

## **Building Services Inspection Codes**

<b>1001</b>	<b>Auger Piles</b>	<b>1043</b>	<b>Rough Mechanical</b>
1002	Ceiling Grid	1044	Rough Plumbing
<b>1004</b>	<b>Double Sheer</b>	<b>1045</b>	<b>Slab Closure</b>
1005	Draft Curtains	1046	Slab Pour
<b>1006</b>	<b>Draft Stops</b>	<b>1047</b>	<b>Smoke Shutdown Test</b>
1007	Exterior Lath	1049	Stem Walls
<b>1008</b>	<b>Exterior Sheathing</b>	<b>1050</b>	<b>Tilt-Up Panels</b>
1009	Final Building	1051	Underfloor
<b>1010</b>	<b>Final Mechanical</b>	<b>1052</b>	<b>Underground Plumbing</b>
1011	Final Plumbing	1053	Vapor Barrier
<b>1012</b>	<b>Fire Penetration</b>	<b>1054</b>	<b>Water Service-Property Line to Structure</b>
1013	Footings	1055	Miscellaneous
<b>1014</b>	<b>Gas Piping/Gas Test</b>	<b>1058</b>	<b>Fire/Smoke Dampers</b>
1016	Grout	1059	Grease Trap
<b>1017</b>	<b>Gypsum Wallboard (Interior)</b>	<b>1060</b>	<b>Hood</b>
1018	Gypsum Wallboard (Exterior)	1061	Fire Stopping/Fire Spray
<b>1020</b>	<b>Insulation Ceiling</b>	<b>1062</b>	<b>Pre-Rock</b>
1021	Insulation Roof	1063	Rebar
<b>1022</b>	<b>Insulation Underfloor</b>	<b>1064</b>	<b>Strap Inspection</b>
1023	Insulation Wall	1065	Sewer & Water Hookup (Mobile Home Only)
<b>1024</b>	<b>Interior Shear Walls</b>	<b>1066</b>	<b>Sign Footing &amp;/or Rebar</b>
1025	Masonry/Rebar	1068	Tie Downs & Blocking (Offsite-built Structures)
<b>1026</b>	<b>Mechanical Ceiling Cover</b>	<b>1070</b>	<b>Door Drop Test</b>
1027	Mobile Home Set-Up - Final	1998	Temporary Certificate of Occupancy
<b>1028</b>	<b>Pool</b>	<b>1999</b>	<b>Certificate of Occupancy</b>
1029	Pre-Construction Meeting		
<b>1030</b>	<b>Pressure Test</b>		
1032	Racks		
<b>1033</b>	<b>Ramps</b>		
1034	Rain Leaders		
<b>1035</b>	<b>RC Channels</b>		
1038	Retaining Wall		
<b>1039</b>	<b>Rockery</b>		
1040	Roof Nailing		
<b>1041</b>	<b>Roof Tear Off</b>		
1042	Rough Framing		

# **INTERACTIVE VOICE RESPONSE**

## **USER'S GUIDE**

**(253) 856-5427**

Call the automated IVR System for all of your Building Services inspections 24 hours a day.



[www.ci.kent.wa.us/buildingservices](http://www.ci.kent.wa.us/buildingservices)

# Welcome to IVR

*In an ongoing commitment to improve customer service, your Building Services division has installed an Interactive Voice Response (IVR) System for inspections, 24 hours a day, 7 days a week!*

## Inspection Request Line

**(253) 856-5427**

Schedule Inspections

Cancel Inspections

Retrieve Inspection Results

You will be prompted through the entire process. Press [\*] at any time for more information.

## Before Calling You Will Need:

1. A touch-tone telephone
2. The IVR # printed on the top right corner of your permit\*
3. An Inspection Code - Choose from the codes listed on the outside of this brochure.

## Choose from the Following Options:

Press [1]	<b>Schedule an inspection</b>
Press [2]	<b>Cancel an inspection</b>
Press [3]	<b>Obtain inspection results</b>
Press [5]	<b>Repeat main menu</b>
Press [0]	<b>Transfer to staff</b>
Press [#]	<b>Disconnect and hang up</b>
Press [*]	<b>Additional information</b>

The IVR system will prompt you through the steps below during your call. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

## Schedule an Inspection

1. Enter the **IVR #** printed on the top right corner of your permit.\* The system will confirm this permit by speaking back the site address.
2. Enter the **Inspection Code** from the list on the outside of this brochure.
3. Select the **Inspection Date** using the system prompts. The cut-off time is 4:30 pm for an inspection on the following day.

**After you have scheduled the inspection, you will be able to:**

- **Leave a message** for the inspector.
- **Request another inspection**, same permit.
- **Request another inspection**, different permit.
- **Get a confirmation number and hang up.** Use this Confirmation Number when inquiring about this telephone request.
- **Return to Main Menu.**

## Cancel an Inspection

1. Enter the **IVR#** printed on the top right corner of your permit.\*
2. Enter the **Inspection Code** from the list on the outside of this brochure.

**After you have cancelled the inspection, you will be able to:**

- **Cancel** another inspection, same permit.
- **Cancel** another inspection, different permit.
- **Retrieve Inspector Message(s).**
- **Get a Confirmation Number** and hang up. Use this Confirmation Number when inquiring about this telephone request.
- **Return to Main Menu.**

## Obtain Inspection Results

1. Enter the **IVR #** printed on the top right corner of your permit.\* The system will confirm this permit by speaking back the site address.
2. Enter the **Inspection Code** from the list on the outside of this brochure.

**After you have listened to the inspection results, you will be able to:**

- **Listen to more results**, same permit
- **Listen to more results**, different permit
- **Return to Main menu**

## Transfer to Staff & Additional Information

You can press [0] at any time to transfer to the main office number. You can also press [\*] to hear an explanation of your current options.

## Print Your IVR# Here

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 If you have an older permit without an IVR #, you can visit our website - [www.ci.kent.wa.us/permitcenter/permitstatus](http://www.ci.kent.wa.us/permitcenter/permitstatus) or call (253) 856-5412 to obtain your IVR #.