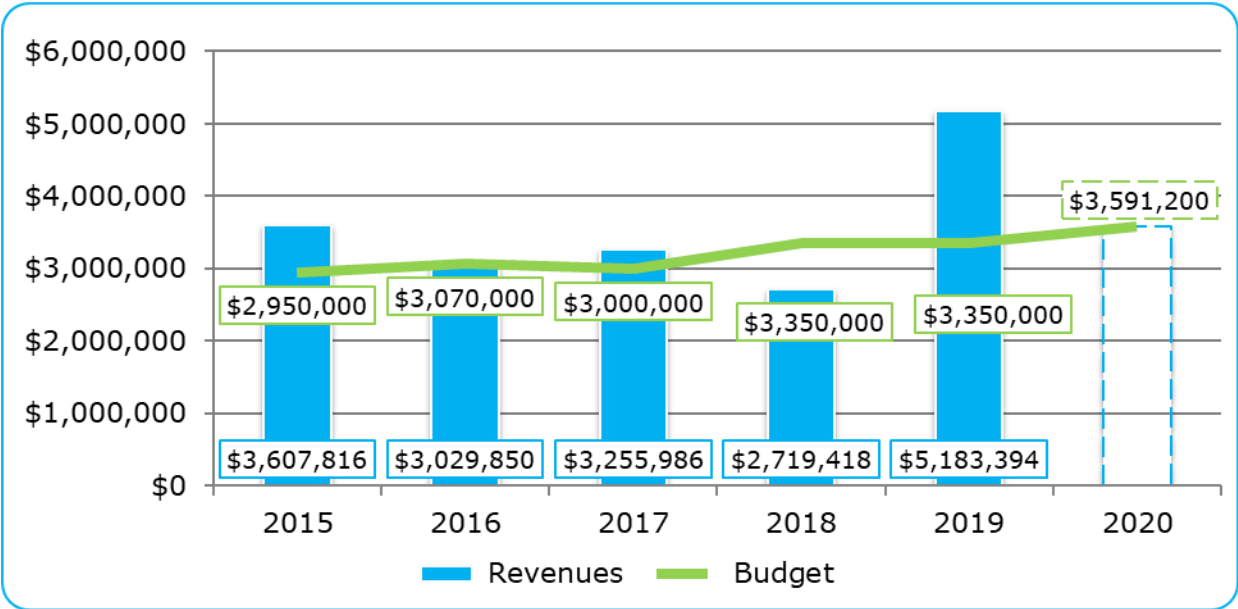
Revenues

The following five revenue charts indicate 2020 projections only.

OBC Permits and Inspections

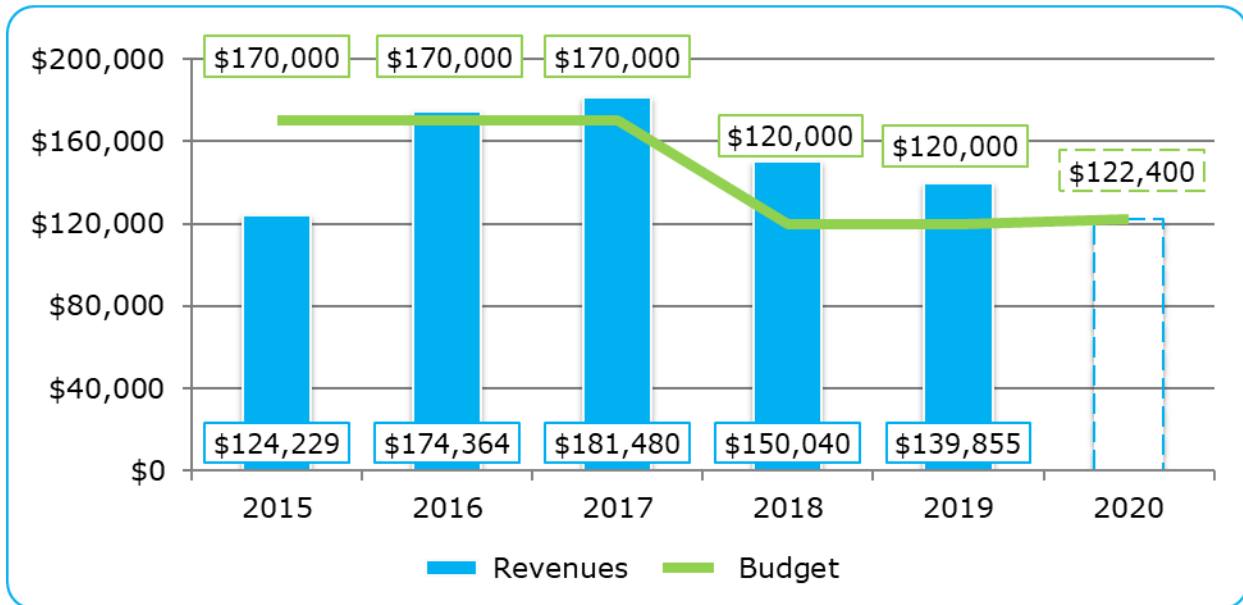
The OBC revenues generated in 2019 were almost \$5.2 million, which was approximately \$1.8 million more than budgeted. The total cost of delivering services related to the administration and enforcement of the Building Code Act was \$3,297,391 (including \$2,770,091 in direct and \$527,300 in indirect costs). The surplus was transferred to the reserve fund (see OBC Reserve Fund section below).

Amendments to the Building By-law and Reserve Fund Policy were approved by Council in 2019 that updated the fee indexing methodology to recover our costs through permit fees and address the systemic draw on the reserves; to better align with corporate budget practices for other non-tax supported operating units; to support achieving and maintaining a healthy reserve fund balance; and to align with best practices amongst comparator municipalities while maintaining the City’s competitive fee levels.

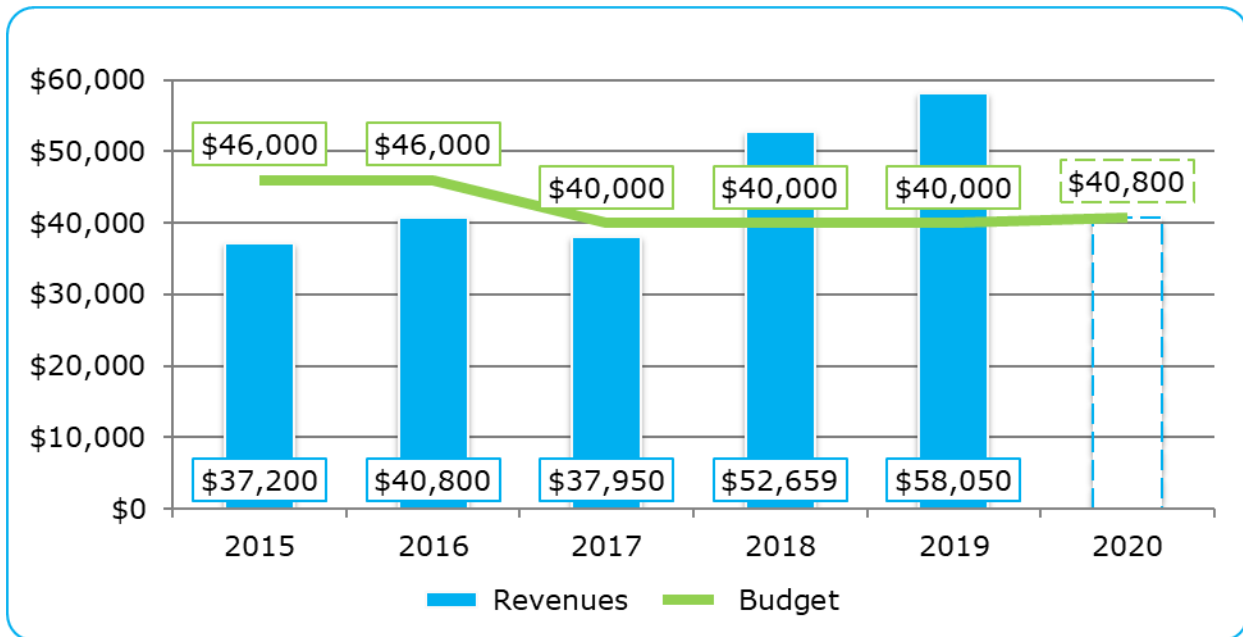


The other non-OBC revenues also remain healthy, as follows:

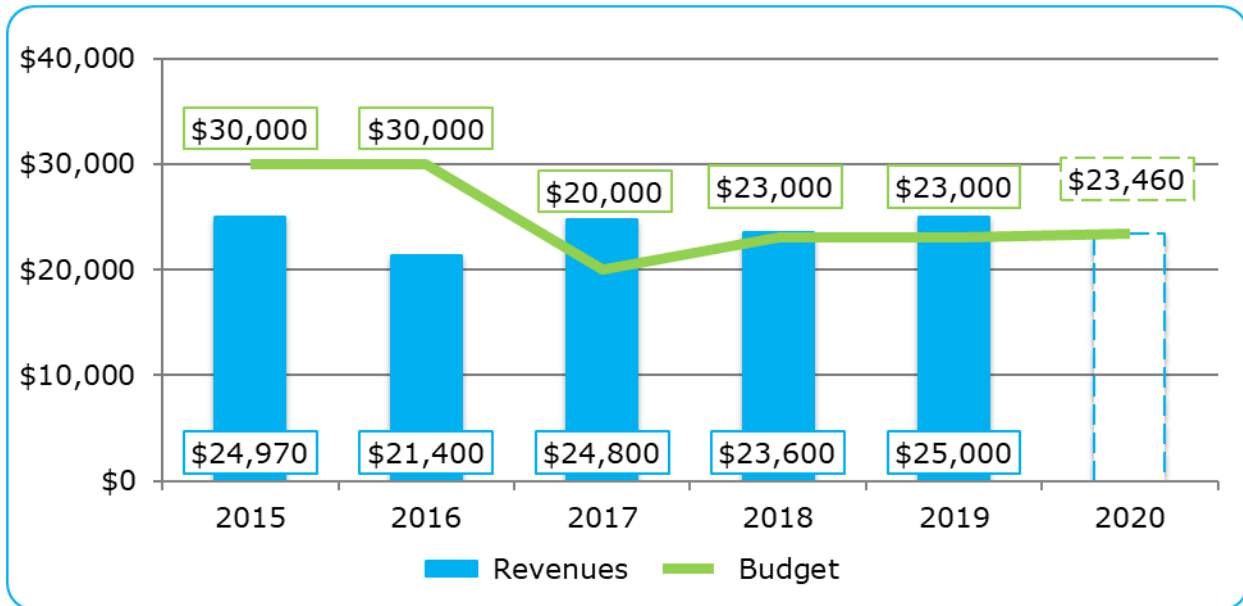
Non-OBC Permits and Inspections (Sign, pools and hot tubs)



Accessory Apartment Registrations

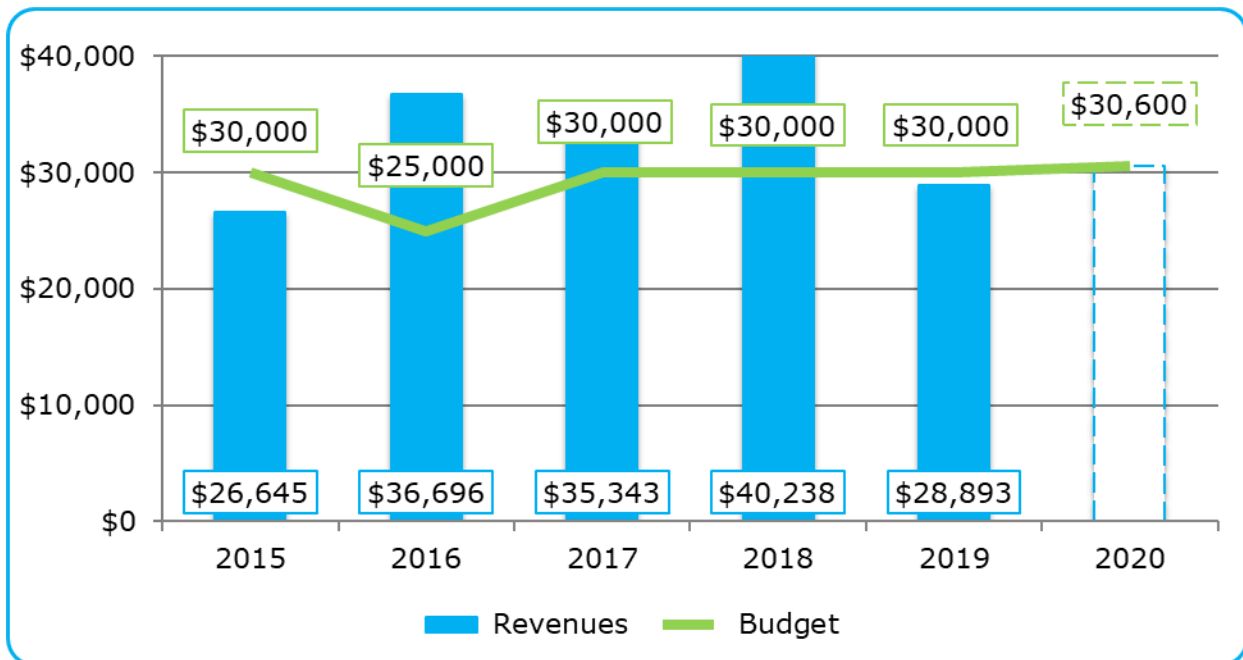


Property Information Reports



Other Administration and User Fees

Additional administration fees and user fees are collected for various services such as zoning opinion letters, sign by-law variance applications and curb cuts.

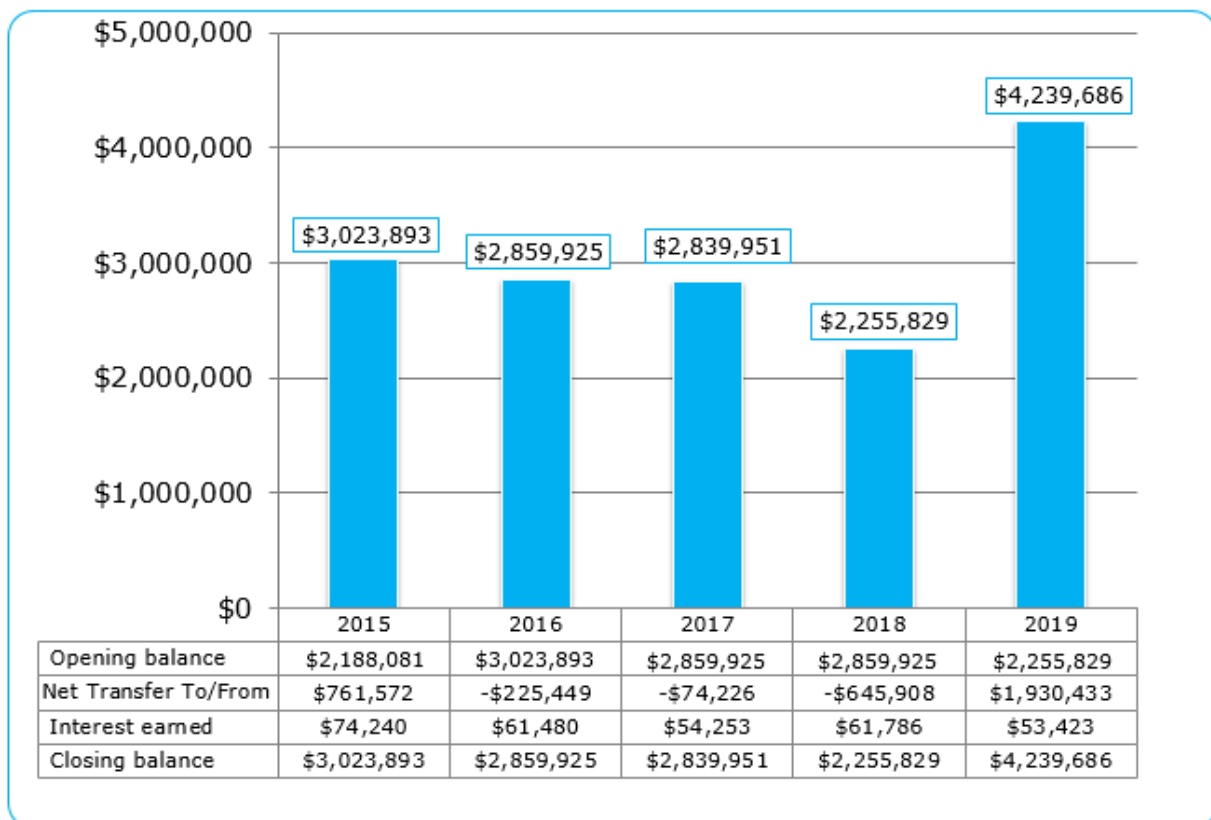


Ontario Building Code Reserve Fund

The Building Code Act allows permit fees to be set to recover the costs associated with the administration and enforcement of the Act, as well as reasonable contributions to a reserve fund. The OBC reserve fund can be used to offset lean years, implement service enhancements and cover unexpected expenses related to the administration and enforcement of the Act.

Amendments to the Building By-law and Reserve Fund Policy approved by Council in 2019 addressed the systemic draw on the reserve fund and changed the structure to support achieving and maintaining a healthy reserve fund balance and to align with best practices amongst comparator municipalities while maintaining the City's competitive fee levels.

The reserve fund target was set to be within the range of 100 to 150 per cent of the prior year's budgeted operating expenditures. The balance of the reserve fund at the end of 2019 is within this range.



Building Services 2019 Status Report

Building Services

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Infrastructure, Development and Enterprise Services
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