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October 14, 2021

TO: IAS – BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS, AND THIRD PARTIES PROVIDING BUILDING AND/OR PROPERTY MAINTENANCE CODE ENFORCMENT SERVCIES, AND OTHER INTERESTED PARTIES

SUBJECT: Proposed Revisions to the Recognition Criteria for Building Departments, Code Enforcement Departments, and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services RC418-202112-R0 (MB)

Hearing Information:

IAS Accreditation Committee
Tuesday, December 14, 2021
8:30 a.m. (California - PST)
WebEx Meeting – Refer to IAS website for details.

Dear Madam or Sir:

Proposed Revisions to the Recognition Criteria for Building Departments, Code Enforcement Departments, and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services, (RC418) has been placed on the agenda for committee consideration at the above-noted meeting.

The proposed changes are intended to align with the applicable requirements of the Accreditation Criteria for Building Departments, Code Enforcement Departments and Third Parties Providing Building And/Or Property Maintenance Code Enforcement Services (AC251). Accordingly, the proposed changes include:

1. Line 156. The proposed language would change the word “should” to “shall” to clarify that the establishment of service targets is mandatory.
2. Lines 224-228. The proposed language to be added is intended to further clarify the purpose of required internal audits
3. Lines 235-238. The proposed language to be added is intended to clarify that service goals audit results are required to be documented in a summary report.
4. Line 442. The proposed added language is intended to clarify that this section only applies to departments/divisions/third parties that are responsible for flood plain management.

You are cordially invited to submit written comments, or to attend the WebEx committee hearing and present verbal comments. Written comments will be forwarded to the committee, **prior to the hearing**, if received by November 14, 2021. For your convenience, a comment form is provided. The link can be found on the Accreditation Committee meeting page on the IAS website, www.iasonline.org. Comments must be emailed to iasinfo@iasonline.org.

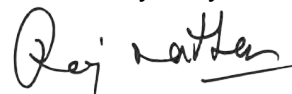
Parties interested in proposed revised criteria may deliver written communications and submissions regarding such proposed criteria to IAS within approximately 30 days of posting of the public notice on the IAS website. The committee shall be informed of all pertinent written communications received by IAS. Any relevant communication and changes to a criteria arising from the written communication/submission shall be posted to the IAS website prior to the meeting.

Participants at the accreditation committee meetings shall have the opportunity to speak on the proposed criteria to provide information to the committee. Committee meetings are generally held by electronic means. Participants are responsible to ensure access to appropriate computer equipment, software, and internet connectivity to ensure effective participation during the meeting.

Your cooperation is requested in forwarding to IAS, as noted above, all material directed to the committee. Prior to the hearing, parties interested in the deliberations of the committee should refrain from communicating, whether in writing or verbally, with committee members regarding agenda items. The committee reserves the right to refuse communications that do not comply with this request.

If you have any questions, please contact IAS at 562-364-8201. You may also reach us by e-mail at iasinfo@iasonline.org.

Yours very truly,



Raj Nathan
President

Enclosures: Proposed Revised RC418

cc: Accreditation Committee



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4 **PROPOSED REVISIONS TO RECOGNITION CRITERIA FOR**
5 **BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS, AND**
6 **THIRD PARTIES PROVIDING BUILDING AND/OR PROPERTY MAINTENANCE CODE**
7 **ENFORCEMENT SERVICES**

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9 **RC418**

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14 **Proposed October 14, 2021**

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18 **PREFACE**

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22 The attached accreditation criteria have been proposed to provide all interested parties with an
23 opportunity to comment. These criteria may be further revised as needed. The criteria are developed
24 and adopted following public hearings conducted by the International Accreditation Service (IAS),
25 Accreditation Committee and are effective on the first of the month following approval by the
26 Accreditation Committee, but no earlier than 30 days following the approval.

27 **PROPOSED REVISION TO RECOGNITION CRITERIA FOR BUILDING DEPARTMENTS, CODE**
28 **ENFORCEMENT DEPARTMENTS, AND THIRD PARTIES PROVIDING BUILDING AND/OR PROPERTY**
29 **MAINTENANCE CODE ENFORCEMENT SERVICES**

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31 The IAS Building Department Recognition Program provides a virtual online administrative assessment by
32 IAS that evaluates a building department's/property maintenance code enforcement department's or third-
33 party service provider's practices for building code and/or property maintenance code enforcement permitting,
34 plan review, inspection and related services that it provides to communities. The IAS Recognition Program
35 serves to recognize building and property maintenance code enforcement departments and third-party service
36 providers and is intended to serve as a voluntary first step towards the attainment of IAS Building Department
37 Accreditation. In addition, the Recognition Program serves to familiarize building and property maintenance
38 code enforcement departments and third-party service providers with the IAS Building Department/Code
39 Enforcement Agency Accreditation Program (AC251).

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41 **NOTE: The numbering sequence in these criteria mirrors the numbering sequence in the IAS**
42 **Accreditation Criteria for Building Departments/ Code Enforcement Agencies (AC251) effective date**
43 **January 1, 2021. (AC251 is available to download at www.iasonline.org/PDF/AC/ac251.pdf).** In that
44 **not all requirements of AC251 are applicable to this Recognition Criteria, the numbering sequence of**
45 **this criteria are not numerical order, but rather reflect the number of the corresponding sections in**
46 **AC251. For clarity and reference purposes, Annex E contains the sections of AC251 that are**
47 **specifically *excluded* from this Recognition Criteria.**

48 **1.0 INTRODUCTION**

49 **1.1 Scope:** This criteria sets forth requirements for obtaining International Accreditation Service, Inc. (IAS),
50 recognition of governmental entities and third-party service provide responsible for enforcement of building
51 and construction laws, property maintenance codes, or other jurisdictional ordinances relating to
52 enhancing The quality of life within their jurisdictions, such as fire, zoning or traffic laws.

53 **1.2 Normative and Reference Documents**

- 54 **1.2.1** *Accreditation Criteria for Regulatory Agencies and Third Parties Providing Building and/or*
55 *Property Maintenance Code Enforcement Services (AC251).*
- 56 **1.2.2** *International Building Code (IBC) current edition, and related construction codes published by*
57 *the International Code Council.*
- 58 **1.2.3** *International Property Maintenance Code (IPMC) published by the International Code Council.*
- 59 **1.2.4** *British Columbia Building Code (BCBC) and Vancouver Building By-law, current editions.*
- 60 **1.2.5** *Building Department Administration, by Robert E. O'Bannon, published by the International*
61 *Code Council.*

62 1.2.6 IAS Rules of Procedure for Building Department/Code Enforcement Agency Recognition.

63 1.2.7 National Flood Insurance Program (NFIP) Regulations 44C.F.R Part s 59 and 60.

64 **2.0 DEFINITIONS**

65 **2.1 Accreditation:** Formal third-party recognition that a body fulfills specified requirements and is
66 competent to carry out specific conformity assessment and regulatory tasks.

67 **2.2 Accreditation Committee:** A committee of government officials appointed by the IAS Board of
68 Directors to monitor the work of and to develop accreditation criteria for IAS.

69 **2.3 Accreditation Review Committee (ARC):** A committee established by the IAS Board of Directors to
70 render accreditation decisions on the IAS Building Department/Code Enforcement Agency
71 Accreditation program.

72 **2.4 Alternate Materials and Methods of Construction:** A material, design or method of construction that
73 has been approved where the authority having jurisdiction finds that the proposed design or product is
74 satisfactory and complies with the intent of the provisions of the code.

75 **2.5 Appeal:** Request for reconsideration of any administrative decision by the department related to its
76 enforcement authority. Administrative decisions include:

77 – refusal to accept an application for issuance of permit;

78 – refusal to proceed with plan check or inspections;

79 – corrective action requests;

80 – refusal to agree with the designer's code interpretation;

81 – decisions to deny, suspend or halt construction work;

82 – any other action that impedes the attainment of a permit for construction or certificate of occupancy.

83 **2.6 Approved:** Acceptable to the official having jurisdiction.

84 **2.7 Approved Agency:** An established and recognized agency regularly engaged in conducting tests or
85 furnishing inspection services when such agency has been approved. Accreditation by the International
86 Accreditation Service as a testing laboratory or inspection agency meets the intent of IBC Section
87 1702.1 relative to approved agencies.

88 **2.8 Building:** Any structure used or intended to support or shelter any use or occupancy.

89 **2.9 Building Code Administrator/Building Official/Code Official:** The officer or other designated
90 authority charged with the administration and enforcement of codes as adopted in their jurisdiction.

91 **2.10 Building Department/Code Enforcement Department:** Authoritative body which performs functions
92 related to enforcement of construction and other laws and/or enforcement of property maintenance
93 code requirements.

- 94 **2.11 Certified Contractor:** Any contractor who possesses a certificate of competency issued by state
95 regulators and that is allowed to contract in any jurisdiction in the state without being required to fulfill
96 the competency requirements of that jurisdiction.
- 97 **2.12 Competent:** Ability to apply knowledge and skills to achieve intended results. **Note: Demonstrated**
98 **competence is sometimes referred to as qualification.**
- 99 **2.13 Complaint:** Expression of dissatisfaction, other than appeal, by any person or organization,
100 concerning some matter related to the agency, where a response is expected
- 101 **2.14 Construction Documents:** Written, graphic and pictorial documents prepared or assembled to
102 describe the design, location and physical characteristics of a building project.
- 103 **2.15 Contract Staff:** A third-party individual or entity hired by the local jurisdiction to perform plan review
104 and/or inspection services.
- 105 **2.16 Control:** The direction, regulation and coordination of procedures and related documents to assure
106 consistency of operations.
- 107 **2.17 Document:** Information captured in any medium, including written text (paper or digital), flow charts,
108 drawings or sketches, photographs, audio or video recordings, and others.
- 109 **2.18 External/Internal Pressures and Influences:** Interference with due process of code enforcement by
110 persons in a position of power (such as elected officials).
- 111 **2.19 Historic Buildings:** Buildings that are listed in or are eligible for listing in the National Register of
112 Historic Places or designated as historic under appropriate state or local law.
- 113 **2.20 Impartiality:** Possessing the qualities of independence, neutrality, fairness, open-mindedness, even-
114 handedness, detachment, and balance; and freedom from conflicts of interest, adverse influence, bias,
115 and/or prejudice.
- 116 **2.21 Internal Audits:** An audit is a systematic, independent and documented process to obtain and
117 evaluate objective evidence to determine the extent to which the audit criteria is fulfilled. An internal
118 audit is an audit conducted by, or on behalf of, the organization itself for the purpose of identifying the
119 extent to which the requirements of the quality management system are followed, as well as the
120 effectiveness of current processes, and is carried out by personnel not responsible for the work or
121 process being audited.
- 122 **2.22 Jurisdiction:** The geographic area over which the authority to enforce adopted codes is exercised.
- 123 **2.22 Life-Safety Error:** Omission or flaw in design or construction that has the potential negatively impact
124 occupant and/or rescuer safety; or, the failure to meet, in design or construction, a required minimum
125 standard intended to minimize the effects of fire and related hazards to occupants and/or rescuers.
126 (May include, for example, errors in the design, construction or installation of major structural
127 components, exiting systems, fire alarms and sprinklers, smoke control systems, control systems for
128 hazardous materials, etc.).

- 129 **2.23 Management or Operational Audits:** Independent evaluations conducted by a qualified entity, at the
130 request of the elected or appointed officials, to measure the operational consistency and overall
131 efficiency of the department/code enforcement agency.
- 132 **2.25 Management Reviews:** Reviews performed by management of internal audit findings (including
133 internal quality audits) to assess the organization’s level of procedural conformance, identify and
134 correct areas of nonconformance and inefficiency, and engage staff in improving processes and
135 procedures.
- 136 **2.26 Nonconformity:** nonfulfillment of a requirement.
- 137 **2.27 Permit:** An official document issued by the authority having jurisdiction which authorizes performance
138 of a specified activity.
- 139 **2.28 Permit Applicant:** An individual or corporation applying for a building construction permit or plan
140 review in accordance with local codes or other normative documents.
- 141 **2.29 Policy:** Directive formally expressed by an organization’s top management.
- 142 **2.30 Procedure:** See “Standard Operating Procedures”.
- 143 **2.31 Process:** A series of actions or operations which are intended to end in a particular result.
- 144 **2.32 Record:** A document which provides evidence of activities performed or results achieved (see
145 definition for “Document”).
- 146 **2.33 Registered Contractor:** Any contractor who has registered with the appropriate state agency pursuant
147 to fulfilling the competency requirements in the jurisdiction for which the registration is issued.
148 Registered contractors may contract only in such jurisdictions.
- 149 **2.34 Registered Design Professionals:** Individuals registered or licensed to practice their respective
150 design professions as defined by the statutory requirements of the professional registration laws of the
151 state or jurisdiction in which the project is to be constructed.
- 152 **2.35 Service Goals:** Goals set for performance in each area of service offered by the building department
153 or code enforcement agency. Goals must be quantified (expressed as a number, rating or grade) and
154 established in cooperation with users of department services (citizens, architects, engineers,
155 contractors, etc.) as well as elected and appointed officials. A system must be in place to regularly
156 measure progress in meeting service goals. As part of this system, targets ~~should~~ shall be established
157 for improvements in three separate areas of overall service: timeliness (turnaround time); quality (error
158 rate); and professionalism (quality of interactions with staff [e.g., knowledge, attitude, responsiveness
159 and helpfulness of staff members] as perceived by users of department services).
- 160 **2.36 Special Inspection/Field Review:** Inspection as herein required of the materials, installation,
161 fabrication, erection or placement of components and connections requiring special expertise to ensure
162 compliance with approved construction documents and referenced standards (see IBC Section 1704).
163 Special inspection agencies are required to demonstrate competence, to the satisfaction of the building

164 or other code official, for inspection of the construction or operation requiring special inspection. IAS-
165 accredited special inspection agencies satisfy the requirements of Section 1702 of the IBC.

166 **2.38 Standard Operating Procedures:** Established or prescribed methods to be followed routinely for the
167 performance of designated operations or in designated situations.

168 **2.39 Structure:** That which is built or constructed (see “Building”).

169 **2.40 Third Party:** A competent, independent entity approved by the building or other code official having
170 jurisdiction to perform specified tasks.

171 **2.41 Third-Party Service Provider (TPP):** Non-governmental third-party permitting, plan review, inspection
172 service providers and includes property maintenance code enforcement services

173 **2.42 Top Management:** The person or group of people who direct and control the organization, body,
174 department, division or company seeking recognition.

175 **3.0 ELIGIBILITY**

176 Recognition services are available to regulatory agencies and third-party service providers that provide any of
177 the following services (or any combination thereof) related to building and/or property maintenance code
178 enforcement:

179 3.1 Permitting;

180 3.2 Plan review;

181 3.3 Inspections;

182 3.4 Property maintenance code enforcement;

183 3.5. Construction code and/or property maintenance code adoption, promulgation and/or oversight.

184 **4.0 REQUIRED BASIC INFORMATION**

185 **4.1** Regulatory agencies and third-party service providers must demonstrate compliance with the following
186 requirements:

187 **4.1.1** The requirements of these recognition criteria;

188 **4.1.2** Regulatory agencies and third-party providers must comply with the *IAS Rules of Procedure for*
189 *Recognition of Building Departments, Code Enforcement Departments and Third-Party*
190 *Companies Providing Building And/Or Property Maintenance Code Enforcement Services*
191 *(RC418).*

192 **4.1.3** Regulatory agencies providing building code enforcement services must comply with Annex A
193 of this document.

194 **4.1.4** Third-party providers of building department services must comply with Annex B of this
195 document.

196 **4.1.5** Building departments in British Columbia, Canada, must comply with Annex C of this document.

197 4.1.6 Building departments, code enforcement departments, and third-party service providers
198 providing property maintenance code enforcement services must comply with Annex D of this
199 document.

200 4.2 All applicants must comply with the following sections of this document (as applicable to services
201 provided):

202 4.2.1 PROPERTY MAINTENANCE BUILDNG/CODE ENFORCEMENT— ADMINISTRATION

203 4.2.1.1 General Operations

204 4.2.1.1.1 Effectively coordinate workflows with other related functions, such as
205 zoning, transportation, stormwater, floodplain management, fire inspections,
206 contractor licensing, occupational licensing, etc. when responsibility for
207 components for plan review, permitting, inspection and/or other functions are
208 under separate departments or agencies. Have a system in place to coordinate,
209 track and manage operational activities (such as for plan reviews, permit
210 issuance, inspections, etc.)

211 4.2.1.1.2 Have emergency response plans in place (coordinated with other
212 departments, as applicable), and be adequately prepared and ready to identify
213 damaged buildings and conduct safety inspections following a natural hazard
214 event.

215 4.2.1.1.3 Have policies, statutes and/or other adequate measures in place which
216 provide code officials freedom from external/internal pressures and influences
217 (as defined in Section 2) that could possibly impair the enforcement of codes.

218 4.2.1.1.4 (This section intentionally left blank for future content)

219 4.2.1.1.5 (This section intentionally left blank for future content)

220 4.2.1.1.5.1 **Management Commitment:** Top management shall demonstrate
221 customer focus and commitment to and support of the quality
222 management components of this Recognition Criteria.

223 4.2.1.1.5.2 **Internal Audits:** Internal service goals audits shall be conducted
224 semi- annually to provide information on whether the quality
225 management system and service goals conform to its own
226 requirements for its quality management system and the
227 requirements of RC418 and is effectively implemented and
228 maintained; In addition:

229 4.2.1.1.5.2.1 Internal audits shall be planned and implemented
230 with consideration to areas of responsibility, importance
231 of processes to be audited, changes affecting the
232 organization, and results of previous audits;

233 4.2.1.1.5.2.2 Competent auditors shall be selected to ensure
234 objectivity and impartiality of the audit process;

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4.2.1.1.5.2.3 Internal quality management system Audit results shall be documented and retained; Service goals audits shall be documented in a summary report that compares audit findings to the stated service goals;

4.2.1.1.5.2.4 Audit results shall be reported to relevant;

4.2.1.1.5.2.5 Appropriate corrections shall be made, and corrective actions taken without undue delay.

4.2.1.1.5.3 Management Reviews: Top management shall review the quality management system components required by this Recognition Criteria to ensure their continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization and shall:

4.2.1.1.5.3.1 Consider status of actions from previous management reviews;

4.2.1.1.5.3.2 (This section intentionally left blank for future content)

4.2.1.1.5.3.3 Review information on the performance and effectiveness of the quality management system, including trends in:

4.2.1.1.5.3.3.1 Customer satisfaction and stakeholder feedback;

4.2.1.1.5.3.3.2 The extent to which service goals have been met;

4.2.1.1.5.3.3.3 (This section intentionally left blank for future content)

4.2.1.1.5.3.3.4 Nonconformities and corrective actions;

4.2.1.1.5.3.3.5 Monitoring of data and measurement results;

4.2.1.1.5.3.3.6 Audit results (including results of external audits);

4.2.1.1.5.3.3.7 Performance of external providers.

4.2.1.1.5.4 Corrective Actions: A nonconformity arising from an audit or complaint shall be addressed by:

268 **4.2.1.1.5.4.1** Reacting to control and correct it and manage
269 consequences;

270 **4.2.1.1.5.4.2** Ensuring it does not recur or occur elsewhere by
271 determining the cause and looking for the existence of
272 similar nonconformities:

273 **4.2.1.1.5.4.2.1** Implementing corrective action,

274 **4.2.1.1.5.4.2.2** Reviewing effectiveness of corrective
275 action,

276 **4.2.1.1.5.4.2.3** Updating opportunities for improvement
277 documented during management review,

278 **4.2.1.1.5.4.2.4** Making changes, if necessary, to the
279 quality management system,

280 **4.2.1.1.5.4.2.5** Retaining documented information on the
281 nature of the nonconformity, actions taken,
282 and results of corrective action.

283 **4.2.1.1.5.5 Control of Documents and Records:** Documented information
284 (including records) required by the quality management system, and
285 by this RC418, shall be controlled to ensure availability and
286 suitability for use where and when needed.

287 **4.2.1.1.5.5.1** The organization shall identify which documents
288 and records are to be controlled and have a process to
289 achieve and demonstrate control of the following
290 activities:

291 **4.2.1.1.5.5.1.1** Distribution, access, retrieval and use of
292 controlled documents and records;

293 **4.2.1.1.5.5.1.2** Storage and preservation, including
294 preservation of legibility of controlled
295 documents and records;

296 **4.2.1.1.5.5.1.3** Changes to controlled documents (e.g.
297 version control);

298 **4.2.1.1.5.5.1.4** Retention and disposition of controlled
299 documents and records.

300 **4.2.1.1.5.5.2** Controlled documents and records shall be
301 adequately protected (e.g. from loss of confidentiality,
302 unauthorized access, improper use, or loss of integrity).

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4.2.1.1.5.6 Complaints and Appeals:

4.2.1.1.5.6.1 Complaints against personnel or contractors; and complaints or reports of code violations, building bylaw violations (in British Columbia), and other similar violations, shall be logged, investigated and resolved.

4.2.1.1.5.6.2 There shall be evidence of the establishment of, and rules of procedure for, a board of appeals as required by Section 113 of the IBC (or Section 108 of the International Fire Code, or Section 111 of the IMPC, as applicable); or procedure for hearing and deciding appeals in accordance with applicable adopted construction code(s). There shall be a process to achieve and demonstrate that members appointed to the board of appeals are qualified to hear appeals and impartial.

4.2.1.1.6 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.7 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.8 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.9 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.10 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.11 [\(This section intentionally left blank for future content\)](#)

4.2.1.1.12 Have access to legal counsel and prosecution support.

4.2.1.1.13 Engage with stakeholders and the community (for example, by conducting stakeholder meetings, safety awareness programs and community outreach activities).

4.2.1.2 Personnel

4.2.1.2.1 Have an organizational chart (or equivalent) providing employee names and titles for all full- and part-time staff positions within the code enforcement/third party organization which shown total number of employees

4.2.1.2.2 Have job descriptions (or equivalent) which specify required competencies such as: minimum qualifications, education, training, technical knowledge, skills, experience, and certification and licensing requirements for all full-time and part-time employees and contract positions.

4.2.1.2.3 Maintain records of monitoring, education, training, technical knowledge, skills, experience, and standings of required licenses and certifications, for each person performing work for the organization.

4.2.1.2.4 [\(This section intentionally left blank for future content\)](#)

339 4.2.1.2.5 Evaluate employees regularly to ensure continued competence and
340 compliance with all applicable organizational and legal requirements. Records
341 of evaluations shall be maintained.

342 4.2.1.2.6 Encourage staff to obtain continuing education units (or equivalent) to
343 maintain required certifications.

344 4.2.1.2.7 Employ or contract with a sufficient number of persons with the required
345 competencies, including, where needed, the ability to make professional
346 judgements, to perform the type, range and volume of services provided.

347 **4.2.1.3 Permitting**

348 4.2.1.3.1 There shall be a process to achieve and demonstrate compliance with all
349 applicable organizational and legal requirements for the issuance of permits.

350 4.2.1.3.2 [\(This section intentionally left blank for future content\)](#)

351 4.2.1.3.3 Establish, and periodically re-evaluate, in consultation with stakeholders,
352 service goals for the issuance of permits. A minimum of two semi-annual service
353 goal audits shall be conducted per year. Audit findings shall be documented in
354 a summary report. Service goals shall be expressed in a quantifiable manner
355 and specifically defined for each of the following areas:

356 **4.2.1.3.3.1 Timeliness** (i.e., turn-around time)

357 **Note:** IAS recommends that the service goal for timeliness of permits
358 should not include the time it takes to review and approve plans, since
359 additional time to correct and r-review plans may be beyond the control of
360 the organization. Instead it is recommended that the “timeliness” goal for
361 permitting be broken down into “intake” (time to review and accept an
362 application and assign plans for review) and “issuance” (time taken to
363 issue a permit after the plans are approved).

364 **4.2.1.3.3.2 Quality** (i.e. tolerance rate of errors due to staff of the system;

365 **4.2.1.3.3.2.1** For major errors on issued permits

366 **4.2.1.3.3.2.2** For minor errors on issued permits

367 **4.2.1.3.3.3 Staff Professionalism** (i.e., quality of interactions with staff)

368 **4.2.1.4 Finance**

369 4.2.1.4.1 Budget shall be adequate to achieve and maintain service goals as
370 defined in Section 2.

371 4.2.1.4.2 [\(This section intentionally left blank for future content\)](#)

372 4.2.1.4.3 [\(This section intentionally left blank for future content\)](#)

373 4.2.1.4.4 There shall be a process to achieve and demonstrate conformance with
374 all applicable organizational and legal requirements for the establishment and
375 collection of fees.

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4.2.2 Plan Reviews

4.2.2.1 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for plan reviews.

4.2.2.2 (This section intentionally left blank for future content)

4.2.2.3 There shall be a process to achieve and demonstrate compliance with all organizational and legal requirements for the approval of alternate materials and methods of construction (called “alternate solutions” in British Columbia).

4.2.2.4 Establish, and periodically re-evaluate, in consultation with stakeholders service goals for the performance of plan reviews. A minimum of two semi-annual service goal audits shall be conducted per year. Audit findings shall be documented in a summary report. Service goals shall be expressed in a quantifiable manner and defined in the following areas:

4.2.2.4.1 **Timeliness** (i.e., turnaround time),

4.2.2.4.2 **Quality** (i.e., tolerance rate for errors due to staff or the system).

4.2.2.4.2.1 For zero life-safety errors missed in plan reviews. **Note:** A rate of zero (or zero percent) in this category is mandatory to achieve recognition. (This may be expressed differently such as “100% correct” as long as the meaning is not changed.)

4.2.2.4.2.2 For major (non-life safety) errors missed in plan reviews.

4.2.2.4.2.3 For minor errors missed in plan reviews.

4.2.2.4.3 **Staff Professionalism** (i.e., quality of interactions with staff).

Note: This may also be called “Customer Service”; however, AC251 specifically allows for organizations to limit the customer’s assessment of staff in terms of professional qualities (such as knowledge, attitude, responsiveness, and helpfulness). More general customer service ratings could be negatively affected by code enforcement decisions made to enhance life-safety that, through no fault of the code official, may result in increased time and cost to the customer.

4.2.3 Verification of Professional Credentials/Licenses

4.2.3.1 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for the verification of builder/contractor licensing and insurance.

4.2.3.2 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for the verification of licenses of registered design professionals.

411 4.2.3.3 There shall be a process to achieve and demonstrate compliance with all applicable
412 organizational and legal requirements for the verification of special inspector/special
413 inspection agency credentials.

414 4.2.4 Inspections

415 4.2.4.1 There shall be a process to achieve and demonstrate compliance with all applicable
416 organizational and legal requirements for inspecitons.

417 4.2.4.2 There shall be a process to achieve and demonstrate compliance with all applicable
418 organizatonal and legal requirements for overseeing inspections provided by private
419 inspectors hireed by owners.

420 4.2.4.3 There shall be a prcess to achieve and demonstrate clear, concise and accurate
421 inspeciton reports.

422 4.2.4.4 Establish, and periodically re-evaluate, in consultation with stakeholders service goals for
423 the performance of inspections. A minimum of two semi-annual service goal audits shall
424 be conducted per year. Audit findings shall be documented in a summary report. Service
425 goals shall be expressed in a quantifiable manner and defined in the following areas:

426 4.2.4.4.1 Timeliness (i.e., turnaround time),

427 4.2.4.4.2 **Quality** (i.e., tolerance rate for errors due to staff or the system).

428 4.2.4.4.2.1 For zero life-safety errors missed during inspections. **Note:** A rate
429 of zero (or zero percent_ in this category is mandatory to achieve
430 recognition. (This may be expressed differently such as “100%
431 correct” so long as the meaning is not changed.)

432 4.2.4.4.2.2 For major (non-life safety) errors missed during inspections.

433 4.2.4.4.2.3 For minor errors missed during inspections.

434 4.2.4.4.3 **Staff Professionalism** (i.e., quality of interactions with staff.

435 **Note:** This may also be called “Customer Service”; however, AC251
436 specifically allows for organizations to limit the customer’s assessment of
437 staff in terms of professional qualities (such as knowledge, attitude,
438 responsiveness, and helpfulness). More general customer service ratings
439 could be negatively affected by code enforcement decisions made to
440 enhance life-safety that, through no fault of the code official, may result in
441 increased time and cost to the customer.

442 4.2.4.5 Where the department/division/third party is responsible for flood plain management; F
443 construction in high-risk flood zones, Elevation Certificates shall be collected prior to
444 issuance of the certificate of occupancy. Elevations certificates shall be permanently
445 retained.

446 4.2.5 Certificates of Occupancy

447 Certificates of occupancy (including certificate of completion or temporary certificates of occupancy) shall be
448 issued only after all applicable organizational and legal requirements have been met. Certificates of Occupancy

449 shall list the information required by the administrative provisions of the adopted code (e.g. information required
450 in ~~2015~~-IBC Section 111.2.

451 **5.0 ADDITIONAL INFORMATION (AS APPLICABLE)**

452 Any other state, provincial and national regulatory requirements.

453 **6.0 LINKS TO ADDITIONAL REFERENCES**

454

455 **6.1 IAS – www.iasonline.org**

456 **6.2 International Code Council – www.iccsafe.org**

457

458 *These criteria were previously issued on May 2010, October 2011 and December 2020.*

ANNEX A

REQUIREMENTS

Building Departments must comply with Section 4 of this document (as applicable to the services provided) as well as the requirements of Annex A.

- A1. If the department performs work for other jurisdictions by local agreement, a current contract defining the scope and responsibilities shall be in effect.
- A2. Where the Department/division/third party is responsible for flood plain management, shall have addressed negative findings (if any) identified in the ~~department's~~ most recent FEMA or State Community Assistance Visit report. , where applicable, shall have been addressed or in the process of being addressed.
- A3. Department shall establish valid contracts with third-party firms, or individuals, for any outsourced activities. These firms and individuals must operate under the building department's management system and statutory/regulatory requirements applicable to the specific project(s). ~~Department shall make permit applicants aware of the functions that may be outsourced.~~
- A4. Department shall adopt and enforce current national construction codes (unless otherwise justified), or a state-mandated code based on a national construction code.
Note: The accreditation certificate for accredited agencies will reflect the editions of the various codes in effect during the full evaluation.
- A5. Procedures for adopting local amendments to administrative provisions of the building and related construction codes shall be followed.
- A6. Procedures for adopting local amendments to technical provisions of the building and related construction codes shall be followed.
- A7. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for Special Inspections and Tests (i.e., IBC Chapter 17), or the equivalent requirements of other locally adopted construction code.
- A7.1. Policies and procedures concerning the use of and requirements for special inspectors, structural observers, and approved fabricators/welders shall be established and controlled.

- A7.2. Policies and procedures concerning accreditation requirements or field monitoring of special inspection agency work shall be established and controlled.
- A7.3. Policies and procedures concerning acceptance of approved fabricators shall be established and controlled.
- A7.4. Policies and procedures concerning the approval of third-party inspection and testing agencies shall be established and controlled.
- A7.5. Policies and procedures concerning special inspector reporting requirements shall be established and controlled.

ANNEX B

REQUIREMENTS

Third-party Providers of Building Department Services must comply with Section 4 of this document (as applicable to the services provided) as well as the requirements of Annex B.

- B1. List of duly adopted construction codes used as a basis for the services provided by the third-party service provider shall be provided.
- B2. Procedures followed for maintaining awareness of local amendments to any administrative provisions of the building code, fire code and related construction codes shall be documented.
- B3. Procedures followed for maintaining awareness of local amendments to any technical provisions of the building code, fire code and related construction codes shall be documented.
- B4. Where the third party is responsible for flood plain management, the Method for implementation of applicable Federal Emergency Management Agency (FEMA) requirements, as applicable, shall be provided (if any).
- B5. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for Special Inspections and Tests (i.e., IBC Chapter 17), or the equivalent requirements of the locally adopted construction code.
 - B5.1. Policies and procedures concerning the use of and requirements for special inspectors, structural observers, and approved fabricators/welders shall be established and controlled.
 - B5.2. Policies and procedures concerning accreditation requirements or field monitoring of special inspection agency work shall be established and controlled.
 - B5.3. Policies and procedures concerning acceptance of approved fabricators shall be established and controlled.
 - B5.4. Policies and procedures concerning the approval of third-party inspection and testing agencies shall be established and controlled.
 - B5.5. Policies and procedures concerning special inspector reporting requirements shall be established and controlled.

ANNEX C

REQUIREMENTS

Building Departments in British Columbia, Canada, must comply with Section 4 of this document (as applicable to the services provided) as well as the requirements of Annex C.

- C1. Evidence shall be provided of adoption of current Provincial Building Code or sections thereof or the *Vancouver Building By-law*.
- C2. Construction-related and building bylaws shall be provided.
- C3. Process for verification of areas of practice for registered professionals shall be documented and followed.
- C4. Process for verification of credentials of agencies/individuals conducting field review shall be documented and followed.
- C5. Use of and compliance with regulatory requirements regarding field review (as defined Special Inspection/Field Review in Section 2), shall be demonstrated.
 - C5.1. Use of and requirements for registered professionals and consultants shall be documented and followed.
 - C5.2. Procedures for approving third-party inspection and testing agencies shall be documented and followed.
 - C5.3. Field review reporting requirements, including collection of letters of assurance as required by British Columbia Building Code and applicable Building Bylaw(s), shall be documented and followed.
- C6. There shall be evidence of the establishment of, and rules of procedure for, an appeals process.

ANNEX D

REQUIREMENTS

Organizations seeking accreditation of Property Maintenance Code Enforcement Inspections shall comply with Section 4 of this document (as applicable to services provided) as well as the requirements of Annex D.

- D1. There shall be enabling state laws, codes and/or ordinances and regulations that define nuisances, substandard conditions, and other property maintenance requirements to be enforced.
- D2. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for accessing properties, buildings and structures for the purpose of code enforcement (including securing access when right of entry is denied).
- D3. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for performing property maintenance inspections.
- D4. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for issuing notices or orders.
- D5. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for issuing citations, assessing fines and monetary penalties, recovering unpaid fines and penalties, and filing liens against properties.
- D6. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for the abatement of violations when voluntary compliance is not achieved.
- D7. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for structures or equipment determined to be unsafe, unfit for occupancy, or unlawful.
- D8. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for responses to eminent danger.

- D9. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for securing or demolishing a structure.
- D10. There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for the recovery of costs, as allowed, of emergency repairs, closing or demolishing structures, etc.
- D11. Establish, and periodically re-evaluate in consultation with stakeholders, service goals for the performance of inspections. A minimum of two semi -annual service goals audits shall be conducted per year. Remedial action shall be taken as necessary. Service goals shall be expressed in a quantifiable manner and defined for each of the following areas:
- D11.1 **Timeliness** (i.e., turnaround/response time)
 - D11.2 **Quality** (i.e., tolerance rate for errors due to staff or the system)
 - D11.2.1 For zero life-safety errors missed during inspections
Note: A rate of zero (or zero percent) in this category is mandatory to achieve accreditation. (This may be expressed differently—such as “100% correct,” etc.—so long as the meaning is not changed.)
 - D11.2.2 For major (non-life safety) errors missed during inspections
 - D11.2.3 For minor errors missed during inspections
 - D11.3 **Staff Professionalism** (i.e., quality of interactions with staff)
Note: This may also be called “Customer Service;” however, AC251 specifically allows for organizations to limit the customer’s assessment of staff in terms of professional qualities (such as knowledge, attitude, responsiveness and helpfulness). More general customer service ratings could be negatively affected by code-enforcement decisions made to enhance life safety that, through no fault of the code official, may result in increased time or cost to the customer.

ANNEX E

AC251 ACCREDITATION CRITERIA EXCLUDED FROM RC418 BUILDING DEPARTMENT RECOGNITION CRITERIA

4.2.1 BUILDING/PROPERTY MAINTENANCE CODE ENFORCEMENT—ADMINISTRATION

4.2.1.1 GENERAL OPERATIONS

4.2.1.1.4 The organization shall document and communicate its requirements for impartiality and nondiscrimination.

4.2.1.1.5 There shall be established and maintained a quality management system capable of achieving the consistent fulfillment of the requirements of the accreditation criteria (AC251) and shall address the following:

4.2.1.1.5.2 **Internal Audits:** Only the language “to provide information on whether the quality management system conforms to its own requirements for its quality management system and the requirements of AC251 and is effectively implemented and maintained.”

- 4.2.1.1.5.3 **Management Reviews:**
 - 4.2.1.1.5.3.2 Examine changes in external and internal issues relevant to the quality management system;
 - 4.2.1.1.5.3.3. Review information on the performance and effectiveness of the quality management system, including trends in:
 - 4.2.1.1.5.3.3.3. Process performance;
 - 4.2.1.1.5.3.4 Examine adequacy of resources;
 - 4.2.1.1.5.3.5 Consider risks and opportunities for improvement;
 - 4.2.1.1.5.3.6. Document, and retain, decisions and actions related to:
 - 4.2.1.1.5.3.6.1 Opportunities for improvement,
 - 4.2.1.1.5.3.6.2 Need for changes to quality management system,
 - 4.2.1.1.5.3.6.3 Resource needs.
- 4.2.1.1.6 Provide suitable and adequate facilities and equipment to enable all work to be carried out in a competent and safe manner. All equipment shall be maintained in accordance with applicable organizational requirements and instructions shall be assessed periodically to ensure continued suitability, and defective equipment replaced or repaired in a timely manner.
- 4.2.1.1.7 Identify which tools and equipment require calibration and maintain records of required calibrations.
- 4.2.1.1.8 Establish and maintain policies guiding use and maintenance of transportation equipment.
- 4.2.1.1.9 Data (such as that related to plan reviews, permitting, inspections, etc.) shall be tracked to allow for analysis and improvement in workflows and/or staff or stakeholder training/education.
- 4.2.1.1.10 Provide adequate information technology (IT) support.

4..2.1.1.11 Establish and maintain policies for the use of wireless voice and data communication, such as cell phones, wireless networks, etc.

4.2.1.2 PERSONNEL

4.2.1.2.4 Staff shall be trained periodically on the organization's requirements for staff impartiality (as defined in Section 2).

4.2.1.2.7 Encourage staff participation in code development activities.

4.2.1.3 PERMITTING

4.2.1.3.2 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for issuing permits for *designated historic buildings* (or equivalent)

4.2.1.3.3 Delete the sentence: "There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary." and add the sentence: "A minimum of one annual service goal audit shall be conducted and remedial action shall be taken as necessary."

[Comment: *The intent of this language change is to reduce the AC251 requirement for regular service goal audits to a minimum of one annual service goals audit per year for IAS Recognition.]*

4.2.1.3.4 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for expired or inactive permits.

4.2.1.4 FINANCE

4.2.1.4.1 Delete the language: "shall take into consideration risks affecting services provided...".

[Comment: *The intent of excluding this language is to eliminate the AC251 requirement that risk assessment be incorporated into the budget process for Recognition. The revised*

sentence reads: “Budget shall be adequate to achieve and maintain service goals is defined in Section 2.”]

4.2.1.4.2 Undergo regular financial audits (e.g., internal or third-party).

4.2.1.4.3 Maintain liability protection adequate for risks associated with scope of code enforcement activities and operations (e.g., self-insured, exemption by sovereign immunity, organizational requirements for errors and omissions coverage, fidelity bonds, surety bonds, etc.).

Note: Risk assessment should encompass work performed both by regular staff and contract staff or third parties.

4.2.2 PLAN REVIEWS

4.2.2.2 There shall be a process to achieve and demonstrate compliance with all organizational and legal requirements for partial plan reviews or deferred submittals.

4.2.2.4 Delete the sentence: “There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary.” and add the sentence “A minimum of one annual service goal audit shall be conducted and remedial action shall be taken as necessary.”

[Comment: *The intent of this language change is to reduce the AC251 requirement for regular service goal audits to a minimum of one annual service goals audit per year for IAS Recognition.*]

4.2.4 INSPECTIONS

4.2.4.4. Delete the sentence: “There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary.” and add the sentence “A minimum of one annual service goal audit shall be conducted and remedial action shall be taken as necessary.”

[Comment: *The intent of this language change is to reduce the AC251 requirement for regular service goal audits to a minimum of one service goals audit per year for IAS Recognition.*]

ANNEX A

All requirements of AC251 Appendix B applicable to building departments have been retained in

RC418.

ANNEX B

All requirements of AC251 Appendix B applicable to third-party providers have been retained in RC418.

ANNEX C

All requirements of AC251 Appendix C applicable to Building Departments in British Columbia have been retained in RC418.

ANNEX D

REQUIREMENTS

- D11. Delete the sentence: "There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary." and add the sentence: "A minimum of two semi -annual service goals audits shall be conducted and remedial action shall be taken as necessary."

[Comment: *The intent of this language change is to reduce the AC251 requirement for regular service goal audits to a minimum of two semi-annual service goals audit for IAS Recognition.]*