



Memphis and Shelby County Office of Construction Code Enforcement

6465 Mullins Station Road - Memphis, Tennessee 38134
901.222-8300 – website: www.shelbycountyttn.gov

Remote Video Inspection (RVI)

The Office of Memphis Shelby County Construction Code Enforcement is concerned about the health of its customers. For this reason, we are offering inspections for **occupied** single family residences to be performed via **Remote Video Inspection (RVI)**. This will replace the use of the inspection waiver form. The waiver form will no longer be valid beginning on April 13, 2020 but will be valid for inspections scheduled prior to this date.

RVI uses a video call on a 4G smartphone or tablet in order to interact with the inspector.

The process for Remote Video Inspection is as follows:

1. Schedule your Remote Video Inspection by calling the inspection into the IVR system at **(901) 222-8400** as you normally do.
2. Request the required inspection for the appropriate section (building, electrical, mechanical, plumbing or signs)
3. Leave a voicemail on the IVR stating that you'd like to schedule a video inspection and leave an email address and the phone number of the person that will be onsite to receive the video call.
4. The area inspector will send a **Goggle Duo** invite to the number supplied and will send an email to the email address supplied with a time for the video inspection.
5. The inspector will initiate the Remote Video Inspection call to you on **Google Duo** and will walk you through the video call
6. The inspector will let you know the inspection results before the call ends

Customer Responsibilities

- Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity.
- Be prepared and be onsite at the scheduled time. We will make every attempt to perform the video inspection at the appointment time. In order to keep to the schedule as best we can, if the contractor receiving the video call is not onsite and ready for the video call at the appointment time, it will have to be rescheduled.
- You must download Google Duo prior to the Remote Video Inspection.

Remote Video Inspection Steps:

1. Schedule Remote Video Inspection

IMPORTANT NOTE: When scheduling the inspection, leave a message on the IVR giving the contact information (including a valid email address) and the phone number of the individual on the job site who will be working through the inspection.

- ❖ **If we do not have this person's phone number, we will be unable to call them and conduct your inspection.**
- ❖ **If we do not have a valid email address, we will not be able to notify you of your scheduled time for the inspection.**

Schedule through the IVR system: Dial (901) 222-8400 and enter the inspection through the system as usual and be sure to leave a message for the inspector with the contact information as mentioned above if requesting a video inspection, or you still have the option to leave a message as before for an in person inspection (when an in-person inspection is available).

The inspector will take your information and email you with an appointment time for your video inspection. If you are unsure or have questions about your video inspection, call the appropriate section using the numbers below:

Department Phone Numbers

Building (901) 222-8394

Electrical (901) 222-8395

Mechanical (901) 222-8396

Plumbing (901) 222-8398

2. Prepare to Receive Remote Video Inspection Call

1. Be onsite and ready to receive the video call at the appointment time.
2. Make sure the smart phone or tablet is fully charged
3. Be ready to respond to requests from the inspector
4. Have the required tools (flash light, tape measure, level, GFCI tester, step ladder, etc.)
5. Turn off phone or tablet notifications during the video call. Notifications freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled.

3. The Inspection

1. Begin inspection at street view looking at structure with the address showing.
2. Follow the directions of the inspector.
3. Walk inspection from bottom to top (if multiple floors) or as directed by the inspector.
4. Make note of any items that need correction.

4. Inspection Results

1. The inspector will inform you during the video call whether or not the inspection has passed and if not, the items that must be corrected before reinspection. The inspector will update our permitting system after the video call is completed. After the inspection, comments will be posted to Permits Plus.
2. In the event an inspection fails, the inspector will assess if an additional fee for a reinspection is required.
3. If a reinspection fee is required, payment must be submitted prior to rescheduling.
4. Scheduling of same day re-inspections is based on the inspector's available time for the day. Your inspector **may** provide the option for you to send a correction video or photos to them directly
5. Scheduling re-inspections on the same day is possible, but is based on availability

Questions Regarding Scheduled Appointments

If you scheduled your inspection and have additional questions, contact one of the supervisors in the appropriate section (building, electrical, mechanical or plumbing)

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Plumbing (901) 222-8398