



Virtual Building Inspections

The City of Tallahassee Growth Management Department is committed to protecting our customers and staff from the danger of the Coronavirus (COVID-19). Through common sense social distancing, we can collectively work to fight this virus. While doing our part to beat COVID-19 is our first priority, we also understand that building permits are one of the critical building blocks in our economy. So, our challenge is to commit to social distancing while still issuing building permits. The answer is to minimize human interaction wherever possible. In the past, building inspections have been heavily dependent on inspectors working in the field, side by side with contractors. To minimize that interaction, we are implementing virtual, online building inspections for certain types of inspections in occupied residential homes. Virtual inspections will both protect human health through social distancing and will also ensure that we continue to provide all services to our customers at a time that is critical to our economy. We see this as an opportunity to provide more efficient and cost-effective inspection services to our customers.

Effective April 6, 2020, virtual inspections will be required for mechanical change out inspections, gas inspections, and window/door inspections in existing occupied residential structures. This new program is vital to reduce the risk of COVID-19 exposure and transmission in our community. As we implement virtual inspections beginning April 6, 2020, we will continue to serve our customers safely, efficiently, cooperatively, and effectively.

Virtual Building Inspections are an alternative to on-site inspections and are conducted by using a video call on a smart phone or tablet to interact with the City inspector via Skype, Facetime, or Google Duo.

A. How do I schedule a Virtual Building Inspection?

A Virtual Building Inspection can be scheduled in 3 easy steps, as follows:

1. Schedule a mechanical change out inspection or a gas inspection in existing occupied residential structures as a virtual inspection via the customer portal at <https://cwpll.talgov.com/TallahasseePortal>. Schedule a window/door inspection in existing occupied residential structures as a virtual inspection via the customer portal at <https://cwpll.talgov.com/TallahasseePortal> or the IVRS. When scheduling, provide the contact name and phone number that the inspector is to call, as well as the smart phone app that you prefer to use.

2. On the scheduled day, your inspector will contact you at the scheduled time or to set up a time for the inspection.
3. At the scheduled time, the inspector will initiate the call.

If your project is unusually large or complex, it may not be suited to a Virtual Building Inspection. We will let you know if that's the case and will make arrangements to perform the inspection on site.

B. What should I do before the Virtual Building Inspection?

Once you get the virtual inspection scheduled, there are a few things you can do to ensure that it occurs smoothly. Before your scheduled inspection, please be sure to do the following:

1. Ensure your smart phone or tablet has the Skype, Facetime, or Google Duo application and internet connectivity at the inspection location.
2. Ensure you have the necessary tools (based on the inspection type) readily available. For example, a tape measure, level, GFCI tester, ladder, flashlight, and gas leak detection fluid are needed for a virtual inspection.
3. Ensure that the smart phone or tablet is fully charged.
4. Be ready to accept a video call at the scheduled time and respond to requests from the City Inspector.
5. Ensure that the auto rotate feature on your phone is turned on.
6. Ensure that you move slowly so the inspector can see the image clearly.
7. Allow the camera a moment to focus when showing specific items.
8. Ensure that any testing equipment, manometer, pressure valves, etc. are already set up.
9. Turn off phone or tablet notifications during the video call. Notifications freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled.

C. What should I do during a virtual building inspection?

During the inspection, please keep the following points in mind:

1. Begin the virtual inspection at the street looking back at the house so that the address can be confirmed.
2. Follow the directions of the inspector during the walk-thru of the work performed. The inspector will guide the contractor to direct the camera at what they need to view. Remember to try to hold the camera steady and at a constant distance from what the inspector needs to view.
3. Make note of any items that require correction.
4. The inspector may require an on-site inspection if they determine that there are issues that cannot be resolved by a virtual inspection. However, we see that as the exception, not the norm.

5. The inspector will tell you in the video call if the inspection has passed or failed. If there are specific items which need to be corrected, they will be emailed to the applicant. If no corrections are needed, the virtual inspection will be approved.

We're all dealing with the COVID-19 crisis together. The City of Tallahassee Growth Management Department is committed to keeping our customers and staff as healthy as possible. We believe that Virtual Building Inspections are a helpful step towards protecting human health while also working to keep our economy moving. If you have any questions about Virtual Building Inspections, please call (850)891-7001 option 2.