



MEMORANDUM

DATE: March 31, 2020
TO: City of Chamblee Permit Holders
FROM: Joe Hayes, Chief Building Official
Matthew Dickison, AICP, Planning and Development Director
SUBJECT: Remote Inspections Program

In response to the COVID-19 Virus, the Planning & Development Department is launching expanded options for remote inspections beginning April 1, 2020. To limit the spread of the Virus, all inspections eligible for remote inspection will be scheduled as such effective immediately. If you are not able to meet the *Mobile Device Requirements* (see below) please contact us at inspections@chambleega.gov to make alternative arrangements.

Purpose of the Program

The purpose of the remote inspections program is to provide an alternative to on-site inspections which limits the number of people entering occupied homes in the City. Qualified inspection types are outlined below.

Eligible Permits

- Single Family Residential Component Permits-Plumbing, Mechanical & Electrical
- Single-Family Residential Renovations including Roof Replacement
- Single Family Residential Accessory Structures
- Electrical Connections
- Some Minor Re-Inspections

If you feel your project would benefit from this program but is not listed as an eligible permit type, please contact us at chambleedevelopment@chambleega.gov to determine if your project might be eligible.

Indemnification/Immunity from Civil Liability

By participating in a remote inspection the user agrees to defend, and hold harmless the City of Chamblee Planning & Development Department as well as their officials, officers, agents, volunteers, and employees from any claims, damages, and expenses, including attorney's fees, arising out of the use or the user's account for the service whether by negligence or otherwise.

Remote Inspections for Single-Family Residential Water Heaters, HVAC and Electrical Connections

The permit holder must provide a video file demonstrating compliance with state and local building codes as outlined below. All videos must be uninterrupted and unedited and recorded in landscape mode.

Videos must meet the following guidelines:

- 1) Make sure nothing is obstructing the view of the water heater, HVAC equipment, or electrical service equipment.
- 2) Start on the outside of the structure with the address as your initial view, followed by a view of your permit.
- 3) Enter the area where the new work is located. Show a view of the entire area, including the entire appliance or meter from ceiling or exterior of structure, and slowly move all the way down to the floor. Please ensure the entire appliance or meter is visible including flue, gas line or electrical service, thermal expansion device, water lines, T&P release, gas line (if applicable) including sediment trap, drain valve, water shutoff valve, drain pan, disconnecting means (if applicable) and control valve.
- 4) If gas fueled, please show combustion air source.
- 5) Zoom in to show the faceplate of the equipment. Faceplate shall be legible to the inspector.

Once complete, all videos must be emailed to inspections@chambleega.gov for review by an inspector (Note: All attachments must be 50 MB or less). Be sure to provide the permit number and site address in the subject line of the email message. Failure to provide this information will result in a delay. You may also save the video to YouTube. If saving to YouTube, you must include the URL link in the inspection request notes.

Note: Videos that are unable to be viewed due to poor quality will be rejected.

Once the video is submitted, you can check the status of your inspection by logging in to the inspection's portal here: <https://chamblee.portal.iworq.net/portalhome/chamblee>

Remote Video Inspections (RVI) for all Other Eligible Permits

All other eligible permit types, including single-family residential mechanical, plumbing and electrical permits, single-family residential accessory structure permits and single-family renovation permits, including roof replacement, must follow the following RVI procedures.

RVI Mobile Device Requirements

1. 4G or greater wireless Service: Ensure your inspection location and mobile device has 4G connectivity.

Note: Less than 4G connectivity may not provide the speed and clarity required to complete the inspection. If this is the case, and the inspector is unable to perform the inspection request, the inspection status will be changed to not ready, conditional, partial, or failed as applicable.

2. Set up Zoom: Download Zoom* on the device and create an account. If you are unable to install Zoom on your device, you are not eligible for the RVI program.

** Download the Zoom Mobile App on your Apple device in the App Store or on your Android device in the Google Play Store*

3. Prepare Device for Inspections:

- a. Make sure the mobile device is fully charged.
- b. Turn off notifications that may interrupt or freeze the video inspection. *
- c. Use ear buds with microphone to improve communication.
- d. Set your Zoom settings so that you have the small screen of what the inspector sees open on your device.

**iPhone in Settings Tap on "Do Not Disturb", set "Manual" slider button to be green, scroll down to "Silence" and Tap next to "Always" to add a check mark.*

**Android in Settings tap Sounds and Notifications, and Under Notifications section "Do Not Disturb, tap "Off".*

RVI Inspections Process

Note: Prior to the RVI, ensure that all necessary tools based on type of inspection are readily available. For example, tape measure, level, GFCI tester, step ladder, etc.

Step 1. The inspector will initiate a Zoom call/message to the requestor on the day of the inspection.

Step 2. The inspector will direct the requestor to start live streaming which will begin the inspection:

- a. The inspection will begin at the street view looking at the building. The address must be shown in this initial view so the inspector can confirm inspection location.
- b. The inspector will inform the requestor of what needs to be included in the inspection.
- c. In general, the requestor should walk the site/structure in a clockwise direction horizontally and then from bottom to top vertically (if multiple floors).
- d. The requestor is responsible for making notes of any correction items during the inspection.

Note: Proper lighting, internet connectivity and physical access is required. Make sure power tools and equipment are not running so that the call audio is clear. Failure to follow the RVI procedures may result in a failed inspection result.

Step 3. Following the inspection, results will be uploaded to iWorQ. Results can be checked here: <https://chamblee.portal.iworq.net/portalhome/chamblee>

Note: Based on the complexity of the project it may not be possible to complete the inspection remotely. In that case, the remote inspector will inspect what is possible and make every effort to route a field inspector to complete the inspection the same or next business day.

Questions?

Contact us with any questions regarding remote inspections at chambleedevelopment@chambleega.gov.

Please visit our webpage <https://www.chambleega.com/151/Planning-and-Development> for updates.