

## **Town of Castle Rock Remote Video Inspection Guidelines**

Inspection services will continue for new residential, commercial and multi-family construction as usual until further notice.

**Building Inspections related to occupied residential dwelling units that require the inspector to go inside will be suspended until further notice.**

***Please Note:*** In an effort to provide inspections for interior residential projects we will attempt to perform remote inspections using FaceTime, Google Duo, Skype, or other Town approved video based programs. These inspections must be pre-scheduled and coordinated with our building and electrical inspectors. The contractor (**general contractor** for building, mechanical & plumbing inspections, **electrical contractor** for electrical inspections, or **homeowner that performed the work** must be onsite and connected via FaceTime, Google Duo, Skype, or other Town approved video based programs to walk the project while the inspector remotely performs the inspection. Please schedule your inspection through TRAKIT and an inspector will contact you within 24 hours to coordinate your remote inspection).

***Please Note:*** Final electrical inspections require a plug tester.

Residential inspections for projects on the exterior of occupied dwelling units such as decks, roofs and photovoltaic inspections (excluding attic) will continue.

This suspension does not allow work that requires inspections to be covered or concealed until such time that it can be inspected and approved.

## **Town of Castle Rock Remote Video Inspection Requirements**

### **Internet Connectivity is Required**

You must ensure that your inspection location and your smartphone or tablet has 4G connectivity. Connections are site specific. If your device cannot maintain a 4G connection, remote live video inspection may not be possible.

### **Install the Appropriate App on your Smartphone or Tablet**

The FaceTime App (for Apple) or Skype (for Android) App or other Town approved video program **must** be installed for the Remote Video Inspection. Some devices already have the necessary video call App. You must let the inspector know, in advance, what type and brand of device you will be using to perform the inspection. The inspector will provide an e-mail contact for Skype and a phone number for an Apple device.

### **Schedule Remote Video Inspection**

1. Schedule inspection as normally done through Town of Castle Rocks e-TRAKIT system.

2. The next business day after the request has been made a Town of Castle Rock inspector will call the requesting party to finalize inspection time.
3. Follow the Inspector's instructions once you have established a connection.

**Note:** All Remote Video Inspection appointments must be requested. The Acknowledgment and Waiver Regarding Remote Video Inspection document must be received by office staff **prior** to scheduling the inspection. This document can be found on our website at <http://www.crgov.com/2176/Inspections>. If there is no available time slot for the day requested, we will attempt to schedule the inspection for the next available date and time.

### **Prepare for Remote Video Inspection**

1. Prior to the inspection, ensure that the necessary tools based on type of inspection are readily available. For example, carry a flashlight, tape measure, level, step ladder (for close ups of ceiling), etc.
2. Have a Town approved plan ready for the Inspector performing the inspection at the scheduled time.
3. Make sure you have good lighting throughout the inspection area and clear the area of any unnecessary objects.

**Note:** All features of the home that are applicable to the required inspection must be visible at the time of the remote inspection. The features must be captured sufficiently for the inspector to evaluate. If at any point the inspector believes that the remote inspection process is not allowing him/her to properly assess compliance, he/she may require that a building site inspection be conducted at a future date.

### **Prepare to Receive Remote Video Inspection Call**

1. Make sure your smartphone or tablet is fully charged.
2. Clean your device lens and screens for maximum clarity.
3. Be ready to accept a video call at the scheduled time and respond to instructions from the Town inspector.
4. 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.
5. Allow plenty of time because we know inspections vary widely.
6. Listen carefully to the Inspector's guidance as to where to walk and point the camera.
7. Please keep background noise to a minimum. The Inspector will set the pace as needed.
8. Ensure that the area or space to be inspected has been cleared of all people not necessary to construct the remote video inspection to minimize distractions and ensure adequate communication between the contractor and the Inspector.

### **During the Inspection**

1. Once introductions have been established on-site, please proceed inside as directed.

2. The Inspector will set the pace, please follow his/her directions.
3. Walk inspection as specified by the Inspector.
4. Make note of any items that need to be corrected. The Inspector will discuss each item so the necessary corrections are understood.
5. Once the Inspector has indicated the inspection is finished please proceed outside to discuss the results. The Inspector will let you know if the inspection has passed or failed.
6. **Do not cover any work needing corrections until the corrections are verified by the Inspector.**

### **Inspection Results**

1. The Inspector will update our permit database after the video call is completed. Results of the inspection will be available through the Towns e-TRAKIT system by the next business day.
2. The scheduling of re-inspections or the next inspection needed is based on availability of time slots.

### **Other Information**

1. The individual Inspector will have the discretion to determine if a remote video inspection is appropriate in any circumstance.
2. Required residential in-home inspections where the space or area to be inspected is directly accessible from the exterior will be conducted by a Town Inspector in person subject to certain safety precautions.
3. Please contact the Building Division at 720-733-3527 or [buildingcounter@crgov.com](mailto:buildingcounter@crgov.com) if you have questions or wish to obtain additional information.