

**Purpose:**

The purpose of the Remote Video Inspection (RVI) program is to provide an alternative to on-site inspections for situations involving minor residential projects and/or follow-up inspections. The program requires a client to use software that includes geolocation (4G or greater smart phone, tablet or appropriate compatible device) with audible abilities in order to interact with the Inspector.

**Eligible Permits:**

- Minor re-inspections
- Electrical Reconnects
- Water Heater replacement
- Detached Storage sheds requiring permits
- Pergolas/Patio Covers
- Follow-up Inspections (must verify with the inspector prior to scheduling)

If you feel your project would benefit from this program but is not on the list above, please contact us at 972.721.2371 to discuss the opportunity for us to better serve your needs.

**Note:** Based on the complexity of the project it may not be possible to complete the inspection with the RVI program. In that case, the remote inspector will inspect what is possible and make every effort to route a field inspector to complete the inspection the same day. If not possible the inspector will schedule the field inspection for the next business day.

**RVI program process:**

1. Client schedules test to ensure compatibility 972.721.2371.
2. Client calls 972.721.2371 to schedule an inspection and coordinates the Date/ Time/ Permit #/ Street Address/ Type of Inspection/ Smart phone or apparatus Number to be used for inspection requested.
3. The Client initiates a call/message to the Inspector at the scheduled time.
4. The inspector directs the client to start the live streaming of what is needed to verify location, work to be inspected, and any additional video needed to confirm compliance with applicable law.
5. The inspection results will be entered in the City's tracking system for the client to view on our website.

**Client Responsibilities:**

1. **4G or greater wireless Service:**

Ensure your inspection location has 4G connectivity, and that the smart phone, or tablet, has 4G connectivity. Note that less than 4G connectivity may not provide the speed and clarity required to complete the inspection. If this is the case and the inspector unable to perform the inspection request, the inspection status will be changed to not- ready, conditional, partial, or failed as applicable See item 7 below.

*Limitation: Proper lighting, internet connectivity is necessary and physical access.*

2. **Set up software:** Download software on the smart device and create an account or join meeting.

3. **Prepare for the inspection:**

Prior to scheduling, ensure that the necessary tools based on type of inspection are readily available. For example, tape measure, level, GFCI tester step ladder, etc. Inspector will confirm at time of scheduling what tools are required.

4. **Schedule the Inspection:**

- a. Call 972.721.2371, email [irving-permits@cityofirving.org](mailto:irving-permits@cityofirving.org), or go online at [eTrakit](http://eTrakit) to Schedule. NOTE: **\*\*\*Identify the request as a Remote Video Inspection (RVI)\*\*\***
- b. Provide Date/Time/ Permit #/Street Address/Type of Inspection/Smart phone or apparatus Number to be used for inspection requested.

5. **Prepare to connect:**

- a. Make sure the smart phone/Tablet or apparatus is fully charged.
- b. Respond to any instructions from the building department staff.
- c. Be ready to provide the live video at the scheduled time.
- d. Have the required tools necessary for the inspection.
- e. Turn off notifications that may interrupt/freeze the video inspection, which would cause delays in the inspection. iPhone in setting Tap on "Do Not Disturb", set "Manual" slider button to be green, Scroll down to "Silence" and Tap next to "Always" to add a check mark. Android in setting tap Sounds and Notifications, and Under Notifications section "Do Not Disturb, tap "Off". (Remember to turn back on after your inspection.)
- f. Use ear buds with microphone to improve communication.
- g. Make sure power tools and equipment are not running so that the call audio is clear.
- h. Set your phone so that you have the small screen of what the inspector sees.

6. **Start the inspection:**

- a. Begin inspection at the street view looking at the structure.
- b. The address must be shown in the initial view or enough visual video so inspector can confirm inspection location.
- c. Follow the directions of the inspector.
- d. Walk inspection in clockwise direction beginning on first floor.
- e. Walk inspection from bottom to top vertically (if multiple floors).
- f. Make notes of any correction items.

7. The inspector will communicate if the inspection passed or items that need addressed. Inspection results will be entered into [eTrakit](http://eTrakit) software and will be available on the City of Irving Web site or emailed upon request.