

REMOTE VIDEO INSPECTIONS

INFORMATION IS CHANGING RAPIDLY: PLEASE CHECK ATLANTAGA.GOV FOR UPDATES AND CURRENT ADVISORIES

VIRTUAL INSPECTIONS KEEP US ALL SAFER



Virtual video inspections have been launched as an alternative to on-site inspections. Customers can now schedule inspections by email, have an inspector remotely walk through the inspection, and view results through [Accela](#) for the below inspection types. Please refer to the following information for **requesting and scheduling details, applicant responsibilities, and step-by-step remote inspections details.**

VIRTUAL INSPECTIONS ARE AVAILABLE FOR:



Follow-up Inspections for Projects
(must be sponsored by an Inspector)



Projects 2000 sqft or less for any trade permit. (Inspections over 2000sqft can be done at the Inspector's discretion)



Detached Storage Sheds



Arborist Pre-Demolition Inspection



Arborist Orange and Yellow Sign Postings



Arborist Final Inspection



Water Heaters

Note: Based on the size and/or complexity of the project, it may not be possible to complete the inspection virtually using the defined process. If this occurs, the City Inspector will request an alternative inspections process. There is a possibility the inspection could be delayed until on-site inspections are permitted.

APPLICANT RESPONSIBILITIES:



4G WIRELESS SERVICE

Ensure your inspection location has a minimum 4G network connectivity and your smart phone or tablet has 4G network capabilities.



VIRTUAL MEETING PLATFORM

Have [FaceTime](#) or [Google Duo](#). Be sure to remember your username when scheduling your appointment.



VIRTUAL INSPECTION PROCESS

1. Schedule remote inspection

a. For non-arborist inspections:

- i. Email your request to inspections-oob@atlantaga.gov with the subject line “Remote Video Inspections”
- ii. If available, attach a PDF of your plans scaled for 11x17 view.
- iii. Include your permit number.
- iv. Specify either [FaceTime](#) or [Google Duo](#) as your platform preference.

v. Staff will schedule inspections to the Inspectors. Please allow *two business days* from the date the inspection request is submitted for the inspection to take place. Inspectors will call to set up a time for remote inspections between 7:00–8:00am daily. If the Inspector is unavailable to make contact at the scheduled appointment, it will be rescheduled for the next business day. Prior to the scheduled inspection, Inspectors can be reached between 7:00–8:00am with any questions or concerns. The last video inspection will take place at 2:30pm, Monday through Friday.

b. For arborist inspections,

- i. Email your request to arborist.dpcd@atlantaga.gov with the subject line “Remote Video Inspections”
- ii. Attach a PDF or picture of the arborist approved stamped drawings with the inspection request.
- iii. Include your permit number.
- iv. Specify either [FaceTime](#) or [Google Duo](#) as your platform preference.

v. Staff will schedule inspections to the Inspectors. Please allow *two business days* from the date the inspection request is submitted for the inspection to take place. If the Inspector is unavailable to make contact at the scheduled appointment, it will be rescheduled for the next business day. Prior to the scheduled inspection, Inspectors can be reached between the hours of 7:00am–5:00pm with any questions or concerns.

2. Prepare for Remote Inspection

- a. Ensure the necessary tools based on inspection type are readily available. For example: tape measure, GFCI tester, step ladder, site plan, etc.
- b. Make sure the smart phone or tablet is fully charged.
- c. Be ready to accept the video call at the scheduled time and able to respond to any requests or questions from the Inspector.
- d. Turn off notifications during the video call as they can cause the video to freeze. Delays during the inspection may require the inspection to be rescheduled.
- e. The approved set of plans and permit must be available for the inspector. Electronic plans can be used at the Inspector’s discretion.

3. Conduct Inspection

- a. The Inspector will call at the scheduled time to conduct the remote inspection. If the contractor does not respond after three attempts, the inspector will cancel the inspection.
- b. The inspection will begin at street view looking at the structure with the address showing and move in a clockwise direction and bottom to top (if multiple floors).
- c. Please follow the directions of the Inspector and make note of any items that need to be corrected. The Inspector may provide the option for you to send correction photos or videos to them directly.

4. Inspections Results

- a. Results (pass or fail) will be provided at the conclusion of the inspection.
- b. Accela will be updated after the remote inspection is completed. The day after the inspection, all comments will be available in the [ACA portal](#).
- c. After two failed inspections, the system will automatically generate a fee for re-inspection. Fees must be paid prior to scheduling any re-inspections and can be done so online.
- d. Scheduling of same day re-inspections is based on availability.