

2025 Building Division Audit & Corrective Action Plan

February 10, 2026

Paradise Town Council Meeting

Agenda

- CAP Overview
- CAP Questions Received
- CAP Team
- Next Steps
- Council Action Recommended

Corrective Action Plan

CAP Questions Received

Follow Up Questions: Transparency

- How will the Town publicly report progress on corrective actions identified in the audit?
 - Page 21 - Public Reporting Commitments
- Will residents be informed of what specifically went wrong and what changes have been implemented
 - Page 8 - Commitment to Publishing Finding and Updating Metrics
 - Page 21 - Public Reporting Commitments

Follow Up Questions: Training

- What specific training is now required for Building and inspection staff?
 - Pages 14-15 Permit Counter Improvements
 - Matrix IDs B-1, 3, 4, 6
 - Pages 17-18 Building Inspection Process Reforms
 - Matrix IDs C-1, 2, 3, 4, 5
- How will the Town verify inspector competency and consistent application of codes?
 - Pages 17-18 Building Inspection Process Reforms
 - Matrix IDs C-6, 7, 8
 - Pages 9-10 Tracking, Accountability, and Interpretation
- Is training ongoing, and how is compliance tracked?
 - Pages 9-10 Tracking, Accountability, and Interpretation
 - Pages 14-18 Table B and Table C
 - Page 20 Proposed CAP Timeline

Follow Up Questions: Accountability and Oversight

- Will there be a follow-up or independent audit to confirm that corrective actions were effective?
 - Page 19, Future Supplemental Recommendations
 - Page 21, Public Reporting, Transparency, and Advisory Oversight
- Who is responsible for ongoing oversight and enforcement of corrective measures?
 - Pages 12-13, Table A Community Development Administration
- What consequences exist if the same deficiencies identified in the audit continue?
 - Pages 12-13, Table A Community Development Administration
 - Performance Management through Human Resources

Follow Up Questions: Resident Impact

- Pages How will the Town address residents who were negatively impacted by prior inspection errors or inconsistencies?
 - Pages 7-8 Defining Appropriate Pathways for Homeowners with Concerns
 - Page 18, Public Support & Complaint Resolution
- Is there a clear, accessible process for homeowners to raise concerns or request review without undue burden or retaliation?
 - Pages 7-8 Defining Appropriate Pathways for Homeowners with Concerns
 - Page 18, Public Support & Complaint Resolution

CAP Team

CAP Team Organization

- Town Council
- Building Ad Hoc Committee
- Assistant Town Manager
 - Interwest (Independent Consultant Team for CAP Only)
 - Chief Building Official
 - Permit and Inspection Specialists
 - Training Library
- Community Development Director
 - Staff
 - Consultant Support

Next Steps

Next Steps

- Launch Comprehensive Website
 - Audit
 - CAP
 - Intake Form
 - Resources
- Advertise Intake Form
- Begin Data Analysis
- Continued Implementation in the CAP
- New Recommendations from the CAP efforts
- Launch Committee
- Ongoing Reporting

Council Action Requested

Council Action Requested

- 1. Approve the Corrective Action Plan for the 2025 Building Division Audit with planned future updates quarterly;
- 2. Provide alternate direction