

OVERVIEW

The **INTERACTIVE VOICE RESPONSE SYSTEM** is a computerized system that allows touch tone phone callers to schedule inspections, cancel inspections, obtain inspection results, or obtain a copy of a Certificate of Occupancy. This applies to Building, Electrical, Elevator, Gas, Mechanical, and Plumbing permits. The system is available **24** hours a day, **7** days a week.

A touch tone phone must be used to access the IVR system. Rotary telephones will not allow access to the IVR system.

To schedule an inspection, you must call no later than midnight of the day before the requested inspection. Inspections called in after midnight will be scheduled for the following business day.

If you have any questions, you may speak with a Customer Service Representative by calling (757) 664-6565 during regular business hours (8:00 AM—5:00 PM).

IVR will provide you with the following **Main Menu options**:

Press **1** - To Schedule an Inspection

Press **2** - To Cancel an Inspection

Press **3** - Inspection Results Inquiry

Press **4** - Certificate of Occupancy Status

After entering the system you may use the following **System-wide options** at any time:

Press **1** - Confirmation Number and hang up

Press **4** - To Return to Main Menu

Press **#** - Return to Previous Menu

When prompted, enter the **Phone Access Code Number** located about midway down on your permit placard. When prompted, enter the **Phone Inspection #** corresponding to the inspection type you are requesting. These may also be found on your permit placard.

SCHEDULING AN INSPECTION

You must call no later than mid-night in order to receive an inspection the following business day.

1. Dial (757) **664-6509**; an initial greeting plays:
2. Press **1** to schedule an inspection.
3. When prompted, enter your **Phone Access Code Number**. This number is located about midway down on your permit placard.

*If there is an error please listen to the reason for failure. If you entered the incorrect Phone Access Code Number, re-enter the correct number. Otherwise press # to return to the previous menu or press * for assistance.*

5. Enter the **Phone Inspection #** as displayed on your Permit Placard for the inspection you are requesting.

6. To schedule your inspection, enter the desired business day. The system will permit scheduling up to 4 business days in advance. To schedule further in advance than this see Helpful Hints.

7. Listen as the request is verified, then

* Press **1** to hear your confirmation number and hang up.

* Press **2** to schedule another inspection on this permit.

* Press **3** to schedule an inspection on a different permit.

* Press **4** to return to the main menu.

Notes:

***** Re-inspection fees MUST BE paid prior to scheduling another inspection.**

CANCELING AN INSPECTION

1. Dial (757) **664-6509**; an initial greeting plays.

2. Press **2** to cancel an inspection (must be cancelled prior to 6:00 AM of the requested inspection date).

3. When prompted enter your **Phone Access Code Number**. This number is located about midway down on your permit placard.

4. Listen as the address is spoken for verification. *If there is an error, please listen to the instructions and re-enter the **Phone Access Code Number**.* (Remember if you error in entering the Phone Access Code Number, you may return to the previous step anytime by entering the # sign).

5. Listen for the inspection you wish to cancel and follow the instructions, then:

* Press **1** to hear your confirmation number and hang up.

* Press **2** to cancel another inspection on this permit.

* Press **3** to cancel an inspection on a different permit.

* Press **4** to return to the Main Menu.

INSPECTION RESULTS

1. Dial (757) **664-6509**; an initial greeting plays.

2. Press **3** to obtain inspection results.

3. When prompted enter the **Phone Access Code Number**, then:

* Press **1** to have inspection results spoken

* Press **2** to receive a fax of inspection results history.

4. Then:

* Press **1** to end this call.

* Press **2** to repeat the results on this permit.

* Press **3** to hear results on a different permit.

* Press **4** to return to the main menu.

CERTIFICATE OF OCCUPANCY STATUS

1. Dial (757) **664-6509**; an initial greeting plays.

2. Press **4** to obtain Certificate of Occupancy status.

3. When prompted enter your **Phone Access Code Number**.

When prompted enter your fax number, then:

* Press **1** to end this call

* Press **3** to receive a C of O on a different permit.

* Press **4** to return to the main menu.

* Press **9** to repeat this information.

HELPFUL HINTS

Inspections may be scheduled up to 4 business days in advance excluding holidays.

An inspection may be canceled through the IVR system up to 6:00 AM of the scheduled day, or by calling the inspectors prior to 8:30 AM of the scheduled day.

To schedule or cancel an inspection for the same day, **due to an emergency**, call the appropriate number listed below:

Building 664-6591

Plumbing 664-6815

Electrical 664-6545

Mechanical 664-6542

Elevator 664-6545

Inspection results will be available immediately following an inspection.

Once familiar with the system, you may “speed” through the system prompting without listening to the entire message.

Permits & Inspection Customer Service Representatives are available at (757) 664-6565 during regular business hours (8:00 AM - 5:00PM).

On occasion, computer down-time may be experienced and information will not be available during this time. Please try your request again later.

PHONE INSPECTION NUMBER QUICK REFERENCE GUIDE

(If you are unsure of which phone inspection # to use, enter 100 in order to get on the inspection schedule)*

(Note: all inspection codes are listed on your permit)

BUILDING		
	101	FOOTING
	102	FOUNDATION
	103	NAILING
	104	FRAMING
	105	INSULATION
	106	CEILING
	107	FINAL
ELECTRICAL		
	500	TEMP POLE
	501	SLAB ROUGH
	502	ROUGH IN
	503	CEILING
	504	WALL
	505	DITCH
	506	POOL GROUND
	507	TEMP RELEASE
	508	FINAL
ELEVATOR		
	700	ACCEPTANCE
	710	FINAL
AMUSEMENT		
	900	ASSEMBLY
	910	FINAL
GAS		
	407	PRESSURE TEST

	409	FINAL
BUILDING MISCELLANEOUS		
	109	BULKHEAD TIE-BACK
	110	MOBILE HOME TIE DOWN
MECHANICAL		
	400	ROUGH IN
	402	DITCH ROUGH
	403	MECH CEILING
	404	KITCHEN HOOD
	405	TANK HOLE
	406	TANK PRESSURE
	408	FINAL
PLUMBING		
	300	SOIL WASTE
	301	GROUND WORK
	302	PLBG WASTE
	303	WATER LINE
	304	PLBG SEWER
	305	STORM DRAIN
	306	SEWER CAP
	308	WATER DIST
	310	FIXTURE DRAINS
	311	FINAL
FIRE SUPPRESSION/ALARMS		
	200	FIRE HYDRO- STATIC TEST
	201	FIRE FLOW TEST
	202	FIRE SYSTEM TRIP TEST
	203	FIRE PUMP TEST
	204	ALARM TEST
	205	GENERATOR TEST
	206	CHEMICAL SYS- TEM TRIP TEST
*ALL PERMIT TYPES		
	100	INFORMATION