



VIRTUAL INSPECTION GUIDELINES

The City of Palmdale Building Division is offering a new opportunity for virtual interactive inspections using Google Duo and Zoom apps for various types of inspections in an effort to maintain progress on the many active jobsites still occurring during this Covid-19 pandemic. This is a new program that may change rapidly as the environment changes.

In order to offer inspection services while maintaining the required 6-10 foot social distancing we will be offering virtual interactive inspections to accomplish these inspections. 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 electrical panels and moving conductors as necessary, walking on uneven surfaces, using tape measures and other required tools, etc. Using interactive technology, a building inspector will participate in a live session with the contractor / homeowner to perform the inspection(s) remotely using a mobile device. Our goal with this program is to allow construction to progress while maintaining a safe environment for all involved through social separation. This program will also provide an approximate time frame (Monday- Thursday 9:00AM–4:00PM) for the requested inspection(s).

** Please be aware this option is not currently available for all types of inspections, and may not work for the types of inspections currently offered, 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.

ELIGIBLE VIRTUAL INSPECTIONS (Other inspections not listed here may be eligible and will be at the inspectors discretion)

- Water heater replacement
- Window / door replacement
- Drywall
- Re-inspection of previously provided corrections
- Photovoltaic systems
- Mechanical System change outs
- Underground piping
- Gas line
- Interior lath / shower pan / tub
- Insulation
- Sewer laterals / cleanout
- Roof Inspections
- Patio covers
- Framing (minor nonstructural)
- EV chargers
- Wall furnace

Foundation

- Water re-pipe

You can schedule an inspection by phone at 661.267.5268 24 hours prior to the date you wish to receive the inspection. Please leave the permit number, the type of inspection you are requesting from the list above, and your contact information. If it is determined that your request qualifies for a virtual inspection, one of our team members will contact you to complete the virtual scheduling process and provide direction on specific requirements such as tools or equipment necessary to perform the inspection, all others will be scheduled as normal site visit inspections.

In order to participate in a virtual interactive inspection, you will need the following:

- To complete your inspection, you will need to download Google Duo or Zoom applications and create an account with a valid phone number or e-mail address and provide the contact info at time of request.
- Fully charged iPad, iPhone, Tablet or Android device with webcam capability
- Reliable internet connection

Prior to 9:00am on the morning of the inspection you will receive a call from your inspector to complete the scheduling process. When it is time for your inspection you will receive an invite to join the session. The inspector will walk you through the inspection process, identifying if any items require correction. At the conclusion of the inspection the inspector would inform you if you passed the inspection or what the next step is, as applicable. If a correction notice is 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. Prior to the start of the inspection please have all necessary tools available (such as a tape measure, screwdriver, flashlight, level, GFCI tester, ladder, etc.) that may be necessary to perform the inspection.
2. Make sure your smart phone / tablet is fully charged, with notifications turned off to avoid inspection interruptions.
3. 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.
4. Ensuring no unnecessary sounds are present (power tools, radio, etc.) helps improve communication clarity as well.

5. 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 of the home, then address on eaves, front entry, walking the inspection in a clockwise direction horizontally on each floor, starting at the bottom floor if there are multiple levels, 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 (if necessary) to you by e-mail or, if there were no corrections identified, a written approval by e-mail 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 the Cities permitting system.

NOTE: If during a virtual inspection there are major deficiencies in workmanship or discrepancies from the approved plans, the inspector shall have the right to cancel the inspection and reschedule an onsite inspection at a later date and when it is deemed safe to enter the residence. Technical issues or the inability to satisfy the inspectors requests during the virtual inspection will also result in a cancelled inspection.

When a virtual inspection “passes” the inspector will update the City’s database and send an email expressing the same to the contractor / homeowner client to serve as documentation that an inspection has been approved by the City. Once the COVID-19 pandemic social distancing guidance is lifted, the client may obtain a signed copy of the job card for the inspected items.