



Policy and Procedure Memo

To: Homeowners & Contractors doing Permitted Work within **Occupied Residential Dwellings**

From: Ed Kotlinski – Chief Building Official

Date: March 30, 2020 (Revised April 3, 2020)

Re: **Live Video Inspections Required during COVID-19 Pandemic**

To adapt inspection services accordingly in an effort to comply with state and local public health orders regarding the COVID-19 pandemic as well as to protect the health and safety needs of our community and Building Division staff the following live video inspection policy and procedure for permitted work within **occupied residential dwellings** is hereby established effective **April 1, 2020**:

1. Schedule the Inspection:

- Call (303) 926-2780 before 4pm to request a live video inspection for the following business day. For efficiency purposes, inspections will be scheduled in time blocks between the hours of 8:00am to 3pm based on availability as determined by the Building Official and will be limited to 30 minutes.
- Provide the active building permit number, property address, type of inspection requested and an email address. If the call is not answered, the required information along with a name and return telephone number can be left as a voicemail message. Voicemail messages will be returned by 4pm the same day.
- A live video meeting invitation link will be emailed by 5pm with confirmation of the scheduled inspection start time.

2. Prepare for the Inspection:

- A mobile device such as a smart phone, tablet or laptop with a web cam and microphone is required and should be fully charged.
- Click on the link within the provided email approximately 5 minutes prior to the scheduled live video inspection start time.
- The area to be inspected by live video shall be illuminated to the maximum extent possible. The necessary tools based on the type of inspection shall be readily available, such as a flashlight, tape measure, level, GFCI tester, step ladder or other tool to facilitate the inspection.

3. Inspection walk-through Procedure:

- Follow the directions of the inspector during the walk through beginning with showing the property address and the issued inspection card (green/2019 or yellow/2020 heavy stock paper).
- Be prepared during the live video inspection to perform certain tasks to assist the inspection process and take note of any code corrections called out by the inspector. The inspector has the authority to deem a live video inspection a “fail” due to the lack of visibility, poor audio quality or if the permit holder does not perform according to the inspector’s instructions.
- Upon completion of the live video inspection the inspector will indicate a “pass”, partial pass” or “fail” for each type of inspection and forward the results by email to the permit holder by the end of the business day. The inspection results email should be attached to the issued inspection card.
- The inspector will enter the inspection results within the permitting system and indicate a live video inspection was performed.
- Inspections resulting in a “partial pass” or “fail” require re-inspection after the code corrections are addressed.

This live video inspection policy and procedure is limited to permitted work within occupied residential dwellings and will remain in effect until termination of state and local public health orders related to the COVID-19 pandemic.