



VIRTUAL INSPECTIONS

Virtual inspections, an alternative to in-person inspections, enable prompt service, productive follow-ups, and scheduling for occupied residential structures during the Civil Emergency. Virtual inspections are conducted between a Virtual Inspection (VI) Representative and City inspector by using a video call on a smart phone, tablet, or other webcam enabled device.

Minimum Requirements

- All building-related inspections (building, electrical, mechanical, and plumbing) for occupied residential structures may be considered for virtual inspections, however, based on the size and/or complexity of the project it may not be possible to conduct virtually. Note:
 - Inspection complexity will be determined by the inspector.
 - For inspections deemed too complex for virtual completion, the City will discuss other options that will permit the project to have inspections in a safe manner.
- Customers must have a host device such as a smartphone, tablet, or webcam enabled device connected to Wi-Fi or 4G wireless service.
- FaceTime (Apple OS devices) or Google Duo (all devices) is required to host the video call. Check your mobile device's app store to download.
- If the project has a building permit for work being conducted, all approved plans must be onsite and available for review to the inspection staff during the video call.

Process

1. Schedule your inspection. All virtual inspections must be scheduled in advance by calling the City inspection request line (301) 797-6313 or requesting your inspection online at

<https://www.hagerstownmd.org/1216/Permit-Inspection-Request>:

- Permit number
- The Work Address
- Type of inspection being requested
- Contractor Name – the person who has obtained the permit
- VI Representative Name – the person who will be walking the inspection site
- VI Representative Cell phone number
- VI Representative E-mail address
- Method of video call you intend to use for Virtual Inspection (FaceTime or Google Duo)

2. Prepare for your virtual inspection:

- Make sure your host device is fully charged. Turn off host device notifications. Notifications can freeze the video during the call and could cause delays or require the inspection to be rescheduled.
- Ensure you have the necessary tools (based on the inspection type) readily available. For example, a tape measure, screwdriver, level (4ft for building & plumbing/ torpedo for plumbing), thermometer, GFCI tester/ voltage tester, ladder, device to test smoke/ carbon monoxide alarms and/or flashlight.

3. Contact with an inspector:

- Your inspector will contact your VI representative at the cell phone number given on your inspection request and give you an approximate time or 2 hour window that your inspection will take place.
- At the time of inspection, the inspector will contact you via the video call host platform chosen by your VI Representative during scheduling.

4. Accept the incoming video call initiated by your inspector at the scheduled time.

5. Walk through your inspection with your inspector, follow all directions from your inspector. Be sure to note the following (if applicable):

- Confirm your name and work address
- Confirm all tools related to inspection are available for use
- Begin at street view looking at structure with the address showing.
- Walk the inspection in a clockwise direction.
- Walk the inspection from top to bottom to follow load path or follow all trades to their point of entry or origin.
- Virtual Representatives are encouraged to make note of any items that require correction during the inspection.

Inspection Results

Your inspector will tell you at the end of the video call if the inspection has passed or failed.

Typically, results are processed in the permitting system by the end of the day on which the inspection occurred.

Results will be sent to the provided email address however for better efficiency we highly recommend taking notes during the inspection.

If the inspection failed, the inspector will determine if a re-inspection fee will be issued. This is an official inspection conducted by this office and all standard inspection requirements still apply, such as the site must be accessible, the items requested must be ready for inspection, etc.