

Sustainable Growth and Development - Building Inspection															
Pillars	Description	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	Results / Comments	
Economy	Safeguard life, property, and public welfare by ensuring compliance with National Building Code, Building and Zoning By-laws in regard to the design, construction, and alteration of buildings and structures for the City of Moncton	Planning and Building Services	Building Inspection	Building and Plumbing Permitting and Inspection	<ul style="list-style-type: none"> Plumbing Permits Building Permits Demolition Permits Property Search Electrical Waiver 	Builder	To assist citizens, person and corporate, in preparing applications for building and plumbing permits that contain all required information.	Permitting throughput time; time from application to issuance	Residential						
						Builder			<ul style="list-style-type: none"> Single Family Dwelling applications issued within 5 business days 	85%	35%	78%	76%	<ul style="list-style-type: none"> Average turn around time was 6.17 days for Inspector Review 35% achieved target, 15 of 103 were over 11 days In most cases additional information is required of the developer prior to permit processing being complete 	
						Builder			<ul style="list-style-type: none"> Duplex Dwelling applications issued within 5 business days 	85%	59%	22%	71%	<ul style="list-style-type: none"> Average turn around time was 6.36 days for Inspector Review 58.75% achieved target 33 of 80 were over 5 days In most cases additional information is required of the developer prior to permit processing being complete 	
						Plumber			<ul style="list-style-type: none"> Plumbing applications issued within 5 business days 	85%	90%	98%	99%	<ul style="list-style-type: none"> Average turn around time was 2.23 day for Inspector Review 456 permit applications received Percentage of compliance 90%. Only 8 permits exceeded the 6 day review period 	
						Homeowner			<ul style="list-style-type: none"> Fence applications issued within 5 business days 	85%	63% Fence / 71% Pools	100%	85%	<ul style="list-style-type: none"> Deck/Fence(s) 5.10 days, 63% met target 78 deck permits were issued Pools 6.71 days 	
						Homeowner			<ul style="list-style-type: none"> Accessory Buildings applications issued withing 5 business days 	85%	64%	60%	77%	<ul style="list-style-type: none"> Accessory Buildings 4.79 days, 64% met target Engineering documents for more complex construction and revised plans from applicant often cause delays 10 accessory buildings Recent legislation changes have excluded many accessory buildings from the building permit process Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control 	
						Homeowner and Lawyer			<ul style="list-style-type: none"> Property Search completed within 5 business days 	85%	78%	90%	93%	<ul style="list-style-type: none"> Average turn around time was 2.38 days 78% achieved targets - 180 applications received 	
									Commercial						
									<ul style="list-style-type: none"> Multi-Unit Residential Apartment / Condo applications issued within 10 business days 	85%	21%	No	No	<ul style="list-style-type: none"> Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control Average turn around time was 54.64 days Inspector Review 6 of 28 application were within 10 business day Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements Further, additional information is often required of the developer prior to permit processing being complete All multiple units require the approval of the Planning Advisory Committee. As of 2024 multi-unit apartment buildings are no longer a conditional use and have been streamlined to permitted use 	

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						Builder			<ul style="list-style-type: none"> School/Day-Care/Special Care applications issued within 10 business days 	85%	52%	No	No	<ul style="list-style-type: none"> Average turn around time was 11.37 days Inspector Review 11 of 22 application were over 10 business days Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements Further, additional information is often required of the developer prior to permit processing being complete
									<ul style="list-style-type: none"> Office applications issued within 10 business days 	85%	33%	N/A	No	<ul style="list-style-type: none"> Average turn around time was 16.80 days 4 of 6 application were over 10 business days Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control Most were issued foundation permits to allow construction while the various departments reviewed the permit requirements Further, additional information is often required of the developer prior to permit processing being complete
									<ul style="list-style-type: none"> Recreation applications issues within 10 business days 	85%	N/A	Yes	No	<ul style="list-style-type: none"> No applications received
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									<ul style="list-style-type: none"> Restaurant applications issued within 10 business days 	85%	50%	No	No	<ul style="list-style-type: none"> Average turn around 5.5days for Review 1 of 2 application were over 10 business days Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control
									<ul style="list-style-type: none"> Warehouse applications issued within 10 business days 	85%	0%	No	No	<ul style="list-style-type: none"> Average turn around was 23.07 days All 14 application were over 10 business days Further adjustments required in the tracking system to more precisely track only the time within the department's control and avoid adding the time spent waiting for information beyond the department's control

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									<ul style="list-style-type: none"> Manufacturing applications issued within 10 business days 	85%	25%	N/A	No	<ul style="list-style-type: none"> Average turn around was 41.25 days 3 of 4 application were over 10 business days 	
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