

# Scheduling a Virtual Interactive Inspection

Due to the Coronavirus disease (COVID-19) public health emergency, the Building Division has made **temporary changes** to conducting field inspections in an effort to continue progress and the many active jobsites throughout the City of Sacramento. **This is a new program that may change rapidly as the environment changes.**

At this time, we are only offering **virtual interactive (remote) inspections for all types of inspections**. In an effort to offer inspection services while maintaining the required **six-foot social distancing** we will be offering remote inspections only. Inspections are to be scheduled as noted below and the field inspector assigned to your project will contact you by phone to set up the remote inspection. Our [Inspection Summary](#) page provides up-to-date information on scheduled inspections and the inspector's contact information.

Note: Safety Inspections completed by the Building Division will also be performed remotely.

The contractor or homeowner responsible for the work will need to be able to show all work performed. This may include climbing ladders, crawling, opening panels and moving conductors as necessary, walking on uneven surfaces, using tape measures and other required tools, etc. Using interactive technology (FaceTime or Google Duo) a building inspector will participate in a live session with the contractor / homeowner to perform the inspection(s) remotely through the use of a mobile device. Our goal is to allow construction to progress while maintaining a safe environment for all involved through social separation. The City of Sacramento Building Division will do our best in completing our inspections between the hours of 7:30 am – 3:30 pm.

## To schedule inspections:

In order to participate in a remote inspection you will need the following:

- Reliable internet connection
- Fully charged iPad, iPhone, Tablet or Android device with webcam capability
- If you are using an iPad or iPhone, you will simply accept a FaceTime call
- If you are using Google Duo (available for iOS and android devices) to complete your inspection, you will need to download the Google Duo application and create a valid User ID, and phone number or e-mail address used to create the account.

On the scheduled date and time of the inspection you will receive a call from your inspector prior to the start of the remote inspection on the platform you have requested (FaceTime or Google

Duo). The inspector will walk you through the inspection process, identifying if any items require correction. At the conclusion of the inspection, the inspector will inform you if you passed the inspection or what the next step is, as applicable. A written correction notice will be added to the City's permitting system; these comments will **not** be included in the inspection package (Job Card). Correction items can be sent to the customer via email or text only upon request. Once the repairs are completed you may request a re-inspection.

### **How to prepare for the inspection:**

1. Prior to the start of the inspection please **have all necessary tools available** (e.g., tape measure, screwdriver, level, GFCI tester, ladder, flashlight, etc.) that may be necessary to perform the inspection.
2. Make sure your smart phone / tablet is fully charged, with **phone notifications turned off** that may interrupt the inspection.
3. Be ready to receive and respond to a video call from the inspector at the scheduled day and time. Having ear buds with a microphone greatly improves communication.
4. Ensure no unnecessary sounds are present (power tools, radio, pets, etc.) helps improve communication clarity as well.
5. When plans reviewed by the City are involved in the project, the **Job Copy approved plans will be required** for all remote inspections.

### **Virtual interactive inspection process:**

1. Each inspection will begin at the street view to verify the location by showing the structure and property address.
2. To ensure consistency please start the inspection from the front entry, walking the inspection in a clockwise direction horizontally on each floor, starting at the bottom floor if there are multiple levels, while following the direction of the inspector.
3. The inspector will inform you if any corrections were found during the inspection and provide a verbal correction notice; or if there were no corrections identified, a verbal approval to let you know you passed the inspection.
4. Once the inspection is completed and the call ends the inspector will enter the final results into our permitting system.

### **Benefits of using virtual interactive inspections:**

The benefits of a remote inspection include the convenience of specific day and time requests as well as not having to worry about an inspector entering your home. All you need is an internet connection and a smartphone or tablet to be able to enjoy this new and convenient program. Additionally, since this eliminates driving a vehicle to your site, this is a more environmentally friendly option to traditional inspection methods.