

Inspection Codes

BUILDING (BLD)

Inspection	Code	Inspection	Code
Column	050	Partial	200
Commercial Framing	090	Partial Footing	205
Final	300	Partial Framing	210
Firewall	170	Planning Landscape	260
Footing	020	Retaining Wall	190
Foundation	040	Slab	030
Framing	080	Structural Steel	160
Joist and Anchor Bolt	215		

ELECTRICAL (ELE)

Inspection	Code
Ceiling	115
Final	300
Partial Final	310
Partial Rough in	105
Pool Bonding	180
Reconnection	140
Rough in	100
Slab	170
Under Ground	150

MECHANICAL (MEC)

Inspection	Code	Inspection	Code
Final	300	Rough In	100
Fire Alarm Test	277	Slab	140
Fire Pump Test	278	Smoke Test	275
Fire Suppression Test	240	Sprinkler Final	290
Hydronic Pressure	270	Sprinkler Flush	286
Partial Final	310	Sprinkler Pressure	260
Partial Rough In	105	Sprinkler Rough	250
Pressure Test	110	Sprinkler Visual	283

PLUMBING (PLM)

Inspection	Code	Inspection	Code
Final	300	Slab	110
Partial Final	310	Slab Partial	115
Pressure Test	140	Storm Sewer	200
Rough in	100	Storm Sewer Partial	235
Rough Partial	230	Top Out	250
Sewer	120	Water	130
Sewer Final	245	Water Final	240
Sewer Partial	210	Water Partial	220

If desired, the IVR System allows the option of speaking directly with a staff member as long as your call occurs within normal business hours. The IVR System was developed to let contractors and builders zero in on the information they need almost around the clock, seven days a week.

We hope the PIIVR system will make your inspection scheduling and status process more efficient.

Thanks for your support!



City of Portsmouth Planning & Inspections Interactive Voice Response (IVR) System

User's Guide



757-393-5414

**City of Portsmouth
Department of Planning and Inspections
801 Crawford Street
Portsmouth, VA 23704**

**Building Permits/Inspections
757-393-8531**

**Property Maintenance Inspections
757-393-8522**

**Planning and Zoning
757-393-8836**

WHAT IS THE PIIVR?

The Portsmouth Planning and Inspections Interactive Voice Response System (PIIVR) provides telephone access to the Inspections system in order to quickly get the information and assistance you need. The system may be used with either a touch-tone telephone or with speech recognition.

AN EASY WAY TO . . .

- Schedule Inspections
- Cancel and Reschedule Inspections
- Get inspection results
- Check date of scheduled inspections
- Get Property Maintenance and Nuisance complaints status
- Get Zoning complaints status

BEFORE CALLING YOU WILL NEED. . .

1. A Permit or Case Number
2. An Inspection Code (choose from the codes listed in this brochure)

HOURS OF OPERATION

The PIIVR system will be available 24 hours, 7 days a week, to accept inspection requests.

Customer Service Representatives are available 8:00 a.m. to 5:00 p.m. at 757-393-8531. If you are in the IVR system and need assistance, press 0 to reach a Customer Service Representative.

IMPORTANT NOTES

- Because all inspections scheduled through the PIIVR system are only TENTATIVELY scheduled, you may wish to call after 10:00 a.m. on the requested inspection date to confirm the inspection has been scheduled.
- The inspectors will try to accommodate your requested AM/PM preference; however, we CANNOT guarantee inspection times.
- Reschedules and cancellations made through the PIIVR system must be called in **BEFORE** the original scheduled inspection date. Same-day reschedules or cancellations **MUST** be called into the office during working hours. If an inspector was sent to the field prior to receiving the cancellation, a re-inspection fee may be assessed.
- Each inspection requires entry of the three-digit inspection code. If you do not know the inspection code, you can choose to listen to list of available codes or reference the Inspection Codes at the back of this brochure.

CHOOSE FROM THE FOLLOWING OPTIONS

Press **[1]** for Building Permits and Inspections
Press **[2]** for Property Maintenance and Nuisance Complaints status
Press **[3]** for Zoning Complaints status

The system will prompt you through the steps below during your call.

1. BUILDING PERMITS AND INSPECTIONS

➤ **SELECT PERMIT TYPE**

Press **[1]** for Building Permits (BLD)
Press **[2]** for Electrical Permits (ELE)
Press **[3]** for Mechanical Permits (MEC)
Press **[4]** for Plumbing Permits (PLM)

➤ **ENTER 9-DIGIT PERMIT NUMBER**

Example:

For Building Permit BLD2002-12345, enter 200212345

The system will confirm this permit by speaking back the permit address.

CHOOSE INSPECTION OPTION

Press **[1]** to schedule an inspection
Press **[2]** to check date of scheduled inspection
Press **[3]** to check status of inspection
Press **[4]** to reschedule or cancel an inspection

1. SCHEDULE AN INSPECTION

Inspections cannot be scheduled if there are holds or outstanding fees on the permit.

- **ENTER INSPECTION CODE**
- **ENTER THE REQUESTED DATE AND AM OR PM PREFERENCE**
- **ENTER YOUR TEN DIGIT PHONE NUMBER**

After the inspection has been tentatively scheduled, you can choose to:

- Leave message with special instructions
- Request another inspection for this same permit
- Request another inspection for a different permit
- Return to the Inspection Options menu

2. CHECK DATE OF SCHEDULED INSPECTION

➤ **ENTER INSPECTION CODE**

After listening to the tentative scheduled date, you can:

- Speak with a CSR
- Return to the Inspection Options menu

3. CHECK STATUS OF INSPECTION

➤ **ENTER INSPECTION CODE**

After listening to the inspection status, you can:

- Listen to status for another code on this permit
- Enter a different permit number

- Speak with the Inspector
- Return to the Inspection Options menu

4. RESCHEDULE/CANCEL AN INSPECTION

Press **[1]** to cancel inspection
Press **[2]** to reschedule inspection
Press **[3]** to return to Inspection Options

CANCEL INSPECTION

➤ **ENTER INSPECTION CODE**

After canceling the inspection, you can:

- Cancel or reschedule another inspection
- Return to the Inspection Options menu

RESCHEDULE

➤ **ENTER INSPECTION CODE**

- **ENTER THE REQUESTED INSPECTION DATE**
- **CONFIRM REQUEST AND ENTER TEN DIGIT PHONE**

After rescheduling the inspection, you can:

- Leave a message for the Inspector
- Request a time preference for this inspection
- Reschedule or Cancel another inspection for this permit
- Return to the Inspection Options menu

2. PROPERTY MAINTENANCE AND NUISANCE COMPLAINTS STATUS

➤ **ENTER 9-DIGIT CASE NUMBER**

The system will confirm this permit by speaking back the case address and received date.

After listening to the case status, you may:

- Speak with the Inspector
- End the call

3. ZONING COMPLAINTS STATUS

➤ **ENTER 9-DIGIT CASE NUMBER**

The system will confirm this permit by speaking back the permit address and received date.

After listening to the case status, you may:

- Speak with the Inspector
- End the call