

Scheduling Building Inspections using the Automated Phone System (IVR) - 408-615-2400

The City of Santa Clara's Interactive Voice Response (IVR) system provides callers with 24-hour access to schedule inspections, cancel inspections, check inspection status, check plan status and confirm their two hour inspection time window. All inspections are scheduled using the IVR system or the online system.

Inspection requests will automatically be scheduled for the **first available business day**. Due to the unpredictability of inspection volume, it is recommended to schedule inspections as soon as possible.

Inspections occur between 9 a.m. – Noon and 1 p.m – 4 p.m. on non-holiday business days. Weekend, holiday or before/after hours inspections are considered overtime and a minimum separate \$300 fee is charged. Contact the Building Division at 408-615-2440 if you would like information about how to schedule and pay for an overtime inspection.

To operate this system, you will need the following:

- 1) A touch-tone phone (landline preferred)
- 2) The 9 digit Building Permit number starting with the letters BLD (enter the numbers only, not the dash or BLD)
- 3) A contact phone number for the day of the inspection (do not enter 1 before the area code)
- 4) The requested three digit inspection code(s)

Inspection Code List

Concrete and Masonry

- 101 Foundation
- 104 Rebar

Framing

- 111 Underfloor framing
- 112 Floor nail
- 113 Holddowns
- 114 Interior shear
- 115 Exterior shear
- 116 Roof nail
- 118 Rough frame

Miscellaneous

- 501 Storage racks
- 502 Insulation
- 599 Building final

Drywall and Int. Finish

- 131 Drywall
- 132 Exterior lath
- 133 Interior lath
- 134 T-bar ceiling grid

Electrical

- 201 Temporary Power Pole
- 202 Service ufer ground
- 203 Underground electrical
- 204 Underfloor electrical
- 205 Service bond or grounding
- 206 New Electric Service
- 207 Transformer
- 208 Service Upgrade
- 209 T-Bar electrical
- 210 Rough electrical
- 211 Main Switch board
- 212 Panel Boards
- 213 Equipment Hook-up
- 299 Electrical Final

Permit #: BLD _____ - _____

Plumbing

- 301 Underground plumbing
- 302 Underfloor plumbing
- 303 Storm drains
- 304 Water Heater
- 305 Shower Pan Test
- 306 Underground Water Service
- 307 Rough Plumbing
- 308 Gas Test
- 399 Plumbing final

Mechanical

- 401 Underground mechanical
- 402 Underfloor mechanical
- 403 Type I hood
- 404 Type II hood
- 405 Firedampers
- 406 T-Bar Mechanical
- 407 Rough Mechanical
- 408 Gas Test
- 499 Mechanical final

Before You Start

Please read the following information below:

- Press * to re-enter information if you have entered it incorrectly.
- Press 8 to repeat prompts.
- Press # to return to the main menu.
- Press 9 to end the call.

1) Do not hesitate or pause while making entries. The system will return you to the beginning menu choices if you pause too long. (Note: If you are using a cell phone, it is better to place the call on speaker phone so you can make the entries quickly.) Please listen to the prompts and enter a # sign or other information as soon as it is requested.

2) After your inspection(s) have been correctly scheduled, you will hear “Inspection Scheduled.” If you do not hear this message, your inspection has NOT been scheduled.

3) When first using the system, it is important that you listen to the entire message at each step. However, once you have become familiar with the procedures, you may move on to the next step by pressing the proper number or symbol at any time during the message.

4) Ignore the letters and the dash when entering your permit number. For example, permit number BLD2013-96082 is entered as 201396082.

5) Do not enter 1 before your contact phone number. Please enter your ten digit phone number, such as 408 615 2440. Do not enter the dashes.

6) Morning or afternoon inspection times are simply a request and cannot be guaranteed. We will try to accommodate your request if possible.

7) Because cellular phones often have interruptions in the transmitting of information, they sometimes are unreliable when using the automated phone system. To prevent problems with your scheduling, it is recommended that you use a landline touch-tone phone.

8) Please call the automated line at 8:45 a.m. on the day of your inspection to hear your two hour time window for your inspection. Your inspector will arrive at your job site sometime during this two hour time period. If you call before 8:45 a.m. the inspector may not have entered the time window yet, so please call at 8:45 a.m. Time windows are assigned the day of the inspection, not before. Inspections occur between 9:00 a.m. – Noon and 1:00 p.m – 4:00 p.m. on non-holiday business days.

TO BEGIN:

Call 408-615-2400

Select from the following options:

Press 1 For Inspection Request: Schedule, cancel, get a time window, get results of an inspection

Press 2 For Plan Review information: Plan check status

Press 3 For General Office hours and location

Press 0 For attendant (only available during business hours)

If the system does not respond, dial 408-615-2440 during business hours for assistance.

Remember to call at 8:45 a.m. on the day of your inspection to hear your two hour time window when your inspector will arrive.

Following are examples of how to use the Automated Phone System:

1. To schedule an inspection:

Press 1 from the main menu

Enter the permit #, Phone #, Inspection Code when prompted by the IVR system

Press 1 to schedule inspection

Enter morning or afternoon inspection or no preference. (Note: Morning or afternoon inspection time frames cannot be guaranteed.)

The IVR host will verify your input and inform you that your inspection has been scheduled for the next working date. (You will hear “Inspection Scheduled.” If you do not hear this, your inspection has not been scheduled.)

Press * to schedule another inspection on the same permit number.

Press # to enter another permit number.
Or press 9 or hang up to end the call if you are done.

2. To cancel an inspection prior to 7:30 a.m. on the day of the inspection:

Press 1 from the main menu
Enter the permit number
Press 2 to cancel inspection
Follow the same procedure as scheduling an inspection. **Cancellations must be called in prior to 7:30 a.m. on the scheduled inspection date.** Cancellations after 7:30 a.m. on the day of the inspection should be called into the office at 408-615-2440 during working hours as soon as possible. If the inspector leaves the office for inspections prior to receiving the cancellation, a re-inspection fee may be assessed.

3. To get inspection results:

Press 1 from the main menu
Enter the permit number
Press 3 to get inspection results
Press 1 to hear the last 10 inspection results
Press 2 for a particular inspection by date
Enter date in the form MMDDYYYY. February 2, 2013 would be entered as 02022013.
Press 3 for a particular inspection by code
Press 4 for a particular inspection date
Enter inspection code

4. To get the two hour time window of when the inspection will occur: (This is only available at or after 8:45 a.m. on the day of the inspection.)

Press 1 from the main menu
Enter the permit number (no letters or dash), enter # if the address is correct
Press 5
Enter other options after hearing the time window, as prompted, or end the call.

5. To check Plan Review status:

Press 2 from the main menu
Enter permit number (no letters or dash), verify address when prompted by the IVR System
After listening to Plan Review Status select another of the optional activities or end the call.

INSPECTIONS MAY ALSO BE SCHEDULED ONLINE. Please see the online inspection scheduling instructions if you would like to schedule inspections using your computer. The online method is quicker for projects with multiple permits or projects requiring multiple inspections. Note: The two hour inspection time window is not posted online. Please call the automated phone system at 408-615-2400 at 8:45 a.m. on the day of your inspection to hear your two hour time window.