

PROCESS FOR REMOTE INSPECTIONS

Due to Coronavirus restrictions we're working remotely with intermittent partial staffing in the office which is closed to the public. We have access to phone messages and emails, so please contact us if you need us. Expect longer than usual response times while we adapt to this change. We're not able to enter occupied buildings at this time, but we are trying to do video inspections via FaceTime and Microsoft Teams where it's feasible and if the contractor or owner has the capability to do so. Please have a flashlight and ladder (if applicable) available for video inspections. You may call 860-253-6370 and leave a message or email inspection requests to permits@enfield.org until further notice. Thank you for your patience and be well!

Below are some guidelines to a successful video inspection:

4.2. Customer Responsibilities

4.2.1. The permit applicant, agent, owner or contractor will be responsible to ensure:

4.2.1.1. The inspection location(s) has a smart phone or tablet with a strong 4G/LTE cellular or greater OR a strong Wi-Fi connectivity. It is recommended that the strength of signal be verified/tested ahead of time before the RVI takes place.

4.2.1.2. The device utilized for the RVI (currently only FaceTime or Microsoft Teams) is properly installed and the on-site individual that is participating in the RVI is trained in how to use the device.

4.2.1.3. The inspector performing the RVI has been provided with the individual on sites FaceTime (Skype? Zoom?) name, email and phone number.

4.2.1.4. That prior to the scheduled RVI inspection time, all associated plans, schematics, diagrams, installation instructions, and/or other necessary documentation are on site.

4.2.1.5. That prior to the scheduled RVI inspection time, all necessary tools, equipment, gages, etc. that may be required for the video inspection are readily available onsite. This will be based on the type of inspection. **For example, tape measure, test gages, level, GFCI tester, flashlight, stepladder, etc.** Your device "flashlight" will likely not work while the video chat is running!

4.2.1.6. The individual on site must be at least 18 years in order to perform the RVI.

4.2.1.7. The smart phone or tablet to be used for the RVI on site is of adequate charge.

4.2.1.8. The individual on site is prepared to accept the RVI call and respond to the call from the Inspector **in a timely manner**.

4.2.1.9. That any notifications that may interrupt the RVI call have been turned off. This is a very important step, as notifications can freeze the application and could cause delays to the inspection and/or lead to a possible failed inspection.

4.2.1.10. As with any inspection, the remote inspector maintains the right to request that conditions for the RVI be reasonable. If the Internet connection, lighting, picture quality, equipment quality, access, and/or other conditions are not conducive to being able to perform the RVI, the inspection may be

terminated. If possible it may be rescheduled or may have to be changed to be an on-site inspection. The RVI may be called off due to the quality of the work and/or if too many corrections have been identified.

4.3. Inspection

4.3.1. The inspector will confirm the property location, permit number(s) and review the work to be inspected with the applicant and/or contractor **before** the RVI takes place.

4.3.2. Where possible and/ or complicated projects, trade specific (electrical, plumbing, hvac, mechanical, for example) inspections will require the specific tradesperson who performed the work being inspected on site during the RVI. This is required so that any questions or concerns that are raised during the RVI can be answered during the RVI.

4.3.3. All RVI's must begin at street view looking at the structure where the RVI is to take place.

4.3.4. The address of the structure must be shown in the initial view.

4.3.5. The RVI on site participant must follow the direction(s) of the inspector.

4.3.6. The inspector will document any code citations during the RVI. This may be done with video/pictures if deemed necessary. All documentation including notes identifying items needing correction will be emailed to the permit applicant after the RVI is completed

4.3.7. The Inspector will inform the RVI participant if the inspection receives a pass, partial, or fail at the completion of the RVI, followed by an email stating the same.

4.3.8. The inspector will update the permitting system to reflect the RVI's outcome at the completion of the inspection