



## Guidelines for Virtual Inspections

Building Inspection staff will accommodate requests for Virtual Inspections in lieu of physical job-site inspection visits in accordance with the below listed guidelines.

1. Virtual Inspection may be requested in lieu of job-site visits for work on existing homes and dwelling units, and for existing businesses, as listed:
  - a. Installation of new or replacement water heaters
  - b. Furnace and /C change outs
  - c. Windows
  - d. Fences
  - e. Irrigation
  - f. Driveways
  - g. Under slab plumbing repairs of limited scope with prior approval of inspector
  - h. Re-inspections of limited scope with prior approval of inspector
2. Virtual Inspections will be conducted using devices with the capability to video conference using Zoom or Google Duo. The inspection will be performed remotely utilizing the video feed to enable the inspector to observe the work in need of inspection. Prior to requesting a Virtual Inspection ensure that Zoom or Google Duo is installed on the device that will be used for the Virtual Inspection.
3. Virtual Inspections will be scheduled via usual scheduling procedures, either by phone at (972) 919-2549, or through the Contractor's online MyGov account. The following information must be provided, whichever scheduling method is used:
  - a. The name of the person the inspector will be interacting with; and,
  - b. The phone number for the inspector to call to initiate a Virtual Inspection and,
  - c. The email of the of the person the inspector will be interacting with so that we may send them the Zoom or Google Duo meeting invite.
4. Virtual Inspections must be scheduled before 8:30 a.m. on the day of the requested inspection. The installer, contractor, or property owner will need to be on site during the Virtual Inspection to direct the video feed. The inspector will arrange with the person requesting inspection a suitable time for the Virtual Inspection.
5. Virtual Inspection is available between 9:00 a.m. and 11:30 a.m. or between 1:30 p.m. and 4:00 p.m., Monday through Friday excluding City holidays.
6. Still photographs will not be accepted in place of Virtual Inspection unless approved by the Inspector. The intent of RVI is for inspectors to get a "real-time" view of the completed work.
7. These guidelines are subject to change without notice.