

GENERAL PROCEDURES FOR REMOTE VIRTUAL INSPECTIONS

SECTION 301—PRIOR TO SCHEDULING REMOTE VIRTUAL INSPECTIONS

301.1 Confirmation of approval for remote virtual inspection. Confirm that the scope of work for the requested inspection is approved for *remote virtual inspection*.

301.2 Participation and consent agreement. Where required by the *inspection agency*, a virtual inspection participation and consent agreement shall be provided. (See sample in Appendix A.) The property owner or their authorized representative shall:

1. Consent to the use and requirements of the *remote virtual inspection* procedures.
2. Acknowledge responsibility for the safety of the *in-field representative* during the *remote virtual inspection*.
3. Consent to the complete and unfettered use of the resulting videos and photos for the *remote virtual inspection* by the *inspection agency*.
4. Recordings and files are subject to public record retention and disclosure laws.
5. Confirm that the site and inspection items made available are truthful and accurately represent the project.
6. Acknowledge responsibility for compliance with all codes and standards applicable to the project.
7. Acknowledge that participation in the remote inspection program is voluntary unless required by the authority having jurisdiction.
8. Acknowledge that the decision to perform and complete the *remote virtual inspection* is at the sole discretion of the *inspection agency*.
9. Release liability towards the *inspection agency* related to use of *remote virtual inspection* procedures.

301.3 Confirmation of minimum site conditions. Prior to final scheduling of a *remote virtual inspection*, confirm that the minimum site conditions for *remote virtual inspections*, as established hereafter in Section 302.

301.4 Request to schedule inspection. The *requester* and/or *in-field representative* shall submit the request to schedule a *remote virtual inspection* utilizing the *inspection agency's* approved site inspection scheduling procedure and format.

301.5 Information to be provided by requester. The *remote virtual inspection requester* shall provide the address, permit number (if applicable), type of inspection, and number of requested inspections if more than one is needed or being requested (an example of different types of inspections would be frame reinspection and insulation inspection).

301.5.1 Multiple inspections. When multiple inspections are performed using *remote virtual inspection* procedures, the most restrictive guidance on time allocation, expectations and quality assurance shall apply.

301.6 Age requirement of inspection requester. On-site representatives of the *remote virtual inspection requester* must be at least 18 years old or accompanied by an adult for the *remote virtual inspection* to be performed.

SECTION 302—SITE CONDITIONS FOR REMOTE VIRTUAL INSPECTIONS

302.1 Safety conditions of job site. The job site shall be clean and safe for the individual(s) using the *inspection device* during the *remote virtual inspection*.

302.2 Connectivity. The job site shall have adequate high-speed Internet/Wi-Fi connectivity or cellular service.

302.2.1 Ensuring connectivity. A repeater or other device that strengthens the transmitting signal within the job site may be required. If the signal is too weak, the inspection may be discontinued by the *inspector*.

302.2.2 Visual alternatives. At the *inspector's* discretion, in areas within the job site where there is an insufficient Internet/Wi-Fi signal or cell service, the *in-field representative* may take video and/or photos and provide those to the *inspector* for evaluation.

302.3 On-site recording. Where on-site recording is required by the *inspection agency*, the *requester* or their *in-field representative* shall ensure the *inspection device* shall have sufficient integral or removeable memory for the inspection time length and specified video resolution.

302.4 Availability of tools. Any necessary tools, as determined by the type of requested *remote virtual inspection*, shall be readily available to the *in-field representative*.

302.4.1 Power supplies. The *inspection device* shall be fully charged and have a suitably charged backup power supply (e.g., battery pack).

302.4.2 Requester responsibilities. It is the responsibility of the *requesters* to ensure that a flashlight, tape measure, level, step ladder, testing equipment, extending pole for the *inspection device*, or other specific tools that may be specified at the time of scheduling a *remote virtual inspection*, be provided onsite.

302.5 Construction plans and documentation. The approved, stamped set of construction plans by the jurisdiction shall be available onsite. If applicable, a permit card, inspection checklist or other necessary documents shall be available onsite. The *in-field representative* shall ensure that all data for *required items* subject to visual inspection, where not available to the *inspection agency* beforehand, are collected. The *requester* is responsible for ensuring the appropriate documentation is submitted to the *inspector* at the conclusion of the *remote virtual inspection*.

302.6 Visibility of construction components. All construction components that are applicable to the requested inspection shall be visible at the time of the *remote virtual inspection*. These features shall be captured by video in sufficient and clear detail to allow for evaluation by the *inspector*.

302.7 Lighting. Adequate lighting shall be provided to all areas of the inspection site for which the *remote virtual inspection* shall be performed. A secondary or directional light source, in addition to the light from the *inspection device*, may be necessary.

302.8 Area to be clear of obstructions. The area to be inspected shall be clear of any obstructions that may interfere with the *inspector's* view.

302.9 Discretion of inspector or in-field representative to require in-person building site inspection.

302.9.1 Discretion of inspector. Where conditions exist that may impact the proper assessment of site compliance, at the *inspector's* discretion, an in-person building site inspection may be required and conducted at a future date.

302.9.2 Discretion of in-field representative. Where conditions exist that may impact the proper assessment of site compliance or personal safety, at the *in-field representative's* discretion, an in-person building site inspection may be requested and conducted at a future date.

SECTION 303—OFFICE CONDITIONS FOR REMOTE VIRTUAL INSPECTIONS

303.1 Allocation of adequate time by inspector. The *inspector* shall allocate adequate time for the inspection type and job site.

303.2 Verification of site by GPS/geotagging. Where required by the *inspector*, location shall be verified through GPS/geotagging where the service is applicable.

SECTION 304—PROCEDURE FOR IN-FIELD PORTION OF REMOTE VIRTUAL INSPECTIONS

304.1 Preparation of inspection device. The device lens and screens shall be clean for maximum clarity.

304.2 Use of headphones or earphones. Headphones or earphones shall be used by the *in-field representative* when necessary to improve communication.

304.3 Initiation of inspection; secondary points of contact. The *remote virtual inspection* shall be initiated by the *inspector* at the scheduled time and include a secondary point of contact for the *inspector* and the *in-field representative*.

304.4 Deactivation of device notifications. The *In-field representative* shall deactivate *inspection device* notifications during the *remote virtual inspection*.

304.5 Minimization of background noise. All participants shall ensure background noise is kept to a minimum so it will not interfere with communications and instructions.

304.6 Inspection orientation; visibility of address. Begin inspection at the street looking at the structure with the address or other required job site identification in the display. The *in-field representative* shall begin *remote virtual inspection* from the outside with an elevation view (front) of the building. The address must be visible in the initial view.

304.6.1 Ensuring street number visibility. If street number is too small to see from a full elevation view, the *in-field representative* shall either walk or zoom the camera lens up to the street number sign until clearly visible to the *inspector*.

304.6.2 Alternative means of project identification. If there is no street number signage installed on the house, a building permit, lot/block signage or other identification posted on-site shall be captured with the video camera to establish that the *in-field representative* is at the correct location.

304.6.3 Dwelling unit identification in multifamily dwellings. For multifamily dwellings, the video shall capture the approach from the respective elevation view up to the *dwelling unit* that is being inspected.

304.7 Allowance of adequate time. The *in-field representative* and *inspector* shall allow adequate time for the inspection type as site specifics and inspections vary in time to complete.

304.8 Pace of inspection. The *inspector* shall set the pace of the inspection.

304.9 Duties of requester and in-field representative. The *requester* and *in-field representative* shall observe and perform the following:

1. Document any items that require correction. The *inspector* shall discuss each of the items with the *in-field representative*.
2. Take and send pictures or videos of paperwork from the inspection or other items requested by the *inspector*.

304.10 Communication of inspection results. The *inspector* shall communicate during the virtual inspection whether the inspection has passed or failed, and which items need correction prior to reinspection. The inspection information will be provided using the contact information listed in the permit record.

304.11 Exposure of areas needing corrections prior to reinspection. Any work identified by the *inspector* needing corrections shall remain exposed until the corrections are verified by reinspection.

Exception: Where the *inspector* permits the work to be covered.

304.12 Reinspection fees. Reinspection fees may apply in accordance with jurisdiction policies.

SECTION 305—PROCEDURE FOR CANCELLATION AND RESCHEDULING OF REMOTE VIRTUAL INSPECTIONS

305.1 Health and safety concerns. The *requester*, the *inspector* and the *in-field representative* have the right and responsibility to call out any identified health and safety concerns that could put the *in-field representative* at risk. If such risks are present at the location, appropriate safety protocols shall be followed and, where necessary, the *remote virtual inspection* shall be rescheduled.

305.2 Conditions preventing full review of required items. In the event that conditions prevent the completion of a full review of the available *required items*, the *inspector* may, at their discretion, cancel the *remote virtual inspection* event and require supplemental in-person or *remote virtual inspection(s)*. Such conditions may include loss of connectivity, battery failure and poor sound/visual quality.

SECTION 306—PROCEDURE FOR DOCUMENTING REMOTE VIRTUAL INSPECTIONS

306.1 Recording of inspection results. Results of the inspection shall be entered into the *inspection agency's* permit and project database after the virtual inspection is completed.

306.2 Submission of documentation of required corrections in lieu of reinspection. The *inspector* may, subject to agency policy, allow the permit holder or *in-field representative* to submit video(s), photo(s) or other documentation of required corrections for approval in lieu of a reinspection.

306.3 Notation of remote virtual inspection process. The inspection shall be noted as having been performed using the *remote virtual inspection* process.

306.4 Required information for communications and inspection records. All communications and inspection records shall include appropriate contact information, subject address and permit or project number.

306.5 Indication of inspection approval or failure. Inspection results indicating approval or failure of the inspection shall be made available to the permit holder or project representative in accordance with the *inspection agency's* procedures.

306.6 Notice of violation for required corrections. Any required corrections shall be provided with a *notice of violation*.

306.7 Inspections resulting in utility service connection approval. For inspections resulting in utility service connection approval, the *inspector* shall work directly with the utility provider to communicate such approval.

306.8 Additional fee(s) for reinspection(s). Additional fee(s) for reinspection(s) shall be determined in accordance with the *inspection agency's* procedures.

306.9 Scheduling of reinspection or additional inspection. Scheduling a reinspection or the next progressive inspection needed shall be based on availability of the inspection staff.

306.10 Maintenance and retention of inspection records. All inspection records shall be managed and maintained in accordance with the jurisdiction's retention policies, laws, regulations and codes.

306.11 Public record disclosure of inspection records. Inspection records in their entirety may become subject to public record disclosure, therein waiving privacy or copyright restrictions. These records include, but are not limited to, the following:

1. Permit application and related information.
2. Plans and construction documents.
3. Correction notices and inspection records.
4. Live video recordings (maintained in accordance with the jurisdiction's policies and procedures).
5. Videos or photographs provided by *requester* (maintained in accordance with the jurisdiction's policies and procedures).
6. As-built plans and documentation.

306.12 Photographic documentation. The *inspector* shall comply with documentation of *required items* as required by applicable standards, including the photo requirements set forth in Appendix B of ANSI/RESNET/ICC 301. Photo documentation requirements can be met in three ways:

1. Video recordings.
2. Screenshot taken by the *inspector* during the *remote virtual inspection*.
3. Photos provided to supplement the *remote virtual inspection*.

SPECIFIC PROCEDURES FOR REMOTE VIRTUAL INSPECTIONS

SECTION 401—REMOTE VIRTUAL INSPECTIONS FOR ENERGY EFFICIENCY CODE COMPLIANCE

401.1 Remote virtual inspections for energy code. *Remote virtual inspections* for energy code compliance include one or more of the following:

1. Reinspection to verify correction of in-field-identified violations, where appropriate.
2. Visual inspection of air barrier, air sealing and insulation installation and associated components identified within the *International Energy Conservation Code*® or the *International Residential Code*®.
3. Visual inspection of components identified to confirm the building thermal envelope complies with claimed *R*-values and manufacturer's installation requirements as submitted in the approved design.
4. Visual confirmation of fenestration *U*-factor, solar heat gain coefficient, visible transmittance and air leakage requirements.
5. Visual confirmation of HVAC and service water heating systems including equipment efficiency ratings, duct and pipe insulation values, duct system and pipe locations, duct system sealing and controls.
6. Visual confirmation of lighting equipment and controls.
7. Visual inspection of any required certificate(s) as specified in the *International Energy Conservation Code* or the *International Residential Code*.

SECTION 402—REMOTE VIRTUAL INSPECTIONS FOR WATER USE EFFICIENCY AND PERFORMANCE STANDARD COMPLIANCE

402.1 Remote virtual inspections for water use efficiency. *Remote virtual inspections* for water use efficiency compliance include one or more of the following:

1. Reinspection to verify correction of in-field identified violations.
2. Visual inspection of components identified as specified in the approved design.
3. Visual confirmation of water fixtures, appliances, water distribution systems and associated flow rates as approved in the design documents.
4. Visual confirmation of outdoor water systems as specified in the approved design.
5. Visual confirmation of service water pressure testing and/or documentation.
6. At the *inspector's* discretion, the *in-field representative* may perform fixture flow rate testing.
7. At the *inspector's* discretion, the *in-field representative* may perform service water pressure testing.

SECTION 403—PROCEDURES FOR REMOTE VIRTUAL INSPECTION QUALITY ASSURANCE

403.1 Policy and procedures for remote virtual inspections. The authority having jurisdiction shall establish a policy and procedures for *remote virtual inspections* for quality control/assurance of the remote inspection processes.

