



REMOTE VIDEO INSPECTION PROGRAM

BUILDING INSPECTION DEPARTMENT

PURPOSE:

The purpose of the Remote Video Inspection Program (RVI) is to provide an alternative to field inspections to minor, critical residential field inspections. The program allows a contractor to use a smart device with a video streaming app that includes video and audio capabilities to follow the inspector's instructions in real time. The RVI program is an option given for certain inspection types. RVI may be used for certain residential emergency inspections.

ELIGIBLE PERMITS:

- Water heater replacement
- HVAC changeouts
- Slab leaks and other plumbing repairs or replacements
- Gas line repairs
- Electrical repairs, including panel replacement and meter base repairs
- Emergency repairs required to release gas or electric service to occupied residences
- Window replacement
- Roof repair and replacement

If you feel that your inspection should qualify for the RVI program, contact (972) 304-3500. Additional inspection types may be approved by the Chief Building Official.

SCHEDULING REMOTE VIDEO INSPECTIONS:

- Schedule inspections through the online system (CSS) before 3 pm the prior business day. Enter your request for an RVI inspection in the notes. Provide the name and the device's phone number for the contractor who will be facilitate the inspection on site.
- Email inspect@coppelltx.gov to set up an appointment. *A limited number of RVIs may be scheduled per day.* The RVI will be performed during staff's office hours. The available time frame for inspections will be established daily by staff.
- Staff will initiate the RVI call at the appointed time. If the contractor does not answer or isn't ready, the inspection will be cancelled and a reinspection fee will be assessed.

EXPECTATIONS:

- Available apps include Facetime and Zoom, plus additional apps may be approved in advance by the inspector or Chief Building Official.
- The on-site contractor will be the contractor of record or a technician on behalf of the contractor.
- On-site contractor will be equipped with a compatible device and application and is capable of using the application.
- On-site contractor is equipped with the tools necessary for the inspection. The contractor should have a flashlight for all inspections. Other tools may include an electrical tester, tape measure, ladder, etc.
- Begin each inspection standing in front of the residence with the address numbers visible.
- Provide adequate lighting conditions.
- Follow the inspector's commands.
- Pre-recorded video will not be accepted.

The inspector reserves the right to cancel any RVI inspection if the complexity or visibility of the work to be inspected makes the video inspection infeasible. The inspector may cancel the inspection when the quality of the technical connection, or the contractor's ability to adequately comply with the inspector's commands, is deemed to be insufficient.