

# 2025 Building Division Audit & Corrective Action Plan Quarterly Update

June 9, 2026

Paradise Town Council Meeting

# Internal Systems Strengthened

- Staff training completed
- Standardized inspection procedures implemented
- Quality assurance program established
- Permit counter procedures updated
- Independent QA review engaged
- Field Training Officer program completed

# Public Accountability Expanded

- Building Code Complaint Ordinance adopted
- Independent complaint review process established
- CAP Advisory Committee seated
- Public intake form launched
- Ombudsman services available
- Monthly transparency reporting initiated

# Independent Oversight & QA Advisor

William “Bill” Hayes, CBO

*Interwest Consulting Group*

- 21 years of building code and municipal experience
- Certified Building Official (CBO) and ICC-certified inspector  
Provides independent review of CAP implementation
- Serves as Independent Reviewer for Building Code Complaints under Ordinance 655

# Next Steps

## Accountability

- Continue Quality Assurance work
- Implement Building Code Complaint Ordinance

## Continuous Improvement

- Continue training
- Identify new areas to improve from community feedback

## Transparency

- Report to Ad Hoc Committee
- Monitor & report on complaint activity
- Return to Council with next quarterly update