

INSTRUCTIONS FOR OBTAINING A VIRTUAL INSPECTION

Due to the current situation with the COVID-19 pandemic, the City of Rockville has moved to all inspections being performed virtually. Virtual inspections are an efficient alternative to in-person inspections, enable continued service and a more specific scheduling option. Virtual inspections are conducted between a customer and a City of Rockville inspectors by using a video call on a smart phone or tablet.

Requirements

- All building-related inspections (building, single family, electrical, mechanical, plumbing, energy, and Certificate of Occupancy) may be considered for virtual inspections, however, based on the size and/or complexity of the project it may not be possible to conduct all inspections virtually. Note: Inspection complexity will be determined by the inspector. Large inspections may also need to be broken up in two or more days due to time constraints.
- Customers must have a smartphone or tablet connected to Wi-Fi or 4G wireless service.
- Google Duo (all devices) and FaceTime (Apple OS devices) are required to host the video call. Check your mobile device's app store to download. Additional apps may be offered as this program expands.

Process

1. Schedule your inspection. All virtual inspections must be scheduled in advance:

- Schedule a regular inspection (i.e., rough-in concealment, footing, final):
 - Call 240-314-5040, You MUST leave a phone number for the individual onsite that will be taking the video call.
 - Instruction on scheduling inspections, along with inspection codes can be found [here](#)
 - Inspections may be scheduled through the City's online portal IF you have an account and the permit was obtained through that portal.

2. Prepare for your virtual inspection:

- Ensure you have the necessary tools (based on the inspection type) readily available. For example, APPROVED plans (paper), a tape measure, level, GFCI tester, step ladder, and/or flashlight. If plans were issued electronically, the inspector will access them through our permitting system.
- Make sure your mobile device is sufficiently charged.
- Turn off phone or tablet notifications. Notifications can freeze the video feed during the call and could cause delays or require the inspection to be rescheduled.

3. Contact your inspector:

- On the day of your scheduled inspection, determine which inspector has been assigned to conduct your inspection.
 - Between 7:30 a.m. and 8 a.m. on the day of your scheduled inspection, send an email to Rpurkey@rockvillemd.gov asking for your inspector's contact information. Make sure to provide the site address and permit number(s).
- Text your inspector the following information:
 - Permit number
 - Type of inspection
 - Cell phone number of the person that will be walking the inspection site
 - E-mail the address of the person that will be walking the inspection site
 - Method of video call you intend to use (Google Duo or FaceTime)
- Your inspector will give you an approximate time window that your inspection will take place.

4. Accept the incoming video call initiated by your inspector at the scheduled time.

5. Walk through your inspection with your inspector, noting the following:

- Follow directions from your inspector.
- Begin at street view looking at structure with the address showing (if requested).
- Show inspector approved plans (paper) as needed or a copy of the issued permit for inspection where no plans are issued. Inspector will access electronically issued plans.
- Walk the inspection in a direction as determined by the inspector. Walkthrough at a reasonable pace as directed by the inspector.
- Make note of any items that require correction.

Inspection Results

Your inspector will tell you in the video call if the inspection has passed or failed.

Results will be processed in the permitting system by the end of the day on which the inspection occurred. For Occupancy permit inspections, an email address must be provided to the inspector and the Occupancy permit will be issued and emailed out within 24 business hours.

If the inspection failed:

- Comments will be available in the permitting system by 3:30pm.
- The inspector will determine if additional fee(s) for re-inspection is required.