

Video Inspection

Process Steps and Customer Responsibilities

Customers must maintain **4G Wireless service** and have a **Google Duo Account** on the phone

STEP 1: PREPARE FOR INSPECTION

- ❖ Prior to the scheduled inspection time, ensure all necessary tools based on type of inspection and appropriate paperwork are readily available. For example; permit, plan, job card, tape measure, level, GFCI tester, flashlight, ladder, etc.

STEP 2: TAKING THE CALL

- ❖ Must be at least 18 years old or with an adult to perform the video inspection.
- ❖ Ensure smart phone or tablet is fully charged.
- ❖ Respond to **Google Duo** invitation from Inspector.
- ❖ Be prepared to accept video call at scheduled time.
- ❖ Have all required tools and paperwork as necessary for inspection.
- ❖ Turn off notifications that may interrupt the **Google Duo** call.
- ❖ Set phone so that you have the small screen view of what the inspector sees

STEP 3: GET INSPECTED

- ❖ Begin inspection at street view looking at the structure
- ❖ The address must be shown in the initial view
- ❖ Follow the direction of the inspector.
- ❖ Walk inspection in a clockwise direction horizontally then bottom to top vertically (if more than one floor)
- ❖ Make notes of any corrections.

STEP 4: RESULTS

- ❖ Inspector will inform you if the inspection receives a pass, partial or fail.
- ❖ The inspector will update the permitting system with the results at the completion of the video inspection and a result notification email will be sent to the applicant of record.