VIRTUAL INTERACTIVE INSPECTION PROGRAM

The City of San Luis Obispo Building Department is excited to announce that we are now offering a virtual interactive inspection program using Google Duo. Our goal with this program is to allow construction to progress while maintaining a safe environment for our staff and our community through social and physical distancing, with specific focus on occupied structures. If you have questions or when you are ready to schedule a virtual interactive inspection, please call our inspection line at (805)781-7180. Please let our staff know the type of inspection you are requesting, that you would like this to be completed using the virtual interactive inspection program, and the contact number to use.

TYPES OF INSPECTIONS OFFERED

- Water heater replacement
- Interior lath / shower pan / tub
- Window / door replacement
- Insulation
- Drywall
- Sewer laterals / cleanout/ backwater
- Simple re-inspection of previously provided corrections
- Minor framing
- Under-slab piping
- Water services
- Gas line
- Furnaces
- Fireplace inserts
- Smoke & CO alarms

***Please be aware this option is not available for all types of inspections, and may not work for the types of inspections currently listed, based on the installation location, lighting, camera quality, etc. but we will make every effort to provide an explanation should this not be a successful attempt.

The contractor or homeowner responsible for the work done will need to be able to show all work performed. This may include climbing ladders, crawling, opening access panels, walking on uneven surfaces, using tape measures, and any other required tools. The inspector will talk you through the inspection process, identifying if any items require correction. At the conclusion of the inspection, the inspector will advise if you passed or what the next step would be. If corrections are required, the inspector will send you an e-mail with a list of any items that need to be addressed. Once the repairs are completed you may request a re-inspection.
VIRTUAL INTERACTIVE INSPECTION PREPARATION

1. Download the Google Duo app from your device’s app store and create a valid User ID, and phone number or e-mail address to establish the account.
2. Prior to the start of the inspection please have all necessary tools available (such as a tape measure, level, flashlight, ladder, etc.) that may be necessary to perform the inspection.
3. Make sure your smart phone / tablet is fully charged, with phone notifications turned off that may interrupt the inspection.
4. Be ready to receive and respond to a video call from the City inspector at the scheduled day and time. Having ear buds with a microphone greatly improves communication.
5. Ensuring no unnecessary sounds are present (power tools, radio, etc.) helps improve communication clarity as well.
6. When plans reviewed by the City are involved in the project, these City approved plans will be required for all virtual interactive inspections.

VIRTUAL INTERACTIVE INSPECTION PROCESS

1. Each inspection will begin at the street view to verify the location by showing the structure and property address.
2. To ensure consistency please start the inspection from the front entry, walking the inspection while following the direction of the inspector.
3. The inspector will inform you if any corrections were found during the inspection and provide a correction notice to you by e-mail. If there were no corrections identified, a written approval by e-mail will be sent to let you know you passed the inspection.
4. Once the inspection is completed and the call ends, the inspector will enter the results into our permitting system.

BENEFITS USING VIRTUAL INTERACTIVE INSPECTIONS

The benefits of a virtual interactive inspection include not having to worry about bringing someone into your home or business during the current pandemic. It allows for the required inspections to be performed and keep your project moving forward, while keeping our staff and community safe by utilizing appropriate precautions to prevent the spread of COVID-19. All you need is an internet connection and a smartphone or tablet to be able to utilize this new program.