Remote Video Inspections: Customer SOP

OVERVIEW

Remote Virtual Inspections (RVI) should be conducted in accordance with this document.

Remote Virtual Inspections should be conducted in accordance with the Remote Virtual Inspections Guidelines. Remote Virtual Inspections can only be used where you have cellular coverage or where there is a Wi-Fi network that will support the video stream.

When you begin the inspection, you will be asked to identify yourself, including name and a capture of your face, and to state both the address of the site and the permit number. You may be asked to verify that your identity by providing identification for the inspector to view. No personal information will be photographed as part of the inspection.

The subject of the inspection may be photographed.

What types of inspections are available?

- Caison inspections for Porches / Decks
- Roofing Inspections
- Underground Electrical or Gas Line
- Reinspection's (must verify with inspector)

If your inspection needed is not on the above list, please contact the building official.

What do I need to complete a Remote Virtual Inspection

- Internet or data connectivity. *If your inspection location does not have internet connectivity, please ensure that your phone or tablet can maintain a cellular data connection.*
- Flashlight
- Tape measure
- Level
- Step ladder
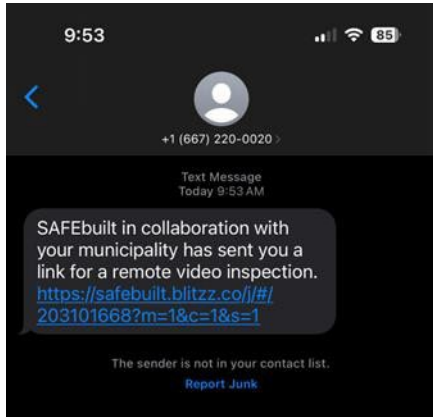- Approved plan
- Permit card

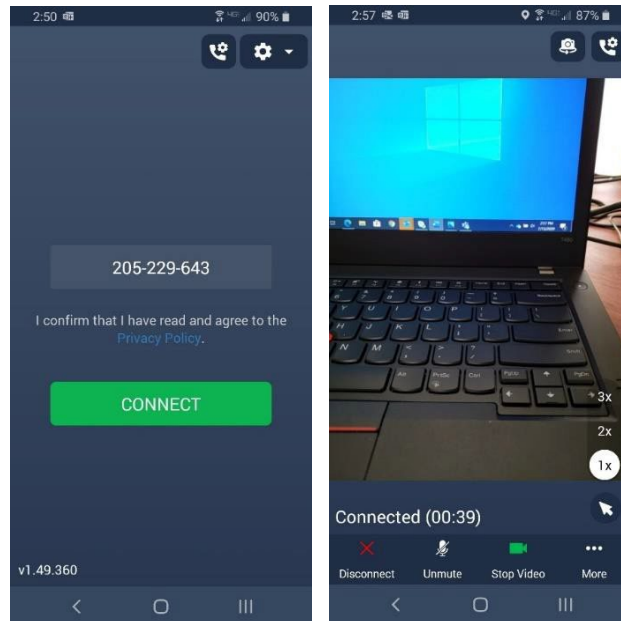Be prepared to provide license for plumbing and or electrical work

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HOW TO COMPLETE A REMOTE VIRTUAL INSPECTION

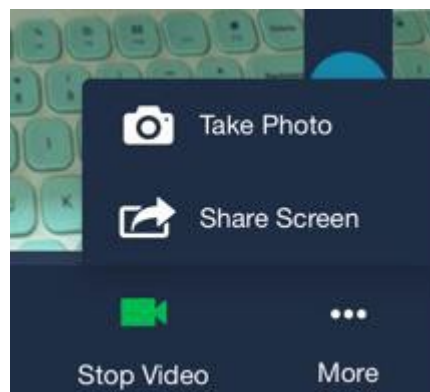|		

1	Schedule the Remote Virtual Inspection time	When requesting the inspection, please add a comment if you are requesting a remote video inspection.
		
		To have a remote video inspection performed, the following needs to be applicable:
		
		1. Qualified jurisdiction and inspection type
		2. Smart Device (Phone or Tablet) that can receive texts and video
		3. Person using smart device is comfortable with guided directions from an Inspector
		4. Allowance of Permissions on your smart device:
		    a. Location
		    b. Video
		    c. Camera
		    d. Audio

2	Prepare for Remote Virtual Inspection prior to the scheduled inspection time	**Inspection Tools Checklist:** • Flashlight • Tape measure • Level • Step ladder • Approved plan • Permit card • **Contractors:** license for plumbing and or electrical work
3	Prepare to receive the Remote Virtual Inspection call	**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. • Make sure that you have a stable Internet or data connection. • Turn off phone or tablet notifications prior to receiving the video call.

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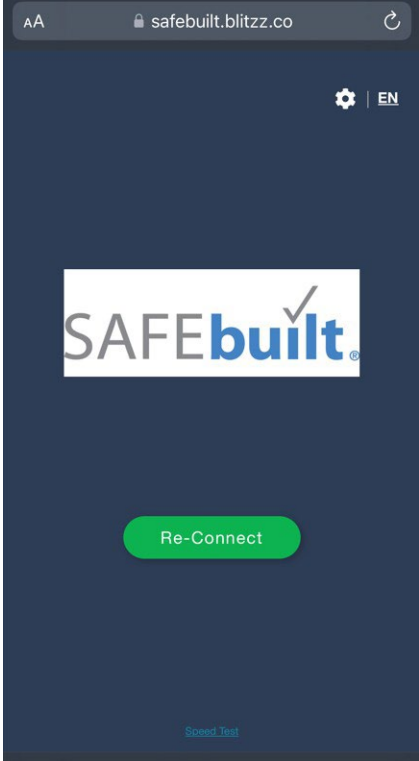|		
		Notifications can freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled. • Make sure you have good lighting. • Clear the area of unnecessary objects. • Be ready to accept the call at the scheduled time and respond to instructions from inspector. • Allow plenty of time as we do not know site specifics - inspections may vary in duration. • Please keep background noise to a minimum. **IMPORTANT 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.
4	Join the inspection call	At the time of the inspection, select the link sent to you through text or email: If prompted, please allow the application to access your camera and location. Click CONNECT to join the call. Once the session begins your inspector will be able to view your phone's video on their desktop.

- The guest tools include:
    - o Disconnect to end the call
    - o Mute/Unmute to control audio
    - o Stop Video ends the video transmission
    - o More... See screenshot below.
        - ▪ Take Photo
        - ▪ Share Screen
    - o Zoom 1x, 2x, 3x
    - o Chat box to communicate with Inspector
    - o Reverse camera uses the phone front camera
    - o Call settings displays session phone settings

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5	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. - Begin inspection at the street view looking at the structure with the address showing. - Follow the directions of the inspector. - Walk inspection in **clockwise** direction. - Walk inspection from **bottom to top** (if multiple floors) and **left to right**. - 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.
6	Re-Connect	- Once the call is disconnected, you or the Inspector can Re-Connect. - Use the RE-CONNECT button to rejoin the session; and notify the Inspector via text, call or email. - This will only be available for 30 minutes following the completion of the initial call. - This does not count as a second call. All videos and photos will be stored in the same session.

7	After the inspection – inspection results	• The inspector will update the permitting system after the video call is completed and reviewed. • An email will be sent to the contact person (or people) listed on the permit application with results of the inspection, and the results will be available on the system. • Scheduling re-inspections or the next inspection needed is based on availability.