

City of Greeley Remote Video Inspection Guidelines

This guide will allow for the provision of temporary remote inspection services that may be available during the COVID-19 emergency. This service is provided for the inspection of occupied commercial and residential spaces where remodel, alteration, basement finish, addition accessible only through occupied spaces and similar construction is taking place. All outside inspections, inspections of new construction including additions accessible from the exterior, and inspections for public safety (assessment of damage from fires and vehicles, restorations of utilities, and critical facilities), will be performed as typical field inspections.

Types of inspections Available

The first priority for occupied structure inspections will be for basements, additions, remodels and tenant finishes, starting with inspections that were requested but canceled or postponed by City staff in response to COVID-19 safety guidelines. As time and resources allow, inspections may be scheduled for furnaces, air conditioners, water heaters, mini-split systems or boilers, and inspections of that nature. City staff will extend the expiration date for these permits as necessary.

Internet connectivity is required

Ensure that your inspection location and your smartphone or tablet has 4G connectivity. Connections are site specific. If your device cannot maintain a 4G connection, remote live video inspection will not be possible. We may be able to work out other options such as taking photos or videos and emailing them to inspection staff.

Install the appropriate app on your smartphone, tablet or laptop

For Android devices, the City will be utilizing the Zoom Video Conferencing App, and the app must be installed for the remote video inspection. In addition, if you have an Apple device, FaceTime can be utilized for these inspections. When downloading an app to your smartphone, tablet or laptop and creating an account, remember your email address associated with the Zoom app. You will need it when setting up your appointment, and for accepting and logging into the meeting. Whatever device you use to open the email address, will be the device that you will use to video the inspection. Add greeleygov.com into your contacts folder. When scheduling your request, your contact information must be entered and a verification of 4G connectivity must be noted.

City of Greeley Remote Video Inspection Steps

Scheduling the Remote Video Inspection

1. Request inspection time, due to staffing, we can only accept requests one working day prior to the requested date, and there is no assurance that it will be done on the scheduled date. Be sure to include your telephone number.
2. Follow the inspector's instructions once you have established a connection.
3. You will be asked to verify the address, permit number, and requested inspections.

Note: All Remote Video Inspection appointments must be requested the day before to get a time slot. The last Remote Video Inspection of the day will be scheduled for no later than 3 p.m., Monday through Friday.

Prepare for Remote Video Inspection

Prior to the inspection, ensure that the necessary tools based on type of inspection are readily available. For example, carry a flashlight, tape measure, have a level, step ladder available (for close ups of ceiling), etc. Have City reviewed plans available. Make sure you have good lighting and clear the area of any unnecessary objects.

All features of the structure that are applicable to the required inspection must be visible at the time of the remote inspection. The features must be captured sufficiently for the inspector to evaluate. If at any point the inspector believes that the remote inspection process is not allowing them to properly assess compliance, they may require that a building site inspection be conducted at a future date.

Prepare to Receive Remote Video Inspection Call

1. Make sure your smartphone, iPad or tablet is fully charged.
2. Clean your device lens and screens for maximum clarity.
3. Be ready to accept a Zoom/FaceTime meeting at the scheduled time and click on the link in the email
4. When you connect, click on the camera to start video, click on the headphones, when the text comes up, click on the "Call via Device Audio" to complete the connection.
5. Turn off phone or tablet notifications during the video call. Notifications can freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled.
6. Allow plenty of time as we do not know site specifics. Inspections vary widely in time taken.
7. Listen carefully to the inspector's guidance as to where to walk and point the camera. Please keep background noise to a minimum. The inspector will set the pace as needed.

During the Inspection

1. Begin inspection at the street view looking at the structure with the address showing.
2. Follow the directions of the inspector.
3. Walk inspection in clockwise direction.
4. Walk inspection from bottom to top (if multiple floors) and left to right.
5. Make note of any items that need to be corrected. The inspector will discuss each item so the necessary corrections are understood. Corrections will be noted in the permit electronically.
6. The inspector will tell you in the video call if the inspection has passed or failed. Do not cover any work needing corrections until corrections are verified by City inspection.

Inspection results

1. The inspector will update our permit database after the Zoom meeting is completed. This update will indicate passing or failing with a list of corrections.
2. Scheduling re-inspections or the next inspection needed is based on availability of time slots.
3. Your inspector may provide an option for you to send a correction video or photos to them directly. Always provide the address, permit number, and phone number on all communications.