Remote Video Inspection Guidelines

Purpose:
This guide will allow for the provision of temporary remote building inspection services during the COVID-19 emergency.

What services will be provided by Remote Video Inspection?
- The inspection of **occupied residential spaces**
- Remodel, alteration, basement finish, and additions that are accessible **only through occupied spaces** and similar construction is taking place

What types of inspections are available?
- Small Interior Remodel Projects
- Rooftop Solar (photovoltaic) - if interior access is needed
- Water Heaters
- AC/Furnace
- Residential Addition/ Alteration reinspection’s
- Reinspections – approved by the inspector

**If your inspection needed is not on the above list, please contact the building department**

When are Remote Video Inspections not available?
- Assessment of damage from fires and vehicles
- Restorations of utilities and critical facilities

*These services will be performed as typical field inspections as required by the Building Official.*

Note: Based on the size and/or complexity of the project it may not be possible to complete the inspection via Virtual Building Inspection. Please call the Building Department at 303.450.8745.

What do I need to complete a Remote Video Inspection?
- Internet connectivity
  - If your inspection location does not have internet connectivity, please ensure that your phone or tablet can maintain a WIFI or 4G/LTE connection.
- Skype Video Conferencing
  - Some devices already have the necessary video call app installed.

How to Complete a Remote Video Inspection

Step 1: Schedule the Remote Video Inspection time
- We only accept requests **one working day prior** to the requested date. Call 303-450-8745 the working day before 4:00PM for an inspection the following business day.
- The last Remote Video Inspection of the day will be scheduled for **no later than 4:00 PM**, Monday through Friday.
Step 2: Prepare for Remote Video Inspection (prior to the inspection)

Inspection Tools Checklist:
- Flashlight
- Tape measure
- Level
- Step ladder
- Approved plan
- Permit card
- Be prepared to provide license for plumbing and or electrical work

Prepare your device (tablet or smartphone)
- Make sure your device is fully charged
- Clean your device lens and screens for maximum video clarity

Make sure that GPS / Location Services (on your smartphone or tablet) are turned on. [Details >>]

Step 3: Prepare to receive Remote Video Inspection call

- Make sure that you have a stable Internet connection with WIFI or 4G/LTE.
- Turn off phone or tablet notifications prior to receiving the video call
  Notifications can freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled.
- Make sure you have good lighting
- Clear the area of unnecessary objects
- Be ready to accept the call at the schedule time and respond to instructions from inspection
- Allow plenty of time as we do not know site specifics. Inspections vary widely in time taken.
- Please keep background noise to a minimum

Step 4: Start the Inspection

- Listen carefully to the inspector’s guidance as to where to walk and point the camera. The inspector will set the pace as needed.
- You will be asked to verify the address, permit number, and requested inspections.
  Open google maps and either share your location or zoom into your location and take a screenshot.
- Begin inspection at the street view looking at the structure with the address showing
- Follow the directions of the inspector
- Walk inspection counter-clockwise direction
- Walk inspection from bottom to top (if multiple floors) and right to left
- Make note of any items that need to be corrected. The inspector will discuss each item, so the necessary corrections are understood.
  Do not write any comments on the permit card.
- The inspector will tell you in the video call if the inspection has passed or failed
- Do not cover any work needing corrections until corrections are verified by inspection.

Step 5: After the inspection – inspection results

1. The inspector will update our permit database after the video call is completed and reviewed.
2. An e-mail will be sent to the contact person listed on the permit application with results of the inspection, and the results will be available on the portal.
3. Scheduling re-inspections or the next inspection needed is based on availability of time slots.
Please note:

All features of the home that are applicable to the required inspection must be visible at the time of the remote inspection.

The features must be captured sufficiently for the inspector to evaluate.

If at any point the inspector believes that the remote inspection process is not allowing them to properly assess compliance, they may require that a building site inspection be conducted at a future date.