

Service Standards

We are back to inspections in what would be considered to be somewhat normal for 2 consecutive months. Before the pandemic the inspection system generated a report that looked at the change in status from “new request” to “completed” allowing me to report on the turnaround time of completing inspections. During the pandemic we were in varying stages of performing inspections with none being done, to hybrid with virtual and on-site, and finally to onsite inspection on all lines of business. At this time Becky was still inputting inspections into the system under “new request” status. We have inspections going back to the beginning of the pandemic meaning the time between “new request and “complete” is extensive and not a fair number to report on. The more accurate way would be when an inspection was assigned to the individual inspector, to completion but unfortunately I cannot extract that data. The inspectors are being loaded up with a pool of inspections of around 100 to work from. They are responding to important rush inspections by underwriting almost on a weekly basis.

Other Service Standards

- Health and safety committee continues to meet.
- Extra cleaning and sanitization continues
- We still maintain a good supply of masks and hand sanitizer is readily available throughout the building
- Self-test kits for staff continues in the office as well as for the inspectors in the field
- HVAC filter changes on 6 week intervals continues