

VIRTUAL INSPECTIONS

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In response to the COVID-19 emergency the Development Services Department has created a program that will allow building inspections to continue. All Building Department inspections will be completed virtually until further notice.

REQUIREMENTS

Following are the prerequisites to being able to complete a Virtual Inspection with the City:

1. Internet access, or Wi-Fi enable phone/tablet
2. Phone or Tablet with camera/webcam capability
3. Skype application downloaded and installed (Visit www.skype.com or use AppStore, or Google Play) This must be the regular skype. NOT skype for business.
4. Creation of a free Skype account at www.skype.com/help with valid user ID, phone number, or email address used to create the account. **It will be very important that you know what your Skype Name is to use this program.**

HOW TO SCHEDULE A VIRTUAL INSPECTION

To schedule a Virtual Inspection you must request an inspection on the City's SmartGov Permit Portal as you ordinarily would. In the comments section of your inspection request state "Virtual Inspection Requested" and provide your contact phone and Profile Name for Skype. If you don't know what your Skype Profile Name is open the app and click on your initials at the top of the screen, then click on Skype profile and your Skype name will be displayed.

Comment Example: "VIRTUAL INSPECTION REQUESTED" Contact Joe - 360-336-6214 (*insert Skype Profile Name*)

BEFORE THE INSPECTION OCCURS

To prepare for the virtual inspection: You will need the following items ready:

1. Flashlight.
2. Measuring tape.
3. Ladder (if needed).
4. Level (if needed).
5. Cell phone, or tablet with skype installed and fully charged. Good Cell signal or wi-fi will be required for all remote inspections, if good video quality cannot be obtained, you may need to reschedule the inspection, or require an in-person inspection.
6. Turn off notifications, or set to do not disturb.



WHAT TO EXPECT DURING YOUR INSPECTION

1. The Inspector will call you via the Skype app at the scheduled time **BE READY**. Make sure the Skype app is installed properly, and you have signed up with a user name.
2. To accept the call, click on the Green video button (*Android, and Blue 'Accept' button iPhone)



3. You must ensure the video and sound are switched on under their respective phone settings. IF they are off, they will display as shown below:



4. You will be guided through the inspection and will be asked by the inspector to direct the video to certain area of the project for review and approval. During the call, You can switch from front to rear camera feed by pressing the  icon located in the upper right area of the call screen on Android phones or the  icon in the bottom right on iPhones. This will allow the inspector to view the site as if he or she were standing next to You at the location.
5. Begin at street view looking at structure with address showing. If your driveway is long, you must post the address # or permit # visible on the building.
6. Start at main entry door, and work in clockwise direction, lowest floor first (if multiple floors).
7. Follow instructions of inspector, you will be guided around the site and directed to examine various areas.
8. Make note of corrections and locations per the inspectors' directions. The complete inspection report will be available on the Public portal for viewing once the inspector has updated it.

INSPECTION RESULTS AND RE-INSPECTIONS

1. The inspector will update our permitting system after the video call is completed. Usually within 1 day after the inspection, comments will be available on our Public Portal [HERE](#):
2. Re-inspection fees may apply if you are unprepared or have too many correction items. The inspector will assess if any additional fees apply.
3. Scheduling of remote inspections should be done a minimum of 1 day in advance.

HOW CAN WE HELP?

If you need help please contact one of our Permit Technicians at 360-336-6214 or permittech@mountvernonwa.gov