

**RECOGNITION CRITERIA FOR
BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS AND
THIRD PARTIES PROVIDING BUILDING AND/OR PROPERTY MAINTENANCE
CODE ENFORCEMENT SERVICES**

RC418

**December 2021
Effective February 1, 2022**

PREFACE

The attached recognition criteria have been issued to provide all interested parties with guidelines on implementing performance features of the applicable standards referenced herein. The criteria were developed and adopted following public hearings conducted by the International Accreditation Service, Inc. (IAS), Accreditation Committee and are effective on the date shown above. All recognitions issued or reissued on or after the effective date must comply with these criteria. If the criteria are an updated version from a previous edition, solid vertical lines (|) in the outer margin within the criteria indicate a technical change or addition from the previous edition. Deletion indicators (→) are provided in the outer margins where a paragraph or item has been deleted if the deletion resulted from a technical change. These criteria may be further revised as the need dictates.

Copyright © 2021

RECOGNITION CRITERIA FOR BUILDING DEPARTMENTS, CODE ENFORCEMENT DEPARTMENTS AND THIRD PARTIES PROVIDING BUILDING AND/OR PROPERTY MAINTENANCE CODE ENFORCEMENT SERVICES

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

NOTE: The numbering sequence in these criteria mirrors the numbering sequence in the September 1, 2021, IAS Accreditation Criteria for Building Departments, Code Enforcement Departments and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services (AC251). (AC251 is available to download at [Building Department and Third-Party Service Provider Accreditation - International Accreditation Service, Inc. \(iasonline.org\)](https://www.iasonline.org) then click on *Important Documents*). For clarity and reference purposes, Annex E contains the sections of AC251 that are specifically *excluded* from this Recognition Criteria.

1. INTRODUCTION

1.1. **Scope:** These criteria set forth the requirements for obtaining and maintaining International Accreditation Service, Inc. (IAS), recognition of governmental entities and third-party service providers responsible for enforcement of building and construction laws, property maintenance codes, or other jurisdictional ordinances relating to enhancing the quality of life within their jurisdictions, such as fire, zoning or traffic laws. These criteria supplement the IAS Rules of Procedure for Recognition of Building Departments, Code Enforcement Departments, and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services.

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

1.2.1. *IAS Accreditation Criteria for Building Departments, Code Enforcement Departments and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services (AC251).*

- 1.2.2. *International Building Code*[®] (IBC) current edition, and related construction codes published by the International Code Council.
- 1.2.3. *International Property Maintenance Code*[®] (IPMC) published by the International Code Council.
- 1.2.4. *British Columbia Building Code* (BCBC) and Vancouver Building By-law, current editions.
- 1.2.5. *Building Department Administration*, by Robert E. O'Bannon, published by the International Code Council.
- 1.2.6. IAS Rules of Procedure for Building Department Regulatory Agencies and Third-Party Service Providers.
- 1.2.7. IAS Rules of Procedure for Recognition of Building Departments, Code Enforcement Departments, and Third Parties Providing Building and/or Property Maintenance Code Enforcement Services.
- 1.2.8. National Flood Insurance Program (NFIP) Regulation 44 CFR Parts 59 and 60.

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 and subject matter experts 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:** 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 department related to its enforcement authority. Administrative decisions include:
 - refusal to accept an application for issuance of permit,
 - refusal to proceed with plan check or inspections,
 - corrective action requests,
 - refusal to agree with the designer's code interpretation,
 - decisions to deny, suspend or halt construction work,

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

- 2.6. **Approved:** Acceptable to the official having jurisdiction.
- 2.7. **Approved Agency:** An established and recognized agency regularly engaged in conducting tests or furnishing inspection services when such agency has been approved. Accreditation by the International Accreditation Service as a testing laboratory or inspection agency meets the intent of IBC Section 1702.1 relative to approved agencies.
- 2.8. **Building:** Any structure used or intended to support or shelter any use or occupancy.
- 2.9. **Building Code Administrator/Building Official/Code Official:** The officer or other designated authority charged with the administration and enforcement of codes as adopted in their jurisdiction.
- 2.10. **Building Department/Code Enforcement Department:** Authoritative body which performs functions related to enforcement of construction and other laws and/or enforcement of property maintenance code requirements.
- 2.11. **Certified Contractor:** Any contractor who possesses a certificate of competency issued by state regulators and is allowed to contract in any jurisdiction in the state without being required to fulfill the competency requirements of that jurisdiction.
- 2.12. **Competent:** Ability to apply knowledge and skills to achieve intended results.
Note: Demonstrated competence is sometimes referred to as qualification.
- 2.13. **Complaint:** Expression of dissatisfaction, other than appeal, by any person or organization, concerning some matter related to the agency, where a response is expected.
- 2.14. **Construction Documents:** Written, graphic and pictorial documents prepared or assembled to describe the design, location and physical characteristics of a building project.
- 2.15. **Contract Staff:** A third-party individual or entity hired by the local jurisdiction to perform plan review and/or inspection services.
- 2.16. **Control:** The direction, regulation and coordination of procedures and related documents to assure consistency of operations.
- 2.17. **Document:** Information captured in any medium, including written text (paper or digital), flow charts, drawings or sketches, photographs, audio or video recordings, and others.
- 2.18. **External/Internal Pressures and Influences:** Interference with due process of code enforcement by persons in a position of power (such as elected officials).
- 2.19. **Historic Buildings:** Buildings that are listed in or are eligible for listing in the National Register of Historic Places or designated as historic under appropriate state or local law.
- 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, to measure the operational consistency and overall efficiency of the department/code enforcement agency.
- 2.25. **Management Reviews:** Reviews performed by management of internal audit findings (including internal quality audits) to assess the organization's level of procedural conformance, identify and correct areas of nonconformance and inefficiency, and engage staff in improving processes and procedures.
- 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:** 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.

- 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 department 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 shall 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 services).
- 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 construction or operation requiring special inspection. IAS-accredited special inspection agencies satisfy the requirements of Section 1702 of the IBC.
- 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, inspection service providers and includes property maintenance code enforcement services.
- 2.41. **Top Management:** The person or group of people who direct and control the organization, body, department, division or company seeking recognition.

3. ELIGIBILITY

Recognition 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 review
- 3.3. Inspections
- 3.4. Property maintenance code enforcement
- 3.5. Construction code and/or property maintenance code adoption, promulgation and/or 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 recognition criteria.
 - 4.1.2. Regulatory agencies and third-party providers must comply with the IAS Rules of Procedure for Building Department Regulatory Agencies and Third-Party Service Providers.
 - 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. Building departments, code enforcement departments, and third-party service providers providing property maintenance code enforcement 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. **Property Maintenance Building/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 for 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. (This section intentionally left blank for future content.)
- 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 recognition criteria (RC418) 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 components of this Recognition Criteria.
- 4.2.1.1.5.2. **Internal Audits:** Internal service goals audits shall be conducted semi-annually to provide information on whether the quality management system and service goals conform to its own requirements for its quality management system and the requirements of RC418 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. 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 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 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:
 - 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,
 - 4.2.1.1.5.4.2.4. Making changes, if necessary, to the quality management system,
 - 4.2.1.1.5.4.2.5. Retaining documented information on the nature of the nonconformity, actions taken, and results of corrective action.
- 4.2.1.1.5.5. **Control of Documents and Records:** Documented information (including records) required by the quality management system, and by this RC418, shall be controlled to ensure availability and suitability for use where and when needed.
 - 4.2.1.1.5.5.1. The organization shall identify which documents and records are to be controlled and have a process to achieve and demonstrate control of the following activities:
 - 4.2.1.1.5.5.1.1. Distribution, access, retrieval and use of controlled documents and records,
 - 4.2.1.1.5.5.1.2. Storage and preservation, including preservation of legibility of controlled documents and records,
 - 4.2.1.1.5.5.1.3. Changes to controlled documents (e.g., version control),
 - 4.2.1.1.5.5.1.4. Retention and disposition of controlled documents and records.
 - 4.2.1.1.5.5.2. Controlled documents and records shall be adequately protected (e.g., from loss of confidentiality, unauthorized access, improper use, or loss of integrity).
- 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 be 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 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 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)

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. Employ or contract with a sufficient number of persons with the required

competencies, including, where needed, the ability to make professional judgements, 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. (This section intentionally left blank for future content)

4.2.1.3.3. Establish, and periodically re-evaluate, in consultation with stakeholders, service goals for the issuance of permits. A minimum of two semi-annual service goals 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 specifically defined for each of the following areas:

4.2.1.3.3.1. **Timeliness** (i.e., turn-around 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 an application and assign plans for review) and “issuance” (time taken to issue a permit after the plans are approved).

4.2.1.3.3.2. **Quality** (i.e., tolerance rate of 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)

4.2.1.4. **Finance**

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

4.2.1.4.2. (This section intentionally left blank for future content)

4.2.1.4.3. (This section intentionally left blank for future content)

4.2.1.4.4. There shall be a process to achieve and demonstrate conformance 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. (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 goals 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.
 - 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. A minimum of two semi-annual service goals 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:
 - 4.2.4.4.1. **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 recognition. (This may be expressed differently such as “100% correct” so 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 and cost to the customer.
- 4.2.4.5. Where the department/division/third party is responsible for flood plain management, 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 certificate 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 IBC Section 111.2).

5. ADDITIONAL INFORMATION (AS APPLICABLE)

Any other state, provincial and national regulatory requirements.

6. LINKS TO ADDITIONAL REFERENCES

6.1 IAS – www.iasonline.org

6.2 International Code Council – www.iccsafe.org

These criteria were previously issued 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, negative findings (if any) identified in the 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).
- 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 recognition certificate for recognized 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 for 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: 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.
- 4.2.1.1.9 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 Be provided adequate information technology (IT) support.

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 two semi-annual service goals audits shall be conducted per year."

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 as defined in Section 2."]

4.2.2 **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.

4.2.2.4 Delete the sentence: "There shall be a program to regularly monitor performance toward meeting stated goals and take remedial actions as necessary." and add "Establish, and periodically re-evaluate, in consultation with stakeholders, service goals for the performance of plan reviews. A minimum of two semi-annual service goals audits shall be conducted per year. Audit findings shall be documented in a summary report."

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 "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. Audit findings shall be documented in a summary report."

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.]*