



## **City of Castle Pines Remote Video Inspection Guidelines**

**This guide will allow for the provision of temporary remote inspection services during the COVID-19 emergency. This service is provided for the inspection of occupied residential spaces where remodel, alteration, basement finish, and additions accessible only through occupied spaces and similar construction is taking place. All outside inspections, inspections of new construction including additions accessible from the exterior, and inspections for public safety (assessment of damage from fires and vehicles, restorations of utilities, and critical facilities), will be performed as typical field inspections.**

### **Types of inspections Available**

The priority for inspections will be for basements, additions, remodels starting with inspections that were requested but canceled by City staff. As time and resources allow, inspections may be scheduled for furnaces, air conditioners, water heaters, mini-split systems, boilers. City staff will extend the expiration date for these permits as necessary.

### **Internet connectivity is required**

Ensure that your inspection location and your smartphone or tablet has 4G connectivity. Connections are site specific. If your device cannot maintain a 4G connection, remote live video inspection will not be possible.

### **Install the appropriate app on your smartphone or tablet**

FaceTime App (for Apple), Skype (for Android) App or Google Duo App must be installed for the Remote Video Inspection. Some devices already have the necessary video call app. Let the inspector know what type of device you will be using to perform the inspection. The inspector will need to know what type of device will be onsite for the inspection. An e-mail contact will be needed for Skype, and a phone number will be needed for an Apple device.

### **Schedule Remote Video Inspection**

1. Schedule Inspection Time. Due to staffing, we can only accept requests one working day prior to the requested date.
2. Follow the inspector's instructions once you have established a connection.
3. You will be asked to verify the address, permit number, and requested inspections.

**Note:** All Remote Video Inspection appointments must be requested the day before to get a time slot. The last Remote Video Inspection of the day will be scheduled for no later than 3 p.m., Monday through Friday.

### **Prepare for Remote Video Inspection**

Prior to the inspection, ensure that the necessary tools based on type of inspection are readily available. For example, carry a flashlight, tape measure, level, step ladder (for close ups of ceiling), etc. Have City-approved plan and permit card available. Make sure you have good lighting and clear the area of any unnecessary objects.

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.

### **Prepare to Receive Remote Video Inspection Call**

1. Make sure your smartphone or tablet is fully charged.
2. Clean your device lens and screens for maximum clarity.
3. Be ready to accept a video call at the scheduled time and respond to instructions from the City inspector.
4. Turn off phone or tablet notifications during the video call. Notifications can freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled.
5. Allow plenty of time as we do not know site specifics. Inspections vary widely in time taken.
6. Listen carefully to the inspector's guidance as to where to walk and point the camera. Please keep background noise to a minimum. The inspector will set the pace as needed.

### **During the Inspection**

1. Begin inspection at the street view looking at the structure with the address showing.
2. Follow the directions of the inspector.
3. Walk inspection in clockwise direction.

4. Walk inspection from bottom to top (if multiple floors) and left to right.
5. 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.
6. 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 city inspection.

### **Inspection results**

1. The inspector will update our permit database after the video call is completed. An e-mail will be sent to the contact person listed on the permit application with results of the inspection, and the results will be available on the portal.
2. Scheduling re-inspections or the next inspection needed is based on availability of time slots.