

# Building Code Complaint Procedure

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APRIL 14, 2026

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# Context

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- Post-Camp Fire rebuilding created a high volume of construction activity and permit issuance.
- The Town implemented a Building Division Corrective Action Plan (CAP) to improve processes and public confidence.
- Residents have raised concerns about possible code issues discovered after construction was completed.
- Feedback from residents have had no formal local recourse for intake, review, and resolution of those complaints by the contractor.



## 2025 Building Division Audit Corrective Action Plan

*RESTORING COMMUNITY CONFIDENCE THROUGH IMPLEMENTATION*  
APPROVED BY TOWN COUNCIL FEBRUARY 10, 2026

Prepared by:  
Marc Mattox  
Assistant Town Manager

# Ordinance Purpose

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Ordinance No. 655 would add PMC §15.02.065 to create a formal post-construction Building Code complaint process, using an independent reviewer and CAP Committee oversight.

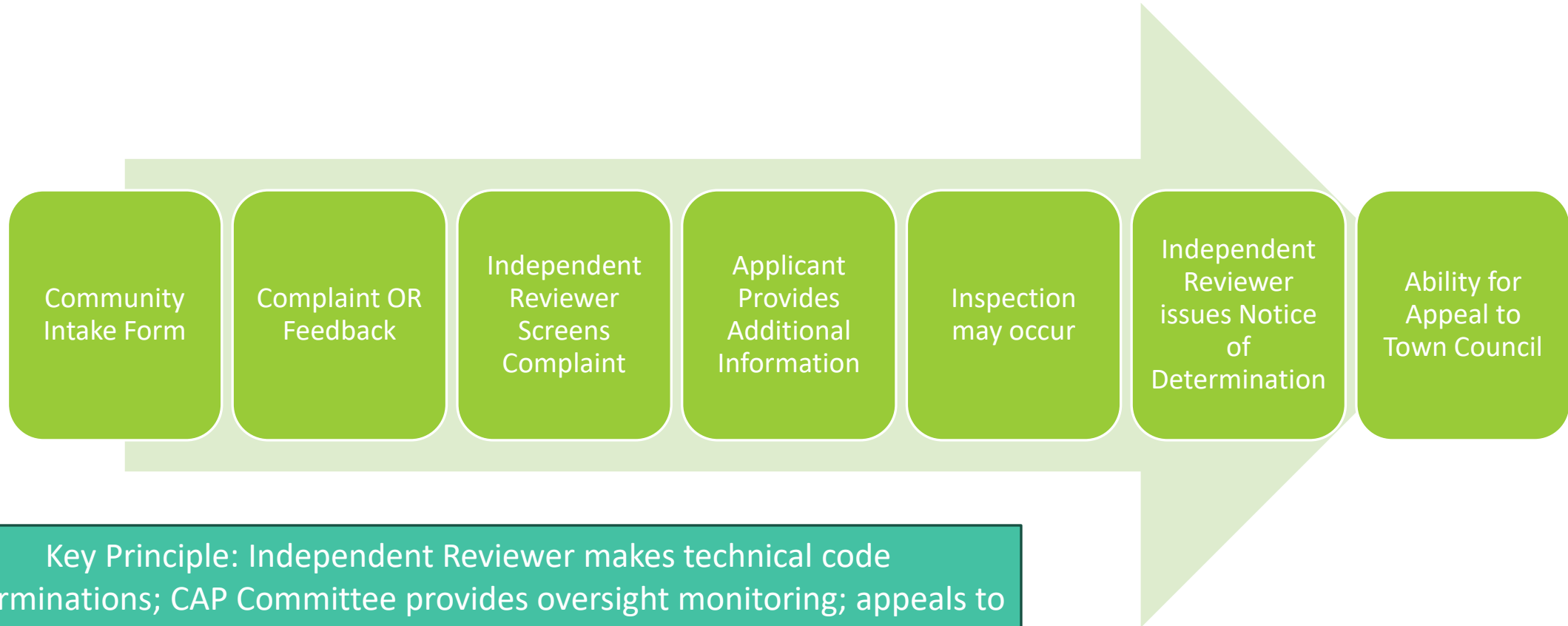
If a contractor receives 3 “strikes”, Town will have authority to hold or deny permit approvals until those strikes are addressed

**GOAL:** Increase incentives for contractors to remain responsive to code compliance issues post-construction.



# Ordinance Process

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# Key Features

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**Due Process:** Permit applicants receive notice and can submit evidence prior to determinations

**Scope:** Applies to complaints alleging building code violations discovered after inspection final

**Independent Reviewer:** Shall be a third-party consultant and not have had a role in project development

**CAP Committee Role:** Advisory and oversight only; does not make technical decisions on code compliance

**Strike Mechanism:** Verified violations may produce a strike; three active strikes may lead to suspension or denial of permits until corrected

# Existing Survey

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<https://www.surveymonkey.com/r/CMYZRT3>

# Draft Survey

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[www.surveymonkey.com/share/fa679e33-496c-496f-a5e1-8c8467df63a2](https://www.surveymonkey.com/share/fa679e33-496c-496f-a5e1-8c8467df63a2)

# Action Requested

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Waive the first reading and introduce Ordinance No. 655. Ordinance No. 655 would add PMC §15.02.065 to create a formal post-construction Building Code complaint process, using an independent reviewer and CAP Committee oversight.

If approved, a second reading will be required in May and if approved again, Town staff would then begin distribution of the revised intake survey and creating internal processes to receive and manage complaints.