



NC DEPARTMENT OF  
**INSURANCE**  
OFFICE OF STATE FIRE MARSHAL



## Past Investigations



## Review of Complaints for last 10 years

The goal was to develop data on the number and nature of the complaints, the issues and the disciplinary actions taken by the Board.



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A Complaint may contain multiple allegations of both violations of Technical Codes and of Administrative Codes and Policies or Statutes, and may pertain to multiple trades and/or Inspectors.



## **Technical Code (Code)**

- Missing Flashing
- Wall not Bearing on Piers
- Over-notched Floor Joist
- No Dishwasher Disconnect
- Clearances not Met
- Inadequate Drainage

## **Administrative Code and Policies (Admin)**

- No Inspections
- Insufficient Inspections
- No Certifications
- Above Certifications
- Failure to Perform Duties
- No Records
- Conflict of Interest



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## Complaints

- Reviewed 139
- Basis 52 (37%)
- No Basis 87 (63%)
- Code 36 (26%)
- Admin 63 (45%)
- Both 40 (29%)



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## All Cases (regardless of Basis)

• Failure to Perform Duties	32
• No / insufficient Inspections	31
• Ethics	28
• No Permit	23
• Actions Above / No Cert	16
• Cert. of Occupancy Issues	14
• Records	10
• Plan Review	9
• Stop Work	7
• NOV	2

## Basis Cases

• Failure to Perform Duties	15
• No / insufficient Inspections	14
• Actions Above / No Cert	11
• Ethics	10
• Records	8
• No Permit	7
• Plan Review	6
• Cert. of Occupancy Issues	6
• Stop Work	1
• NOV	1



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## Disciplinary Actions Taken by the Board over the last 10 years

• Class, Training, or Testing	24	(46%)
• Lost or Surrendered Certs	9	(17%)
• Temporary Suspension	8	(15%)
• Letter of Caution/Reprimand	7	(14%)
• Reduced Level of Cert	4	(8%)



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Of the Nine Inspectors whose Certificates were  
revoked/surrendered.

- Above Level of Certification / No Cert 3
- Insufficient or Drive by Inspections 3
- Records 3
- Ethics 3
- No Permit 2
- Failure to Perform Duties 1
- Certification of Occupancy Issues 1
- Plan Review 1
- Stop Work 1





- What guides the level of disciplinary action taken
  - Nature and number of violations
  - Past cases



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# Inspector Lost Certifications

- Item 1 – Inadequate Foundation System
- Item 3 – Inadequate Beams
- Item 4– Insufficient Girder Bearing
- Item 5 – Inadequate Foundation Anchorage
- Item 6 – Foundation Not Dampproofed
- Item 8 – No Crawl Space Drain
- Item 10 – Missing Beams
- Item 11 – Inadequate Wall Support
- Item 13 – Missing Bearing Wall
- Item 14 – Inadequate Floor Framing and Pier Supports
- Item 15 – Egress Window Height Insufficient
- Item 16 – Inadequate Ceiling Joist Support
- Item 18 – Inadequate Bearing Wall Support
- Item 19 – No Engineering for Holes Drilled in LVL Beams
- Item 21 – Inadequately Nailed Sheathing
- Item 22 – Inadequate Stud Bearing
- Item 25 – Inadequate Rafter Support Above Bedroom
- Item 26 – Rafter Support Installed Incorrectly
- Item 27 – Rafters Not Tied to Ceiling Joists
- Item 30 – Inadequate Rafter Support
- Item 31 – Rafters Not Nailed to Support
- Item 32 – Rafters Missing Ties
- Item 33 – Ceiling Joists Over-Notched
- Item 34 – Ceiling Joists Notched Incorrectly
- Item 35 – Rafters Not Nailed to the Band
- Item 36 – Column Anchored Inadequately
- Item 37 – Water Intrusion
- Item 42 – Voids in Bed Joints at Pier
- Item 44 – Safety Glazed Window Required for Bathtub
- Item 45 – Safety Glazed Window Required at Stairs
- Item 47 – No Toilet Facilities for Workers
- Item 49 – Ridge Board Inadequate



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## My Cases as an Investigator

- 4167 Active Inspectors
- 21 Formal Cases
- 39 Inspectors
- 15 No Basis Cases against Inspectors
- 6 Basis Cases against Inspectors
  - 3 Turned in Certificates (Retired)
  - 2 Voluntary Settlement Agreements (Completed)
  - 1 Voluntary Settlement Agreement (Inspector Fired)
- 1 New Formal Cases per Month
- 20 Informal Complaints per Month
- 62 Days to Conduct Investigation and Complete Report



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## Private Inspections

- Private Company offered inspections in several jurisdictions
- Obtained the necessary Certifications through the Q-Board
- Obtained Certifications of Employment with the jurisdictions
- Compliant was filed against the inspectors
  - Performing above their certification levels
- Private Company was fired by the jurisdiction
- Private Company Inspectors no longer performing inspections



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