



Report
Staff Report
The Corporation of the City of Brampton
11/27/2024

Date: 2024-11-27

Subject: Information Report - Property Standards Audit Update (RM 33/2024)

Contact: Shane Keyes, Manager Property Standards, Enforcement & By-Law Services

Report number: Legislative Services-2024-933

RECOMMENDATIONS:

1. That the report from Shane Keyes, Manager Property Standards to the Committee of Council Meeting of November 27, 2024 re: Information Report - Property Standards Audit Update (RM33/2024), be received.

OVERVIEW:

- This report responds to the Audit Committee's recommendation to update the Committee of Council on the actions taken by By-Law Enforcement to enhance the efficiency and effectiveness of Property Standards Enforcement. This report informs Committee of Council on our Service Delivery Committee Objectives.
- This report informs Committee of Council on our Remedial Contractor Standard Operating Procedure (SOP) and the newly developed 311 working group committee.

BACKGROUND:

On June 26, 2024 Council approved the recommendations of the By-law Enforcement: Property Standards Audit Report from the Audit Committee Meeting of June 10, 2024. AU014-2024 [By-Law Enforcement: Property Standards Audit](#)

The report presented key recommendations aimed at improving the efficiency and effectiveness of property standards enforcement. The specific recommendations are listed in the appendix to the above report: [Appendix 1 - Property Standards Audit Report 0604](#)

The recommendations aimed to improve processes related to the management and response to service requests, as well as to enhance the reconciliation of paid contractor invoices. This will ensure that the City is able to fully recover clean-up costs from property owners responsible for violations.

Additionally, the report emphasized the importance of collaborating with Service Brampton to ensure that service requests related to “Grass” and “Refuse” are properly categorized for more accurate and timely responses.

CURRENT SITUATION:

To address the audit recommendations 1-4, a Service Delivery Committee was established, incorporating both front-line staff and management to ensure a collaborative approach to improvement.

A comprehensive SOP was created to outline the roles, duties, and expectations of Property Standards Officers, supervisors, and the manager, setting clear standards across all levels to guide consistent service delivery.

Measurable metrics were defined to monitor and evaluate performance effectively, supporting ongoing assessment and adjustments as needed to meet service delivery goals.

Secondly, the audit identified a need for improvements in processing remedial contractor invoices.

To address recommendation 5 (the City did not fully recover costs incurred to clean-up private properties), a new Standard Operating Procedure (SOP) has been established. This document outlines clear steps to ensure the accurate and timely completion of all necessary tasks. The SOP specifies timelines for each phase of processing to minimize delays, facilitate the prompt reconciliation of paid contractor invoices, and ensure that all incurred costs are recovered by incorporating invoice costs into the tax roll in a timely manner.

The report also emphasized the need to collaborate with Service Brampton to ensure that service requests related to “Grass” and “Refuse” are properly categorized for more accurate and timely responses. To achieve this, the Property Standards team is reviewing existing SOPs. Officers are to manually change the service request subtype if they notice any discrepancies.

To address Recommendation 6 (service requests being cancelled without proper referencing or follow-up, leading to invalid cancellations and inaccurate notifications to complainants) and Recommendation 7 (service requests for exterior offences not assigned to the correct offence category), a Service Brampton working group was established to review knowledge base articles. This ensures that Customer Service Agents (CSAs) accurately select the appropriate subtype when processing service

requests. Additionally, online submission forms are being reviewed to ensure residents select the most appropriate complaint type. These measures aim to enhance the accuracy and completeness of service request data, while also standardizing the process for cancelling service requests to ensure proper referencing, improve transparency, and maintain accurate communication with complainants

CORPORATE IMPLICATIONS:

Financial Implications:

There are no financial implications associated with this report.

STRATEGIC FOCUS AREA:

This report aligns with the City's Strategic Focus on Government & Leadership by focusing on service excellence with equity, innovation, efficiency, effectiveness, accountability, and transparency.

CONCLUSION:

In response to the audit recommendations, the actions taken will enhance the efficiency and consistency of Property Standards enforcement. The establishment of a Service Delivery Committee, the development of comprehensive SOPs, and improved collaboration with Service Brampton have streamlined processes, improved performance monitoring, and ensured more accurate service request categorization. Additionally, the new procedures for contractor invoice reconciliation have reduced delays and ensured timely cost recovery, leading to better service delivery and financial accountability.

While Internal Audit has read, and contributed, to this report, it is important to note that since the estimated completion dates for most of these Management Action Plans (MAPs) are the end of Q3 or Q4 2024, Internal Audit has not yet validated the action plans. The progress of the MAPs will be reviewed by Internal Audit in Q1 2025.

Authored by:

Reviewed by:

Shane Keyes
Manager, Property Standards
Enforcement & By-Law Services

Robert Higgs
Director, Enforcement & By-Law Services

Approved by:

Approved by:

Laura Johnston

Marlon Kallideen

Commissioner, Legislative Services

Chief Administrative Officer

Attachments:

- Appendix 1 - Property Standards Audit Report_0604