



## Remote Video Building Inspection Guidelines

**This guide will allow for the provision of temporary Remote Video Inspections (RVI) services during the COVID-19 emergency. The priority for RVI will be basements, additions, remodels and tenant finishes of *occupied* buildings, starting with inspections that were requested but canceled by City staff.**

### RVI instructions:

#### 1. Schedule Remote Video Inspection

- Request inspection:
  - Text: 888-406-6394- before 11 PM
  - Call: 970-221-6769-before 4 PM
  - Online: [Citizen Portal](#)-before 11 PM
- Add notes or provide a message in the inspection request to communicate to us that you are requesting an RVI.
- Due to staffing, the Remote Video Inspection appointment will be set for the following working day of the requested date.
  - Example: If you request an inspection for Friday, your inspector will contact you on that Friday to set the appointment time for Monday.
- FaceTime is our preferred method for remote inspections. For those that do not use Apple products we will also use Microsoft Teams. Let your inspector know what app and username you will be using for the RVI.

#### 2. Preparing for the RVI:

- Check to see if the location has Wi-Fi access, if it does please make arrangement to connect to it the day of your inspection. 4G connectivity can be utilized, however this connection can be spotty. If your device cannot maintain connectivity, the RVI will not be possible.

#### 3. RVI process:

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- Allow plenty of time as we do not know site specifics and inspection times can vary.
- Ensure you have the necessary tools.
  - For example, carry a flashlight, tape measure, electric outlet tester, level, step ladder (for close ups of ceiling), etc.
- Make sure your smartphone or tablet is fully charged.
- Clean your device lens and screens for maximum clarity.
- 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. Please keep background noise to a minimum.
- Be ready to accept a video call at the scheduled time and respond to instructions from the City inspector.
- Begin inspection at the street view looking at the structure with the address showing. Listen carefully to the inspector's guidance as to where to walk and point the camera. The inspector will set the pace as needed.
- Make notes of any items that need to be corrected. The inspector will discuss each item in detail, so the necessary corrections are understood.
- Do not write any comments on the permit card. The card will be updated during the next field visit.
- The inspector will tell you in the video call if the inspection has passed or failed.
- Inspection results will be updated in our permit database. Please access the City of Fort Collins [Citizen Portal](#) to view all passing or failing results and potential list of corrections.