



International Accreditation Service, Inc.  
3060 Saturn Street, Suite 100  
Brea, CA 92821 USA  
t: 562.364.8201  
t: 866.427.4422  
[www.iasonline.org](http://www.iasonline.org)

October 14, 2020

**TO: IAS-ACCREDITED BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS, AND THIRD-PARTIES PROVIDING BUILDING AND/OR PROPERTY MAINTENANCE CODE ENFORCEMENT SERVICES.**

**SUBJECT: Proposed Revisions to the Accreditation Criteria for Regulatory Agencies and Third Parties Providing Building and/or Property Code Enforcement Services (AC251)**

**Hearing Information:**

IAS Accreditation Committee  
Thursday, October 22, 2020  
8:30 a.m. (Pacific Standard Time)  
WebEx Meeting – Refer to IAS website for details.

Dear Madam or Sir:

The proposed IAS Accreditation Criteria for Regulatory Agencies and Third Parties Providing Building and/or Property Code Enforcement Services, AC251, has been placed on the agenda for committee consideration at the above-noted meeting. A summary of proposed changes is provided for your review, along with a marked up copy of the proposed criteria for consideration.

You are cordially invited to attend the WebEx committee hearing and present verbal comments. 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 ext. 3309. You may also reach us by e-mail at [iasinfo@iasonline.org](mailto:iasinfo@iasonline.org).

Yours very truly,

A handwritten signature in black ink that reads "Raj Nathan". The signature is written in a cursive, flowing style.

Raj Nathan  
President

## **SUMMARY**

### **INCORPORATING ISO BCEGS® PROGRAM INTO THE IAS AC251 BUILDING DEPARTMENT ACCREDITATION PROGRAM**

Both the International Accreditation Service (IAS) and the Insurance Services Office, Inc. (ISO), a Verisk business hereafter referred to as ISO, assess/evaluate community building departments. IAS assessments are completed in conjunctions with the IAS Building Department Accreditation (BDA) Program. ISO evaluations are completed in conjunction with the ISO Building Code Effectiveness Grading Schedule (BCEGS)® Program.

The ISO BCEGS program provides a detailed analysis of the effectiveness of local building departments in addressing natural hazards such as, but not limited to, earthquakes, fires, floods, hurricanes, tornadoes, and similar natural hazards. The effectiveness of local Building Departments is based ISO's review of the documentation, data, and information submitted by local Building Departments in response to its *BCEGS Questionnaire*. IAS Building Department Accreditation similarly assesses the effectiveness of local building departments in addressing natural hazards, but also requires specific quality management system components to establish and continuously monitor the quality of services provided. Documentation, data, and information required to be submitted to IAS in conjunction with BDA accreditation is intended demonstrate conformance with the requirements of the *Accreditation Criteria for Regulatory Agencies and Third Parties Providing Building and/or Property Code Enforcement Services* (AC251).

As part of their respective evaluation/assessment processes, both IAS and ISO require community Building Departments to submit a substantial amount of documentation, data, and information that requires considerable time and expense for Building Departments to assemble. Local building officials have noted that the documentation, data, and information required by both IAS and ISO is often very similar and, in some instances, duplicative. Accordingly, local building officials perceive this duplication of effort to satisfy the documentation, data, and information requirements of both IAS and ISO to be unnecessary, time-consuming, and costly. As a result, local building officials have asked IAS and ISO representatives, "Isn't there some way that IAS and ISO could give some form of mutual recognition to their respective programs to reduce the amount of time, effort and cost required by local building departments to achieve and maintain IAS accreditation whereby, building departments that receive more favorable BCEGS Classifications from ISO would not have to submit so much duplicative documentation to IAS?"

In response to repeated questions by local building officials regarding possible "mutual recognition" of the ISO BCEGS and the IAS BDA Programs, representatives from both organizations held informal discussions regarding the benefits and potential challenges of such mutual recognition. Both organizations acknowledged that modifications of their respective programs would be required to provide for mutual recognition. Based

upon the administrative requirements of each organization, it was determined that modification of IAS AC251 would provide the easiest path to provide some form of mutual recognition of the BDA and BCEGS programs.

The ISO *Building Code Effectiveness Grading Schedule* is used to score building department responses to the *BCEGS Questionnaire*. After scoring all responses, a total score ranging from score 0 to 100 is calculated for residential and commercial construction. Communities are then assigned separate “Classifications” for residential and commercial construction based upon the respective total scores ranging from 1 to 10, with 1 being exemplary commitment to code enforcement. The following Table A shows the BCEGS Classifications and the score point range for each Classification:

**TABLE A**

<b>BCEGS SCHEDULE</b>	
<b>CLASSIFICATION</b>	<b>SCORE POINT RANGE</b>
1	93.00-100.00
2	85.00-92.99
3	77.00-84.99
4	65.00-76.99
5	56.00-64.99
6	48.00-55.99
7	39.00-47.99
8	25.00-38.99
9	10.00-24.99
10	0.00-9.99

It should be noted that IAS also assigns a Classification of 99. The Classification 99 has no relation to the BCEGS 1-10 scale. Rather, it is used by ISO in the insurance realm to indicate that no credit can be given. A Classification 99 is a way ISO uses to advise the consumer that no credit can be given for code enforcement activities. The Classification 99 is always accompanied by a footnote that gives the reason for the 99 assignment. The following are the scenarios in which a Classification 99 is typically assigned:

1. A Class 99 is assigned to all communities that have no building code department. IAS has advised that there are a lot of these communities in certain regions of the country.
2. A Class 99 is assigned to a community that has a functioning building department, but that department does not meet the minimum criteria for a grading as they are not completing all the core requirements of a department which are:
  - a. Regularly Organized
  - b. Code Adopted
  - c. Minimum Plan Review
  - d. Must provide training for employees

Typically, where IAS assigned a “99” for these departments, is in the area of plan review and most often in the residential program. In these instances, the class for the community is split, a 99 for residential and a 1 -10 for the commercial program.

3. A Class 99 is assigned to a community that has a building department but refuses to assist us in the survey. These are a very small percentage, but they exist, less than 6% nationally. ISO does not have regulatory authority, and the rules they operate under say that if the community isn’t cooperative, they are given the same classification as a community that has no department (i.e. 99).

In collaboration with ISO, IAS has agreed that building departments with a Classification of 99, or department’s with a Classification of 99 for Residential or Commercial, will be ineligible for IAS accreditation for the department or for Residential or Commercial, as applicable. In those instances, IAS will encourage those departments to obtain a BCEGS Classification to become eligible for IAS accreditation. ISO similarly encourages building departments to attain IAS accreditation during its evaluation of local building departments.

It should also be noted that the BCEGS Program is not applicable to United States Territories or other countries. Accordingly, those U.S. Territories and countries remain eligible for IAS building department accreditation.

In order to reduce the amount of duplicative documentation required to be submitted by applicants seeking IAS BDA Accreditation, it is proposed that where the ISO BCGEC Questionnaire and AC251 require the same or similar information/documentation, the documentation required to be submitted to IAS be based upon the building department’s BCEGS classifications. Accordingly, it is a basic premise of the proposed AC251 revisions that where there are similar or duplicative documentation requirements in the BCEGS Questionnaire and AC251 requirements, those building departments that have attained more favorable BCEGS commercial and/or residential Classifications can be assumed to be in substantial conformance with the similar requirements contained in AC251. In addition, it is assumed that as Building Departments’ BCEGS commercial and/or residential Classification designations descend, conformance with AC251 requirements likely decreases. Accordingly, as BCEGS scores descend, more documentation would be required to be submitted to IAS to demonstrate conformance with AC251 requirements.

It is important to note that the proposed changes to AC251 in no way modify the existing requirements of AC251. Rather, the propose changes only reduce the amount of documentation required to be submitted to IAS by local building departments for identified BCEGS-AC251 duplicative requirements based upon the BECEGS commercial and residential Classifications. In order to simplify incorporating BCEGS Classifications into AC251, the BCEGS commercial and residential Classifications were utilized to create “AC251 Group Designations.” The AC251 documentation requirements applicable to each AC251 Group Designation were then identified. The following Table B shows the “AC251 Group Designations” based upon the BCEGS Classifications:

**TABLE B**

<p><b>AC251 GROUP DESIGNATIONS BASED UPON BCEGS CLASSIFICATIONS</b></p>
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<b>BECEGS CLASSIFICATIONS (Score Range)</b>		<b>AC251 GROUP DESIGNATION</b>
<b>Commercial</b>	<b>Residential</b>	
1, 2, 3 (Score Range 77.00–100.00)	1, 2, 3 (Score Range 77.00–100.00)	<b>Group A</b>
4, 5, 6 (Score Range 39.00–76.99)	4, 5, 6 (Score Range 39.00–76.99)	<b>Group B</b>
7, 8, 9 (Score Range 10.00–38.99)	7, 8, 9 (Score Range 10.00–38.99)	<b>Group C</b>
10 (Score Range 0.00–9.99)	10 (Score Range 0.00–9.99)	

It is important to note that for the above AC251 Group designation, *both* the commercial and residential BCEGS Classification designations are to be taken into consideration in that AC251 requirements are not similarly divided into commercial and residential categories. Accordingly, the least favorable of the commercial or residential BCEGS Classification would be used to determine the AC251 Group Designation.

A matrix has been developed showing the AC251 documentation required to be submitted to IAS for identified common BCEGS-AC251 requirements based upon the Building Departments' AC251 Group designation whereby, Group A designated Building Departments would be required to submit less documentation than Group B or C Group designated departments. Group C designated building department would be required to submit all documentation required by AC251.

As previously stated, the proposed changes to AC251 in no way modify the existing requirements of AC251. Rather, the proposed changes only reduce the amount of documentation required to be submitted to IAS by local building departments for identified AC251 requirements based upon BECEGS commercial and residential Classifications, and the resultant AC251 Group designation. Should an issue or concern arise during an initial accreditation assessment or a reassessment involving documentation not part of the documentation submitted to IAS based upon the applicable AC251 Group designation, additional documentation, data or information would still be required to be submitted to IAS demonstrating conformance with the applicable AC251 requirement.

It was also noted that the following requirements of AC251 considered to be the defining elements of BDA Accreditation are not addressed in BCEGS:

- a. Establishment of a Quality Management System (QMS);
- b. Management commitment;
- c. Internal audits;
- d. Management reviews;
- e. Corrective Actions;
- f. Control of documents and records;
- g. Complaints and appeals;
- h. Development, with stakeholder input, and implementation of service goals pertaining to the timeliness, quality, and staff professionalism for permitting, plan review and inspection services;

- i. Implementation of periodic audits to document actual permitting, plan review and inspection performance as compared to stated service goals;

The above AC251 requirements are deemed important elements that distinguish the IAS BDA Program from the ISO BCEGS Program. Accordingly, submittal of documentation demonstrating conformance with the above AC251 requirements would still be required regardless of the BCEGS Classifications and resultant AC251 Group designation.

The approval of the above changes to AC251 would reduce the amount of documentation, data, and information required to be submitted in conjunction with initial assessments and reassessments of building departments based upon the Department's BCEGS Classifications and resultant AC251 Group designation. Accordingly, jurisdictions with more favorable BCEGS Classifications/AC251 Group designations would be required to submit less documentation, data, and information to IAS than jurisdictions with less favorable BCEG/AC251 Group designation resulting in time and cost savings to those jurisdictions with more favorable BCEGS Classification/AC251 Group designations.

#### **Proposed AC251 Title Change**

The current title of AC251 is "*Accreditation Criteria for Regulatory Agencies and Third Parties Providing Building and/or Property Code Enforcement Service*". The term "regulatory agencies" is not commonly understood to include building departments and code enforcement departments providing property maintenance code enforcement services. As a result, individuals seeking information about IAS accreditation applicable to building departments or code enforcement departments are unable to identify that AC251 is the applicable standard. Accordingly, it is proposed that the title of AC251 be changed to "*Accreditation Criteria for Building Departments, Code Enforcement Departments, and Third Parties Providing Building and/or Property Maintenance Code Enforcement Service*" to more clearly indicate the application and scope of AC251

**PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR REGULATORY AGENCIES,  
BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS AND THIRD PARTIES PROVIDING  
BUILDING AND/OR PROPERTY MAINTENANCE CODE ENFORCEMENT SERVICES**

**AC251**

**Proposed October 22, 2020**

**PREFACE**

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

23  
24 **PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR REGULATORY AGENCIES BUILDING**  
25 **DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS, OR THIRD PARTIES PROVIDING BUILDING**  
26 **AND/OR PROPERTY MAINTENANCE CODE ENFORCEMENT SERVICES**

27  
28 **1. INTRODUCTION**

29 1.1. **Scope:** These criteria set forth the requirements for obtaining and maintaining International  
30 Accreditation Service, Inc. (IAS), accreditation of (1) governmental agencies (i.e., building code  
31 regulatory agencies, code enforcement departments) responsible for the enforcement of building and  
32 construction laws or other jurisdictional ordinances (such as, property maintenance zoning or traffic  
33 laws) related to enhancing the quality of life within their jurisdictions and (2) nongovernmental third-  
34 party permitting, plan review and/or inspection service providers (i.e., third-party service providers).  
35 These criteria supplement the IAS Rules of Procedure for Building Department/Code Enforcement  
36 Agencies Accreditation.

37  
38 1.2. **Normative and Reference Documents:** Publications listed below refer to current editions (unless  
39 otherwise stated).

40 1.2.1. *International Building Code (IBC)* and related construction codes published by the  
41 International Code Council.

42 1.2.2. *International Property Maintenance Code (IPMC)*.

43 1.2.3. *British Columbia Building Code (BCBC)* and *Vancouver Building By-law*, current  
44 editions.

45 1.2.4. *Building Department Administration*, by Robert E. O'Bannon, published by the  
46 International Code Council.

47 1.2.5. IAS Rules of Procedure for Building Department/Code Enforcement Agencies  
48 Accreditation.

49 1.2.6. National Flood Insurance Program (NFIP) Regulations 44 C.F.R Parts 59 and 60.

50 1.2.7 *Building Code Effectiveness Grading Schedule (BCEGS)* published by the Insurance Services  
51 Office, Inc.

52  
53 **1.3 Application of the Insurance Services Office (ISO), Inc. Building Code Effectiveness Grading Schedule**  
54 **(BCEGS) Classification:**

55 1.3.1 Building Departments, Code Enforcement Departments, and Third Parties providing building and /or  
56 property maintenance code enforcement services seeking accreditation in accordance with this  
57 Accreditation Criteria are only required to submit initial documentation, data, and information to



demonstrate conformance with AC251 clauses for the AC251 Group Designations shown in Annex E.  
Should an issue or concern arise during an assessment involving documentation not a part of the  
required initial documentation submittal as indicated in Annex E, additional documentation, data, or  
information demonstrating conformance with the applicable AC251 requirement may be required.

1,3,2 The following are the AC251 Group Designations based upon the BCEGS Classifications:

Group A: BCEGS Classification 1, 2, and 3

Group B: BCEGS Classifications 4, 5, and 6

Group C: BCEGS Classifications 7, 8, 9, and 10

The lower of the commercial and residential BCEGS Classifications shall be used in determining the  
applicable AC251 Group Designation.

Department receiving a BCEGS Classification of 99 are ineligible for IAS Building Department  
Accreditation. Commercial and Residential categories receiving a BCEGS Classification of 99 are  
ineligible for inclusion in the scope of accreditation.

United States Territories and other countries not subject to ISO BCEGS classification shall be designed  
as AC251 Group C for the purposes of initial required accreditation documentation submittal.

## 2. DEFINITIONS

- 2.1. **Accreditation:** Formal third-party recognition that a body fulfills specified requirements and is competent to carry out specific conformity assessment and regulatory tasks.
- 2.2. **Accreditation Committee:** A committee of government officials appointed by the IAS Board of Directors to monitor the work of and to develop accreditation criteria for IAS.
- 2.3. **Accreditation Review Committee (ARC):** A committee established by the IAS Board of Directors to render accreditation decisions on the IAS Building Department/Code Enforcement Agency Accreditation program.
- 2.4. **Alternate Materials and Methods of Construction/Alternate Solutions:** A material, design or method of construction that has been approved where the authority having jurisdiction finds that the proposed design or product is satisfactory and complies with the intent of the provisions of the code.
- 2.5. **Appeal:** Request for reconsideration of any administrative decision by the agency related to its enforcement authority. Administrative decisions include:
  - 2.5.1. Refusal to accept an application for issuance of permit;

- 94 2.5.2. Refusal to proceed with plan check or inspections;  
95 2.5.3. Corrective action requests;  
96 2.5.4. Refusal to agree with the designer's code interpretation;  
97 2.5.5. Decisions to deny, suspend or halt construction work;  
98 2.5.6. Any other action that impedes the attainment of a permit for construction or certificate of occupancy.
- 99 2.6. **Approved:** Acceptable to the official having jurisdiction.
- 100 2.7. **Approved Agency:** An established and recognized agency regularly engaged in conducting tests  
101 or furnishing inspection services, when such agency has been approved. Accreditation by the  
102 International Accreditation Service as a testing laboratory or inspection agency meets the intent of  
103 IBC Section 1702.1 relative to approved agencies.
- 104 2.8. **Building:** Any structure used or intended to support or shelter any use or occupancy.
- 105 2.9. **Building Code Administrator/Building Official/Code Official:** The officer or other designated  
106 authority charged with the administration and enforcement of codes as adopted in their jurisdiction.
- 107 2.10. **Building Department/Code Enforcement Agency:** Authoritative body which performs  
108 functions related to enforcement of construction and other laws.
- 109 2.11. **Certified Contractor:** Any contractor who possesses a certificate of competency issued by  
110 state regulators and who is allowed to contract in any jurisdiction in the state without being  
111 required to fulfill the competency requirements of that jurisdiction.
- 112 2.12. **Competent:** Ability to apply knowledge and skills to achieve intended results.  
113 **Note:** Demonstrated competence is sometimes referred to as qualification.
- 114 2.13. **Complaint:** Expression of dissatisfaction, other than appeal, by any person or organization,  
115 concerning some matter related to the agency, where a response is expected.
- 116 2.14. **Construction Documents:** Written, graphic and pictorial documents prepared or assembled to  
117 describe the design, location and physical characteristics of a building project.
- 118 2.15. **Contract Staff:** A third-party individual or entity hired by the local jurisdiction to perform plan  
119 review and/or inspection services.
- 120 2.16. **Control:** The direction, regulation and coordination of procedures and related documents to  
121 assure consistency of operations.
- 122 2.17. **Document:** Information captured in any medium, including written text (paper or digital), flow  
123 charts, drawings or sketches, photographs, audio or video recordings, and others.
- 124 2.18. **External/Internal Pressures and Influences:** Interference with due process of code  
125 enforcement by persons in a position of power (such as elected officials).
- 126 2.19. **Historic Buildings/Heritage Buildings:** Buildings that are listed in or are eligible for listing in the  
127 U.S. National Register of Historic Places, or designated as historic under appropriate state or local  
128 law (In British Columbia: Buildings that are defined by the *British Columbia Building Code* as

- legally protected or officially recognized as a heritage property by the Provincial or local government.)
- 2.20. **Impartiality:** Possessing the qualities of independence, neutrality, fairness, open-mindedness, even-handedness, detachment, and balance; and freedom from conflicts of interest, adverse influence, bias, and/or prejudice.
- 2.21. **Internal Audits:** An audit is a systematic, independent and documented process to obtain and evaluate objective evidence to determine the extent to which the audit criteria are fulfilled. An internal audit is an audit conducted by, or on behalf, of the organization itself for the purpose of identifying the extent to which the requirements of the quality management system are followed, as well as the effectiveness of current processes, and is carried out by personnel not responsible for the work or process being audited.
- 2.22. **Jurisdiction:** The geographic area over which the authority to enforce adopted codes is exercised.
- 2.23. **Life-safety Error:** Omission or flaw in design or construction that has the potential to negatively impact occupant and/or rescuer safety; or, the failure to meet, in design or construction, a required minimum standard intended to minimize the effects of fire and related hazards to occupants and/or rescuers. (May include, for example, errors in the design, construction or installation of major structural components, exiting systems, fire alarms and sprinklers, smoke control systems, control systems for hazardous materials, etc.)
- 2.24. **Management or Operational Audits:** Independent evaluations conducted by a qualified entity, at the request of the elected or appointed officials or top management, to measure the operational consistency and overall efficiency of the department/code enforcement agency or third-party service provider.
- 2.25. **Management Reviews:** Reviews by top management of the organization's quality management system to ensure its continued suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.
- 2.26. **Nonconformity:** Nonfulfillment of a requirement.
- 2.27. **Permit:** An official document issued by the authority having jurisdiction which authorizes performance of a specified activity.
- 2.28. **Permit Applicant:** An individual or corporation applying for a building construction permit or plan review in accordance with local codes or other normative documents.
- 2.29. **Policy:** Directive formally expressed by an organization's top management.
- 2.30. **Procedure:** See "Standard Operating Procedures."
- 2.31. **Process:** A series of actions or operations which are intended to end in a particular result.
- 2.32. **Record:** A document which provides evidence of activities performed or results achieved (see

definition for “Document”).

- 2.33. **Registered Contractor:** Any contractor who has registered with the appropriate state agency pursuant to fulfilling the competency requirements in the jurisdiction for which the registration is issued. Registered contractors may contract only in such jurisdictions.
- 2.34. **Registered Design Professionals/Registered Professionals:** Individuals registered or licensed to practice their respective design professions as defined by the statutory requirements of the professional registration laws of the state or jurisdiction in which the project is to be constructed. (In British Columbia: Individuals registered or licensed to practice their respective design professions as defined in the BCBC as a person who is registered or licensed to practice as an architect under the Architects Act or a person who is registered or licensed to practice as a professional engineer under the Engineers and Geosciences Act.)
- 2.35. **Service Goals:** Goals set for performance in each area of service offered by the building department or code enforcement agency. Goals must be quantified (expressed as a number, rating or grade) and established in cooperation with users of agency services (citizens, architects, engineers, contractors, etc.) as well as elected and appointed officials. A system must be in place to regularly measure progress in meeting service goals. As part of this system, targets should be established for improvements in three separate areas of overall service: timeliness (turnaround time); quality (error rate); and professionalism [quality of interactions with staff (e.g., knowledge, attitude, responsiveness and helpfulness of staff members) as perceived by users of department or third-party services].
- Note:** A quality (error rate) service goal with zero life-safety errors shall be established for plan review and inspection functions.
- 2.36. **Special Inspection/Field Review:** Inspection as herein required of the materials, installation, fabrication, erection or placement of components and connections requiring special expertise to ensure compliance with approved construction documents and referenced standards (see IBC Section 1704). Special inspection agencies are required to demonstrate competence, to the satisfaction of the building or other code official, for inspection of the particular type of construction or operation requiring special inspection. IAS-accredited special inspection agencies satisfy the requirements of Section 1702 of the IBC. (In British Columbia: Inspection required of material, installation, fabrication, erection or placement of components and connections requiring expertise to ensure compliance with approved construction documents and reference standards shall be conducted by Registered Professionals or by consultants approved by the Authority Having Jurisdiction.)
- 2.37. **Standard Operating Procedures:** Established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.

- 2.38. **Structure:** That which is built or constructed (see “Building”).
- 2.39. **Third Party:** A competent, independent entity approved by the building or other code official having jurisdiction to perform specified tasks.
- 2.40. **Third Party Service Provider (TPP):** Non-governmental third-party permitting, plan review and inspection service providers.
- 2.41. **Top Management:** The person or group of people who direct and control the organization, body, department, division or company seeking accreditation.
- Note:** If the scope of accreditation shall cover only part of an organization, then top management refers to those who direct and control that part of the organization.

### 3. ELIGIBILITY

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

- 3.1. Permitting;
- 3.2. Plan ~~r~~Review;
- 3.3. Inspections;
- 3.4. Property Maintenance Code ~~e~~Enforcement;
- 3.5. Construction ~~e~~Code ~~a~~Adoption, ~~p~~Promulgation and/or ~~e~~Oversight.

### 4. REQUIRED BASIC INFORMATION

- 4.1. Regulatory agencies and third-party service providers must demonstrate compliance with the following requirements:
- 4.1.1. The requirements of these accreditation criteria;
  - 4.1.2. Regulatory agencies and third-party service providers must comply with the IAS Rules of Procedure for Building Department/Code Enforcement Agencies Accreditation.
  - 4.1.3. Regulatory agencies providing building code enforcement services must comply with Annex A of this document.
  - 4.1.4. Third-party providers of building department services must comply with Annex B of this document.
  - 4.1.5. Building departments in British Columbia, Canada, must comply with Annex C of this document.
  - 4.1.6. Regulatory agencies providing property maintenance inspection services must comply with Annex D of this document.
- 4.2. All applicants must comply with the following sections of this document (as applicable to services

provided):

#### **4.2.1 BUILDING/PROPERTY MAINTENANCE CODE ENFORCEMENT—ADMINISTRATION**

##### **4.2.1.1 GENERAL OPERATIONS**

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

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

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

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

**4.2.1.1.5 QUALITY MANAGEMENT SYSTEM:** 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:

**4.2.1.1.5.1 Management Commitment:** Top management shall demonstrate customer focus and commitment to and support of the quality management system.

**4.2.1.1.5.2 Internal Audits:** Internal audits shall be conducted annually 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. In addition:

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

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

4.2.1.1.5.2.3 Audit results shall be documented and retained;

4.2.1.1.5.5.4 Audit results shall be reported to relevant management;  
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 annually to ensure its 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 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:

4.2.1.1.5.3.3.1 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. Process performance;

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.

4.2.1.1.5.3.4 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.

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

4.2.1.1.5.4.1 Reacting to control and correct it and manage consequences;

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

4.2.1.1.5.4.2.1 Implementing corrective action,

4.2.1.1.5.4.2.2 Reviewing effectiveness of corrective action,

4.2.1.1.5.4.2.3 Updating opportunities for improvement documented  
during management review,

- 304 4.2.1.1.5.4.2.4 Making changes, if necessary, to the quality  
305 management system,
- 306 4.2.1.1.5.4.2.5 Retaining documented information on the nature of the  
307 nonconformity, actions taken, and results of corrective  
308 action.
- 309 **4.2.1.1.5.5 Control of Documents and Records:** Documented information (including  
310 records) required by the quality management system, and by AC251, shall  
311 be controlled to ensure availability and suitability for use where and when  
312 needed.
- 313 4.2.1.1.5.5.1 The organization shall identify which documents and records are to be  
314 controlled and have a process to achieve and demonstrate control of  
315 the following activities:
- 316 4.2.1.1.5.5.1.1 Distribution, access, retrieval and use of controlled  
317 documents and records;
- 318 4.2.1.1.5.5.1.2 Storage and preservation, including preservation of  
319 legibility of controlled documents and records;
- 320 4.2.1.1.5.5.1.3 Changes to controlled documents (e.g. version control);
- 321 4.2.1.1.5.5.1.4. Retention and disposition of controlled documents and  
322 records.
- 323 4.2.1.1.5.5.2 Controlled documents and records shall be adequately protected (e.g.  
324 from loss of confidentiality, unauthorized access, improper use, or loss  
325 of integrity).
- 326 **4.2.1.1.5.6 Complaints and Appeals**
- 327 4.2.1.1.5.6.1 Complaints against personnel or contractors; and complaints or  
328 reports of code violations, building bylaw violations (in British  
329 Columbia), and other similar violations, shall be logged, investigated  
330 and resolved.
- 331 4.2.1.1.5.6.2 There shall be evidence of the establishment of, and rules of  
332 procedure for, a board of appeals as required by Section 113 of the  
333 IBC (or Section 108 of the International Fire Code, or Section 111 of  
334 the IPMC, as applicable); or procedure for hearing and deciding  
335 appeals in accordance with applicable adopted construction code(s).  
336 There shall be a process to achieve and demonstrate that members  
337 appointed to the board are qualified to hear appeals and impartial.
- 338 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.

4.2.1.1.12 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 shows 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/licensing requirements for all full-time, part-time 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 Staff shall be trained periodically on the organization's requirements for staff impartiality (as defined in Section 2).

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

4.2.1.2.6 Encourage staff to obtain continuing education units (or equivalent) to maintain

required certifications.

4.2.1.2.7 Encourage staff participation in code development activities.

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

#### 4.2.1.3 PERMITTING

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

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 Establish, and periodically re-evaluate in consultation with stakeholders, service goals for the issuance of permits.** There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary. Service goals shall be expressed in a quantifiable manner and specifically defined for each of the following areas:

**4.2.1.3.3.1 Timeliness** (i.e., turnaround time);

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

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

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

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

**4.2.1.3.3.3 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.

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 Budget shall take into consideration risks affecting services provided and shall be adequate to achieve and maintain service goals as 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.

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

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

4.2.2.3 There shall be a process to achieve and demonstrate compliance with all applicable 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.** There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary. Service goals shall be expressed in a quantifiable manner and defined for each of 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 accreditation. (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 or 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.

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

**4.2.4 INSPECTIONS**

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

4.2.4.2 There shall be a process to achieve and demonstrate compliance with all applicable organizational and legal requirements for overseeing inspections provided by private inspectors hired by owners.

4.2.4.3 There shall be a process to achieve and demonstrate clear, concise and accurate inspection reports.

**4.2.4.4. Establish, and periodically re-evaluate in consultation with stakeholders, service goals for the performance of inspections.** There shall be a program to regularly monitor

performance toward meeting stated goals and take remedial actions as necessary. Service goals shall be expressed in a quantifiable manner and defined for each of the following areas:

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

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

**4.2.4.4.2.1. 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.—as long as the meaning is not changed.)

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

**4.2.4.4.2.3 For minor errors** missed during inspections.

**4.2.4.4.3 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 or cost to the customer.

**4.2.4.5** For construction in high-risk flood zones, Elevation Certificates shall be collected prior to issuance of the certificate of occupancy. Elevation Certificates shall be permanently retained.

## **4.2.5 CERTIFICATES OF OCCUPANCY**

Certificates of Occupancy (including certificates of completion or temporary certificates of occupancy) shall be issued only after all applicable organizational and legal requirements have been met. Certificates of Occupancy shall list the information required by the administrative provisions of the adopted code (e.g., information required in 2015 IBC Section 111.2).

## **ADDITIONAL INFORMATION (AS APPLICABLE)**

Any other state, provincial and national regulatory requirements.

514 **LINKS TO ADDITIONAL REFERENCES**

515 6.1 IAS – [www.iasonline.org](http://www.iasonline.org)

516 6.2 International Code Council – [www.iccsafe.org](http://www.iccsafe.org)

517

518 *These criteria were previously issued September 2004, May 2005, October 2005, August 2006, May 2007, April 2008, September*  
519 *2008, May 2010, May 2011, August 2012, June 2013, February 2015, October 2015, ~~and~~ April 2017, and September, 2018.*

## 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. Department shall have addressed negative findings (if any) identified in the department's most recent FEMA or State Community Assistance Visit report.

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.

556 A7.3. Policies and procedures concerning acceptance of approved fabricators shall be established and  
557 controlled.

558 A7.4. Policies and procedures concerning the approval of third-party inspection  
559 and testing agencies shall be established and controlled.

560 A7.5. Policies and procedures concerning special inspector reporting requirements shall be established  
561 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. Method for implementation of applicable Federal Emergency Management Agency (FEMA) requirements 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 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.** There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions 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.—as 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

### Requirements

Building Departments, Code Enforcement Departments, and Building Department Third-Party Services Providers seeking accreditation in accordance with this Accreditation Criteria are only required to submit documentation, data and information to demonstrate conformance with the AC251 Clauses for the AC251 Group Designations shown in the below table. The lower of the commercial and residential BCEGS Classifications shall be used in determining the applicable AC251 Group designation. Should an issue or concern arise during an assessment involving documentation not a part in the required initial documentation submittal as indicated in the below table, additional documentation, data or information demonstrating conformance to AC251 requirements may be required.

<u>AC251 BUILDING DEPARTMENTEN ACCREDITATION REQUIREMENTS</u> <u>BASED UPON AC251 GROUP DESIGNATIONS</u>					
<u>APPLIES</u> <u>TO:</u>	<u>REQUIREMENT</u>	<u>AC251 Clause(s)</u>	<u>GROUP</u> <u>A</u>	<u>GROUP</u> <u>B</u>	<u>GROUP</u> <u>C</u>
<u>All Building Departments, Code Enforcement Departments, and Third Parties</u>	<u>Effectively Coordinate Workflows</u>	<u>4.2.1.1.1</u>		●	●
	<u>Emergency Response</u>	<u>4.2.1.1.2</u>	●	●	●
	<u>Freedom from Internal/External Pressure</u>	<u>4.2.1.1.3</u>	●	●	●
	<u>Impartiality</u>	<u>4.2.1.1.4</u>		●	●
	<u>Established Quality Management System</u>	<u>4.2.1.1.5</u>	●	●	●
	<u>Management Commitment</u>	<u>4.2.1.1.5.1</u>	●	●	●
	<u>Internal Audits of Management System</u>	<u>4.2.1.1.5.2</u>	●	●	●
	<u>Management Reviews</u>	<u>4.2.1.1.5.3</u>	●	●	●
	<u>Corrective Actions</u>	<u>4.2.1.1.5.4</u>	●	●	●
	<u>Documents and Records</u>	<u>4.2.1.1.5.5</u>	●	●	●
	<u>Complaints and Appeals</u>	<u>4.2.1.1.5.6</u>	●	●	●
	<u>Facilities and Equipment</u>	<u>4.2.1.1.6</u>			●
	<u>Tools/Equipment Calibration (when required)</u>	<u>4.2.1.1.7</u>			●
	<u>Transportation Equipment</u>	<u>4.2.1.1.8</u>			●
	<u>Permitting, Plan Review and Inspection Data Tracking and Analysis</u>	<u>4.2.1.1.9</u>			●
	<u>IT Support</u>	<u>4.2.1.1.10</u>			●
	<u>Wireless Voice and Data</u>	<u>4.2.1.1.11</u>			●
	<u>Legal Counsel and Prosecution Support</u>	<u>4.2.1.1.12</u>		●	●
	<u>Stakeholder and Community Engagement</u>	<u>4.2.1.1.13</u>	●	●	●
	<u>Organizational Chart</u>	<u>4.2.1.2.1</u>	●	●	●
	<u>Job Descriptions/Minimum Qualifications</u>	<u>4.2.1.2.2</u>			●
	<u>Records of Staff Licenses, Certifications, Training</u>	<u>4.2.1.2.3</u>	●	●	●
	<u>Impartiality Training</u>	<u>4.2.1.2.4</u>	●	●	●
	<u>Employee Evaluations</u>	<u>4.2.1.2.5</u>	●	●	●
	<u>Encourage Continuing Education</u>	<u>4.2.1.2.6</u>			●
	<u>Encourage Code Development Participation by Staff</u>	<u>4.2.1.2.7</u>			●
	<u>Adequate Staffing Levels</u>	<u>4.2.1.2.8</u>		●	●
	<u>Permitting Process</u>	<u>4.2.1.3.1</u>		●	●
	<u>Permitting for Historic Buildings</u>	<u>4.2.1.3.2</u>		●	●
	<u>Service Goals for Permitting</u>	<u>4.2.1.3.3</u>	●	●	●
	<u>Expired Permits</u>	<u>4.2.1.3.4</u>	●	●	●
	<u>Budget Consideration of Risks</u>	<u>4.2.1.4.1</u>			●
	<u>Undergo Regular Financial Audits</u>	<u>4.2.1.4.2</u>			●
	<u>Maintain Liability Protection</u>	<u>4.2.1.4.3</u>			●
	<u>Requirements for Establishing and Collecting fee</u>	<u>4.2.1.4.3</u>			●
	<u>Plan Review Process</u>	<u>4.2.2.1</u>	●	●	●

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<b>AC251 BUILDING DEPARTMENT ACCREDITATION REQUIREMENTS BASED UPON AC251 GROUP DESIGNATIONS (Continued)</b>					
<b>APPLIES TO:</b>	<b>REQUIREMENTS</b>	<b>AC251 Clause</b>	<b>GROUP A</b>	<b>GROUP B</b>	<b>GROUP C</b>
<b>All Building Departments, Code Enforcement Departments, and Third Parties</b>	<u>Partial Approvals and Deferred Submittals</u>	<u>4.2.2.2</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Alternate Materials and Methods</u>	<u>4.2.2.3</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Service Goals for Plan Reviews</u>	<u>4.2.2.4</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>License and Credential Verification for Contractors, Designers, Special Inspection Inspectors/Agencies</u>	<u>4.2.3</u>		<u>•</u>	<u>•</u>
	<u>Organizational and Legal Requirements for Inspection</u>	<u>4.2.4.1</u>		<u>•</u>	<u>•</u>
	<u>Process for Owner-Hired Private Inspectors</u>	<u>4.2.4.2</u>			<u>•</u>
	<u>Clear, Concise, Accurate Inspection Reports</u>	<u>4.2.4.3</u>			<u>•</u>
	<u>Service Goals for Inspections</u>	<u>4.2.4.4</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Elevation certificates in High-risk Zones</u>	<u>4.2.4.5</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Certificates of Occupancy</u>	<u>4.2.5</u>	<u>•</u>	<u>•</u>	<u>•</u>
<b>All Building Departments, (except in British Columbia)</b>	<u>Contracts with Other Jurisdictions</u>	<u>Annex A, A1</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>FEMA/State Report Findings Addressed</u>	<u>Annex A, A2</u>		<u>•</u>	<u>•</u>
	<u>Contracts with Third-Party Providing Services</u>	<u>Annex A, A3</u>		<u>•</u>	<u>•</u>
	<u>Adoption of Construction Codes</u>	<u>Annex A, A4</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Adoption of Administrative Code/Amendments</u>	<u>Annex A, A5</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Adoption of Technical Codes/Amendments</u>	<u>Annex A, A6</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Special Inspections Requirements (IBC Chapter 17)</u>	<u>Annex A, A7</u>	<u>•</u>	<u>•</u>	<u>•</u>
<b>Third-Party Providers</b>	<u>Adoption of Construction Codes</u>	<u>Annex B, B1</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Adoption of Administrative Code/Amendments</u>	<u>Annex B, B2</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Adoption of Technical Codes/Amendments</u>	<u>Annex B, B3</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>FEMA Requirements Implementation (as applicable)</u>	<u>Annex B, B4</u>	<u>•</u>	<u>•</u>	<u>•</u>
	<u>Special Inspection Requirements (IBC Chapter 17)</u>	<u>Annex B, B5</u>	<u>•</u>	<u>•</u>	<u>•</u>
<b>British Columbia Building Departments</b>	<u><b>All Provisions of Annex C Are Applicable - British Columbia Building Departments</b></u> <u><b>(ISO does not evaluate Building Department in British Columbia as part of the BCEGS program)</b></u>				
<b>Property Maintenance Code Enforcement</b>	<u><b>All Provisions of Annex D Are Applicable - Property Maintenance Inspection Services</b></u> <u><b>ISO does not evaluate Property Maintenance Inspection Services as part of the BCEGS program)</b></u>				

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