

# BUILDING DIVISION - POLICIES AND PROCEDURES

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4/8/2020

## Virtual Inspections

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Due to the COVID-19 outbreak, Effective 4/8/2020, virtual inspections within Single Family Dwellings that are occupied will be the only virtual building-related inspections available until further notice. All other inspections that involve unoccupied spaces for both commercial and residential under construction will be accommodated provided that the guidelines from the CDC are strictly being adhered to. View all building-related service changes here.

Virtual inspections, an efficient alternative to in-person inspections, enable prompt service, productive follow-ups, and more specific scheduling. Virtual inspections are conducted between a customer and City inspectors by using a video call on a smart phone or tablet.

### Requirements

- All building-related inspections (building, electrical, mechanical, plumbing, energy, and Certificate of Occupancy) may be considered for virtual inspections, however, based on the size and/or complexity of the project it may not be possible to conduct virtually. Note: • Inspection complexity will be determined by the inspector.
- For inspections deemed too complex for virtual completion, the City will accept third-party inspections per the City's policy on Third-Party Inspectors. (See below)
- Customers must have a smartphone or tablet connected to Wi-Fi or 4G wireless service.
- Google Duo (all devices), FaceTime (Apple OS devices), or Verizon One-Talk (all Verizon devices) is required to host the video call. Check your mobile device's app store to download. Additional apps may be offered as this program expands.
  - FaceTime: Inspections can be completed using the FaceTime application. When you are talking to the Inspector the email address that comes across will be [ezmaps@cityofgolden.net](mailto:ezmaps@cityofgolden.net). This email is not monitored and should not be used outside of FaceTime.
- Third party engineers or third party agencies must obtain approval prior to conducting a virtual inspection. For approval, submit resumes and proof of certification to [sgreer@cityofgolden.net](mailto:sgreer@cityofgolden.net)

### Process

1. Schedule your inspection. Call 303-384-8198 leave your message for inspection and identify if you need a virtual inspection or an onsite inspection. Please identify what types of inspections needed (r-electric, drywall, etc) and what platform you are able to use. **Either Facetime or Google Duo**. Requests of any type made by 4pm will happen the next day. Virtuals will typically happen in the am. Make sure you leave a phone number for us to call for either the onsite contact or the person waiting for the virtual inspection.

2. Prepare for your virtual inspection:

- Ensure you have the necessary tools (based on the inspection type) readily available. For example, a tape measure, level, GFCI tester, step ladder, and/or flashlight.
- Make sure your mobile device is fully charged.
- Turn off phone or tablet notifications. Notifications can freeze the video feed during the call and could cause delays or require the inspection to be rescheduled.

4. Accept the incoming video call initiated by your inspector at the scheduled time.

5. Walk through your inspection with your inspector, noting the following (if applicable):

- Follow directions from your inspector.
- Begin at street view looking at structure with the address showing.
- Walk the inspection in a clockwise direction.
- Walk the inspection from bottom to top, if multiple floors. If residential, top to bottom to follow load path.
- Make note of any items that require correction.

**Inspection Results:**

Your inspector will tell you in the video call if the inspection has passed or failed.

Results will be processed in the permitting system by the end of the day on which the inspection occurred.

**If the inspection failed:**

- Comments/corrections will be emailed to the person that requested the inspection.
- The inspector will determine if additional fee(s) for re-inspection is required.