



Permitting News

From the Department of Community Development's Bureau of Permits & Inspections

Volume 5,

Issue 3

June 2006

News from the Building Commissioner

In an effort to continue making our operations more efficient and effective, the City has purchased a new telephone system. One feature of this new system is an enhanced Interactive Voice Response System which will be replacing our old "Spanlink" system which many of you have used in the past. This new system will allow you to request an inspection for any Building, Electrical, Mechanical Plumbing, Sign, Elevator, Demolition or Housing Certificate of Occupancy Permit 24 hours a day, 7 days a week. In addition, this system will allow you to check on the result of your requested inspection and check the status of your permit application, all by calling (804) 646-0770. We know this change may take some getting use to, but it will allow us to better utilize our inspector's and clerical staff's time and give you access to the information that you need 24 hours a day, 7 days a week. If you have any questions on how to use our new IVR system that are not answered by the attached information please call our Office at (804) 646-6955 and one of our Customer Service Representatives will be glad to answer your questions. Thank you for your cooperation as we make this change to our process.

NEW Interactive Voice Response (IVR) System for accessing the Bureau's Permit Tracking System

The City of Richmond issues a wide variety of permits through the Bureau of Permits and Inspections. To assist you in using this system, we have attached an instruction sheet on how to use our new IVR system, a listing of the various inspection type codes for your type of permit and a brief description of each of them.

You can request an inspection, find out the results of an inspection or check the status of your permit application 24 hours a day by using the Bureau's IVR system. This system is operational for all Building, Sign, Electrical, Mechanical, Plumbing, Gas-Piping, Elevator and Tank permits. To use this system, please have your permit number ready as this will be needed in order to locate your permit information. This number can be found on the bottom of your permit application receipt or in the upper right hand corner of your issued permit.

If you do not know your permit number, please call our main office number at (804) 646-6955 and one of our Customer Service Representatives will be glad to assist you. Please be sure to know the address noted on your permit application, as the Customer Service Representative will need this to look up your permit number.

When you request an inspection, please be sure you request the correct type of inspection.

Please note the following changes to our inspection request process which are effective July 3, 2006:

- 1. We will no longer do "Same Day" inspections. All inspection requests must be received by midnight of the day prior to your requested inspection date.**
- 2. All inspection requests must be made through the Permitting Interactive Voice Response (IVR) Phone System at (804) 646-0770.**

Inside this issue:

New Automated Voice Response System to handle

- 1) Inspection Requests,
- 2) Requests for Inspection Results and
- 3) Inquiries about the Status of a Permit Application.

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Please be advised that while our office will make every effort to do your inspection on the day you request, but the City of Richmond has up to 48 hours to perform your inspection under the Code of Virginia.

If you have any questions regarding an inspection or the results of an inspection, please call your inspector. Their name and phone number are printed at the top of your approved permit, next to the City's logo.

Instructions for the Permitting Interactive Voice Response System

The Bureau of Permits and Inspections wants you to know that you can request inspections, find out the results of a completed inspection and check on the status of your building or trades permits, 24 hours a day, by calling our interactive voice response system at **804-646-0770**. The instructions listed below will walk you thru these processes.

To Request a Building & Trade Inspections

- Call 804-646-0770.
- Press “1” to request an inspection.
- Please listen to various permits types and press the number for your type of permits
- Then enter the remaining 8 digits of your permit number.
- The permit number that you entered will be recited to you. To confirm press “1”, to try again press “2”.
- Enter the 3 digit inspection code for the inspection which you are requesting the results of, if you do not know the inspection code press “2” and the system will list the various inspection codes for your permit.
- The inspection code, that you entered, will be recited to you. To confirm press “1”, to try again press “2”.
- You will now enter the date that you want for the inspection. First enter the month by number followed by the # sign (ex June = 6#), and then the day of the month followed by the # sign.
- The date will be recited back to you. Press “1” to confirm, press “2” to try again.
- Press “1” to request additional inspections, press “2” to return to the main menu, or press * to end the call.”.

Note: Inspection requests must be entered into the IVR system by 12 p.m. (midnight) of the day before the requested inspection day.

To Request the Results of an Inspection

- Call 804-646-0770.
- Press “2” to request the result of an inspection.
- Please listen to various permits types and press the number for your type of permits
- Then enter the remaining 8 digits of your permit number.
- The permit number that you entered will be recited to you. To confirm press “1”, to try again press “2”.
- The system will list the five most recent inspection results available.
- The caller will be told if the inspection was approved or denied. They will also be told if an additional fee was charged.
- Press “1” to repeat inspection results, press “2” to find the results of another inspection, press “3” return to the main menu, or press * to end the call.

To Inquire on the Status of a Permit Application

- Call 804-646-0770.
- Press “3” to determine the status of a permit application.
- Please listen to various permits types and press the number for your type of permits
- Then enter the remaining 8 digits of your permit number.
- The permit number that you entered will be recited to you. To confirm press “1”, to try again press “2”.
- The caller will then be given the status of the permit (A= Approve, D = Deleted, C = Completed, E = Expired, K = Canceled & P = Pending). If the permit is pending, the caller will also be told which agency approvals are required to approve the permit and the approval status of each of these agencies.
- The caller will be prompted to press “1” to repeat this information, press “2” to inquire about another permit, press “3” to return to the main menu, or press * to end the call.

Please Note: All approved plans and permits must be on the job site at all times and must be available for the inspector’s use during the inspection. Failure to have the plans available will result in the inspection being disapproved.

BUILDING INSPECTION TYPE CODES

101 - Footing – The footing trench must be completely prepared for concrete. Grade pegs must be in place location, depth, width, reinforcing and soil conditions will be checked.

102 – Foundation – Footing inspection must have been approved. If poured concrete foundation, call for inspection when forms are in place and before placing concrete. If masonry foundation, call before framing is started. Inspector will check materials, size of foundation, anchoring, vent placement, access doors, and if required, reinforcing.

103 – Slab – If there are any underslab electrical or plumbing installations, trade inspections approvals must be obtained before calling for a slab inspection. Inspector will check soil condition, compaction, thickness, reinforcing, vapor barriers and expansion joints.

104 – Framing – Roughin inspections must be approved for electrical, plumbing and mechanical work prior to calling for a framing inspection. Approved plans must be on the job site. Inspector will check lumber grades, nailing schedules, cutting, notching and adherence to approved plans.

105 – Insulation – After framing inspection has been approved and all insulation has been installed call for insulation inspection. Attic and under floor insulation will be check at final inspection.

106 – Sill – For siding replacement or installation, call for sill inspection when bottom boards of existing siding are removed and existing sill is exposed. Inspector will check for soundness of existing sills and other structural elements.

107 – Veneer – Call for inspection when all sheathing is secured and doors and windows are wrapped. Inspector will check for type of sheathing, proper installation of sheathing and nailing schedule.

109 – Other – This is used for inspections other than those listed above.

110- Fire Separation

115- Lead Clearance Report

190 - Partial Final – This inspection is used only on large commercial projects to final out an entire floor when the remainder of the building is not complete.

191 - Partial Final with CO. *Note: This is used to turn an entire floor over for occupancy when the rest of the building is not ready for a final inspection. It is not used on residential projects.*

199 - Final – Call for final inspection when all work on approved plans is completed. Inspector will check for smoke detectors, handrails, guardrails, required egress, access to attic and concealed spaces. Building numbers must be securely attached to building and visible from the street. The structure must be ready for use and occupancy.

299- Zoning Final, Required for Certificate of Occupancy

365- Land Disturbing Maintenance

369- Land Disturbing Final, required for certificate of Occupancy

ELECTRICAL INSPECTION TYPE CODES

- 501- Ditch/Trench- All conduits and cables installed in a ditch, trench or otherwise buried must be inspected before they are covered. This inspection is not for work installed under a slab.
- 502- Slab Roughin- This covers all conduits boxes and fittings that are installed in a poured floor or ceiling slab. It covers work installed under a poured slab at ground level, as well as work in a slab.
- 503 - Wall Roughin- This covers electrical materials installed on or in walls. If the wall is to cover the materials an electrical inspection is required prior to insulating or enclosing the walls.
- 504 - Ceiling Roughin- All electrical materials installed in a ceiling must be inspected prior to closing up the ceiling.
- 505 - Temporary Service- This inspection covers a temporary service located outside of a building that is to be used only during construction. It can cover the permanent service equipment when it is used only for a limited number of circuits and the service is safe but not completely finished. This will occur when a service panel in a building is used along with one receptacle for limited temporary power.
- 506 - Service finals are for commercial buildings where the service is completed and ready for permanent use before the rest of the building is complete. It is not required for a final on a residence or a small commercial job as this will be covered by a 599 inspection.
- 507 - A wall final is used when a wall has been completed and the contractor needs a final on this wall but the building is not ready for a complete final. These are used mainly in large commercial projects where walls may be ready before the building is ready for a final.
- 508 - Ceiling finals are similar to the preceding wall finals and are used when a ceiling is complete and the building is not ready for a final.
- 509 - Fire reconnect
- 510 - A generator inspection is used on large projects for the emergency generator final test inspection.
- 511 - Fire call
- 512 - Consultation with a permit holder on site
- 513 - Wall and ceiling roughin
- 514 - Wall and ceiling final
- 515 - Fire Alarm Inspection
- 516- Fire Stopping
- 517 - Swimming Pool Bonding
- 518- Egress Light Test
- 519- Other
- 520- Fire Alarm Final
- 590 - Partial final inspections are used on large projects to final out an entire floor when the remainder of the building is not complete.
- 591 - Partial final with CO is used to turn an entire floor over for occupancy when the rest of the building is not ready for a final inspection.
- 599 - This is the final inspection that closes out the job and the permit. It is used on all types of jobs. Every permit is closed out with a 599.

MECHANICAL INSPECTION TYPE CODES

- 401 - HVAC Roughin - Elements inspected are located, support and placement of heating, air conditioning, refrigeration, exhaust, ductwork and accessories.
- 403- Sprinkler Roughin - Piping, valves and sprinkler drops are hydrostatically tested for a two hour time period. Location of sprinkler drops are checked for area coverage.
- 405- Fire Pump Test - Representatives of the fire pump equipment initiates a performance test of the pump and controller. This test requires a witness from the mechanical inspection department. This test must be done prior to the equipment being turned over to the building owner.
- 409- Kitchen Hood Roughin - Verification of clearances to combustibles, proper labels, duct connections to hood, cleanouts and duct connections to fan and exhaust fan installation.
- 411- Mechanical Roughin - Any system that is mechanically related which could be concealed after installation and work does not fall under one of the above inspections.
- 490- Partial Final - A segment or portion of a mechanical system within a project that can be completed and approved for use prior to completion of the entire project.
- 491 - Partial Final with CO is used to turn an entire floor over for occupancy when the rest of the building is not ready for a final inspection. It is not used on residential projects.
- 499- Mechanical Final - Inspection would require complete installation and testing of a system for operational performance. Work would be of a nature not covered by one of the above categories of inspection.

TANK INSPECTION TYPE CODES

- 406- Tank Roughin - Includes inspection of tank construction, tank site, backfill, and anchorage.
 - 407- Tank Final - Piping systems from tank to dispensers are pressure tested. Dispensers are connected to piping. Concrete slab is poured over tank system.
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PLUMBING / GAS PIPING INSPECTION TYPE CODES

- 602 - Slab Roughin- This covers all pipes materials and fittings that are installed in a poured floor or ceiling slab. It covers work installed under a poured slab at ground level, as well as work in a slab.
 - 611 - Sewer Exterior - Covers the sewer line from the building to the property line. The inspection must be done when the work is completely installed but prior to closing the ditch.
 - 612 - Sanitary Roughin- Covers all interior sanitary, drain, waste and vent piping. The inspection must be done prior to closing walls and ceilings.
 - 613 - Water Pipe Roughin- Covers all water supply piping and it must be inspected prior to closing walls and ceilings.
 - 614 - Water Service Exterior - Covers the water lines from the property line to the building. It must be inspected after the piping is in place and prior to covering the ditch.
 - 615- Backflow Preventer- Covers the installation of backflow prevention devices.
 - 616 - Water Heater- Covers the installation of a water heater.
 - 617 - Storm Drainage- Covers the inspection of a storm drainage system and must be done prior to the work being covered.
 - 618 - Gas Piping Roughin/Air Test- Covers the installation and testing gas piping systems
 - 621- Fire Stopping
 - 622- Other
 - 623- Backflow Inspection Report Received
 - 624- Chlorination Report Received
 - 690 - Partial Final Inspections are used on large projects to final out an entire floor when the remainder of the building is not complete.
 - 691 - Partial Final with CO is used to turn an entire floor over for occupancy when the rest of the building is not ready for a final inspection.
 - 699 - This is the Final Inspection that closes out the job and the permit. No further inspections can be made after a 699 is completed.
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SIGN INSPECTION TYPE CODES

- 801 - SIGN STRUCTURAL – CHECKS THE STRUCTURAL INTEGRITY.
- 802 - SIGN FOOTING - THE FOOTING TRENCH MUST BE COMPLETELY PREPARED FOR CONCRETE. GRADE PEGS MUST BE IN PLACE LOCATION, DEPTH, WIDTH, REINFORCING AND SOIL CONDITIONS WILL BE CHECKED.
- 899 - SIGN FINAL - CALL FOR FINAL INSPECTION WHEN ALL WORK ON APPROVED PLANS IS COMPLETED.**

ELEVATOR INSPECTION TYPE CODES

- 709- ELEVATOR OTHER
- 790- PARTIAL FINAL
- 791- PARTIAL FINAL WITH CO
- 799- ELEVATOR FINAL

CERTIFICATE OF ZONING COMPLIANCE INSPECTION TYPE CODES

- 299- ZONING FINAL

DEMOLITION INSPECTION TYPE CODES

- 357- SEWER CAP INSPECTION
- 358- MISCELLANIOUS INSPECTION
- 359- DEMOLITION FINAL

HOUSING CERTIFICATE OF OCCUPANCY INSPECTION TYPE CODES

- 299- ZONING FINAL
- 301- SITE VISIT HCO
- 369- LAND DISTURBING FINAL
- 991- HEALTH FINAL
- 399- HCO FINAL (Building Inspection)**



Department of Community Development

Volume 5,

Issue 3

Bureau of Permits & Inspections
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"Committed to Building a Better Richmond Together"

New system for processing of Inspection Requests!!!!

Effective July 3, 2006, **all** requests for inspections must be requested through our new Interactive Voice Response Phone System. In addition, all inspection requests must be received by 12 p.m. (midnight) of the day prior to the requested inspection date.
See Inside for more details on this change.

Main Number: 646-6955

**Single Family Plan Re-
viewer:** 646-6975

Structural Plans Review:
646-7483

Plumbing Plans Review:
646-6979

Electrical Plans Review:
646-6963

Mechanical Plans Review:
646-6982

Housing Code Enforcement:
646-6419

**Environmental Code En-
forcement:** 646-7448

**Sewer Connection Permit,
On-site Storm Sewer Per-
mits, Driveway Permit, Per-
mit to Work in Streets &
Alleys, Land Disturbing
Permit, Flood Information,
Chesapeake Bay Preserva-
tion Program:** 646-6440

Zoning: 646-6340

Fax Number: 646-6948

*For Inspection Requests,
please use our automated
system,*

SPANLINK: 646-0770