

Remote Virtual Inspections: Enhancing Building Code Enforcement and Compliance Capacities

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ABSTRACT

While some jurisdictions started implementing Remote Virtual Inspection (RVI) in advance of the COVID-19 global pandemic, recent health and safety concerns spurred increased interest. RVI allows the needed inspections to proceed in a timely manner by the owner or contractor located on the jobsite and the inspector or inspection teams located remotely. The International Code Council and others have been developing resources to support its effective use including identifying and sharing best practices. RVI offers specific opportunities to advance energy code compliance and deployment of building performance evaluations. The Code Council is working with the U.S. Department of Energy's Building Energy Codes Program to design and test a new step-by-step protocol focused on the use of RVI to support residential energy code enforcement and compliance. The protocol will also support development of an ICC/RESNET standard.

The paper will discuss responses from a number of surveys and research initiatives including the Code Council's surveys of code departments and a recent survey conducted by the Midwest Energy Efficiency Alliance and the Northeast Energy Efficiency Partnerships as well as research conducted by the Code Council in partnership with FSEC Energy Research Center. This paper will also discuss forthcoming RVI protocols for residential energy code inspections and the many benefits of comprehensive, standardized protocols.

Introduction

Building codes are the various sets of regulations related to the construction, alteration, maintenance, and use of buildings and structures. Modern building codes are continually updated and improved to ensure the built environment is safe, healthy and energy efficient. Routine inspection of construction progress is critical to ensuring buildings are compliant with building codes. Traditionally, such inspections have been conducted on-site and in-person by building department staff or third-party inspectors. However, the COVID-19 pandemic has changed how many building departments conduct business, including allowing inspections to be conducted remotely.

Remote Virtual Inspection, also known as RVI, enables inspectors to visually observe construction remotely while the owner or contractor is located on the jobsite. RVI offers jurisdictions a number of benefits in addition to the advantage of social distancing required by many building departments—cost and time savings and improved record keeping are among the greatest benefits. As jurisdictions implemented RVI solutions throughout the pandemic, however, it became clear that a standardized program for RVI was necessary to address barriers and limitations of remote inspection. The International Code Council (Code Council), using survey results gathered throughout 2020 and other timely research, developed two best practice

guides supporting code departments in building or expanding RVI programs in their jurisdictions.

Building off the successes of this generalized RVI process, the Code Council is developing step-by-step protocols for energy code compliance verification using remote inspections. These protocols offer a timely solution capable of increasing compliance with the energy code and potentially serving as a catalyst for increased energy code adoption across the nation.

Evolving Inspection Capabilities

In modern years, information technology and other technological advances have transformed the way businesses process data and communicate both internally and externally – building departments are no exception. While the COVID-19 global pandemic accelerated the integration of electronic solutions into typical building department processes for many jurisdictions, interest in the electronic management of code compliance verification processes has been growing throughout the last decade (Britt, Walls, and Stacey 2022). Digital and online tools for building design, construction and administrative functions—such as permit application, plan review, inspection and commissioning—have drastically increased the efficiency and accuracy of achieving safe and resilient communities. Local, state, and national governments have taken advantage of advancing technologies by incorporating various levels of digitization into their processes. Examples of such efforts include online offering of permit applications, payment of permit fees, submittal of plans and digital plan review (ICC 2020d).

RVI similarly utilizes modern technology and digitization to verify compliance with building codes. RVI uses visual or electronic aids to allow an inspector or team of inspectors to observe certain types of construction, products, and materials that might be inaccessible or in dangerous environments, or whereby circumstances or conditions prevent an in-person inspection. Improvements in handheld devices such as cell phones, cameras, drones, and tablets; advancements in electronic documentation and video networking software; and an increase in cellular and internet coverage enable the use of RVI in many jurisdictions across the U.S. Additionally, many software vendors are now adding a remote video component to their software so that it directly supports the benefits of remote inspection and streamlines the process by tying in several information capture needs while conducting the inspection, including:

- Geo-tagging the site to verify the location
- Capturing still and video images for recordkeeping, if required
- Access to the relevant inspection checklist and note-taking tools needed to manage the inspection

The advantages and opportunities created by RVI locally, nationally and globally are countless and allow those with technical expertise in their specific subjects to offer their services worldwide where modern technology is available and widely used (ICC 2020d).

The COVID-19 Pandemic and Remote Virtual Inspections

The COVID-19 pandemic caused interruptions and widespread uncertainty in nearly every industry across the globe, including the building industry. From supply chain issues to shortages in personal protective equipment to social distancing guidelines and closure of nonessential business operations, the health crisis forced fundamental changes in—and encouraged innovative solutions for—the construction of buildings and enforcement of building

codes. Many of these solutions are still in place today. While advancements in technology provided the foundation for RVI, the pandemic forced many jurisdictions to find a way to use it on suitable construction projects. RVI empowered jurisdictions to provide vital services without impediment, thereby allowing the construction of safe buildings to continue (ICC 2021).

Throughout 2020, the Code Council surveyed building and fire departments to examine how code officials were adapting typical compliance verification practices in response to challenges brought on by the COVID-19 pandemic and to better understand the virtual capabilities of building departments across the nation. The first survey, conducted in March and April 2020 when early state and local government public health orders were issued to control the spread of the novel coronavirus, found that the vast majority of surveyed jurisdictions (93%) were still performing building inspections, either in-person or remote. Where in-person inspections continued, such inspections were primarily of building exteriors and unoccupied spaces. It was evident from the onset of the pandemic that essential building inspections had to continue in some manner. However, the early survey also found that most jurisdictions (61%) did not have the capability to perform remote inspections (ICC 2020a, 2020b).¹

A follow up survey conducted roughly six months later found an increase in the number of jurisdictions performing inspections (98%) as well as a slight increase in the number of jurisdictions capable of remote inspections—about 47 percent of September respondents had RVI capabilities, an increase of about 8 percent when compared to results of the first survey (ICC 2020c).² While a small number of jurisdictions had remote inspection processes in place prior to the pandemic for such uses as re-inspection, like-kind equipment replacements (for example, installing a new water heater where a water heater was previously installed), and minor repairs, COVID-19 accelerated the use of such inspections and bred new approaches to meet inspection needs while maintaining social distancing guidelines and ensuring the safety of building department staff and citizens alike. Despite these advancements, RVI practices have yet to be incorporated into building department processes on a large scale.

Current Use of Remote Virtual Inspections in the U.S.

In February 2021, the Code Council collaborated with Northeast Energy Efficiency Partnerships (NEEP) and the Midwest Energy Efficiency Alliance (MEEA) to expand on the previous Code Council surveys and to support the Regional Energy Efficiency Organizations' deep dive into the use of RVI. A joint survey—comprising 158 responses from building code officials and inspectors, and 28 from contractors (including builders and manufacturers)—found that the use of RVI is a viable option for building inspections in a post-COVID environment (NEEP and MEEA 2021). Forty-one percent of code official respondents reported using remote virtual inspections in some capacity, with two percent using remote inspections exclusively and the remaining 39 percent using a combination of in-person and remote inspections (Figure 1). Contractor respondents reported that 18 percent of the jurisdictions in which they work offer remote inspections.

¹ The April 2020 survey comprised 1,158 respondents from all 50 U.S. states and the District of Columbia. Respondents came from jurisdictions ranging in size from 1,000 people to over 4.6 million.

² The September 2020 survey comprised over 800 respondents from all 50 U.S. states and the District of Columbia. Respondents came from jurisdictions ranging in size from 700 people to 4 million.

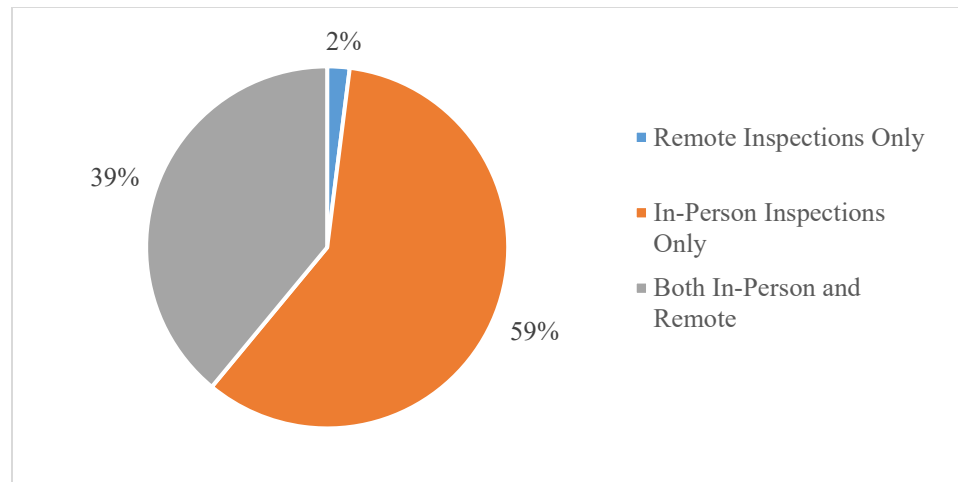


Figure 1. Current inspection practices by surveyed jurisdictions. *Source:* NEEP and MEEA 2021.

Survey results and additional interviews conducted by NEEP and MEEA showed that most jurisdictions actively using RVI began to do so in response to the pandemic. Two-thirds (66%) of jurisdictions that implemented remote inspections because of the COVID-19 pandemic said they would continue using remote inspections going forward.

Recommended Practices for RVI

Until recently, remote inspections have been conducted by few jurisdictions at varying levels. As a result, there was no standardized program that addresses how to prepare for, conduct, and participate in these types of inspections. In the early months of the pandemic, the Code Council recognized the need for RVI protocols and developed a resource document for jurisdictions seeking guidance on implementing remote virtual inspections. The document, *Recommended Practices for Remote Virtual Inspections (RVI)*, was based on study, research, and discussions related to items that should be considered and addressed for an effective and consistent RVI program and was intended to be updated and modified as RVI evolved. An updated document, *Model Program for Online Services: Permitting, Plan Review and Remote Inspections*, was published in April 2021. The recommended processes for RVI from the *Model Program* publication are included as an appendix to this paper (see Appendix A).

It is important to note that the inspector will check all aspects of the permitted construction project to the adopted codes and other applicable laws and regulations no differently than if it were an onsite inspection. The applicable codes and standards to be used for RVI are the same as the adopted codes and referenced standards of the jurisdiction. The implementation of the RVI is intended to achieve the same results as the typical in-person site inspection.

Benefits of Remote Virtual Inspections

The Code Council, as part of a collaborative project led by the FSEC Energy Research Center, researched and evaluated the required components for electronic energy code filing, permitting, and verification systems and remote virtual inspections (Britt, Walls, and Stacey 2022). The study concluded that jurisdictions implementing electronic permitting or plan review and virtual inspections are afforded a broad range of advantages not easily achievable through

the typical construction process. While such benefits extend from the initial permit application through final inspection, these are examples of benefits attributable to virtual inspections:

- Reduction in department costs associated with travel (e.g., mileage, vehicle wear and tear, accommodations)
- Reduction in travel time to more rural project sites
- Better utilization of staff time due to reduction in travel time (i.e., increased number of inspections per day)
- Improved recordkeeping and reliable archiving of compliance verification
- Enhanced communication between customer and staff
- Better scheduling and improved reporting
- Expedited posting of inspection results to clients
- Increased safety of building department staff

The 2021 study conducted by NEEP and MEEA similarly cited cost and time savings; improved technology and record keeping; improved health and safety; and expanded reach as benefits of RVI. As an example of how RVI can increase safety for building inspectors, the study referenced the use of drones to inspect for code compliance. The study notes, “Drones offer an ideal opportunity for remote inspections due to their ability to quickly capture detailed footage of areas that may be time-consuming and dangerous to physically access, especially if climbing or crawling is involved. They can be controlled at varying distances from the inspection site by a human pilot. In addition to images and video, some drones utilize mapping tools, GPS units, and thermal cameras that help permanently document the inspection area.” Roof inspections are a common use of drones by building departments in the U.S. However, it is important to note that drone technology for inspections is new and not without barriers including FAA regulations, equipment expense, and operator education.

The benefits of RVI are not limited to the jurisdiction either—customers, builders, and contractors also benefit from the use of RVI. Because there is no unknown travel time to the jobsite, inspections can be more accurately scheduled and customers, including homeowners and building owners, will not need to take unnecessary time off from work or otherwise wait for inspections. Scheduling inspections will also be easier, and inspections are likely to occur sooner due to better utilization of staff time. RVI could also reduce the number of times builders and contractors need to be on the job site, streamlining the inspection process for all. Inspection results are recorded for easy reference and results are readily available to customers. Finally, RVI allows for sufficient social distancing, ensuring the health and safety of customers, builders, contractors, and inspectors alike.

Challenges and Limitations of Remote Virtual Inspections

Remote inspections have proven to be an innovative and effective method for keeping construction on track in an otherwise variable environment. While the benefits extend beyond use during the global pandemic, there are some challenges to RVI that must be overcome to fully transform the inspection processes of jurisdictions. Early survey respondents reported a lack of confidence in the efficacy of a virtual inspection. Some code officials stressed the need for a 360-degree view of any space and voiced concern with the risk of fraud or alteration of videos and photos. Official policies limited the use of RVI in just 14 percent of jurisdictions without RVI capability (ICC 2020c).

The NEEP and MEEA study cited similar challenges. Code official respondents said the inaccuracy of remote inspections for some projects (59%), lack of communication between contractors, builders, and code officials (39%), and lack of consistent universal standards for RVI (39%) are the most significant barriers to implementing RVI (NEEP and MEEA 2021). These and other challenges are shown in Figure 2.

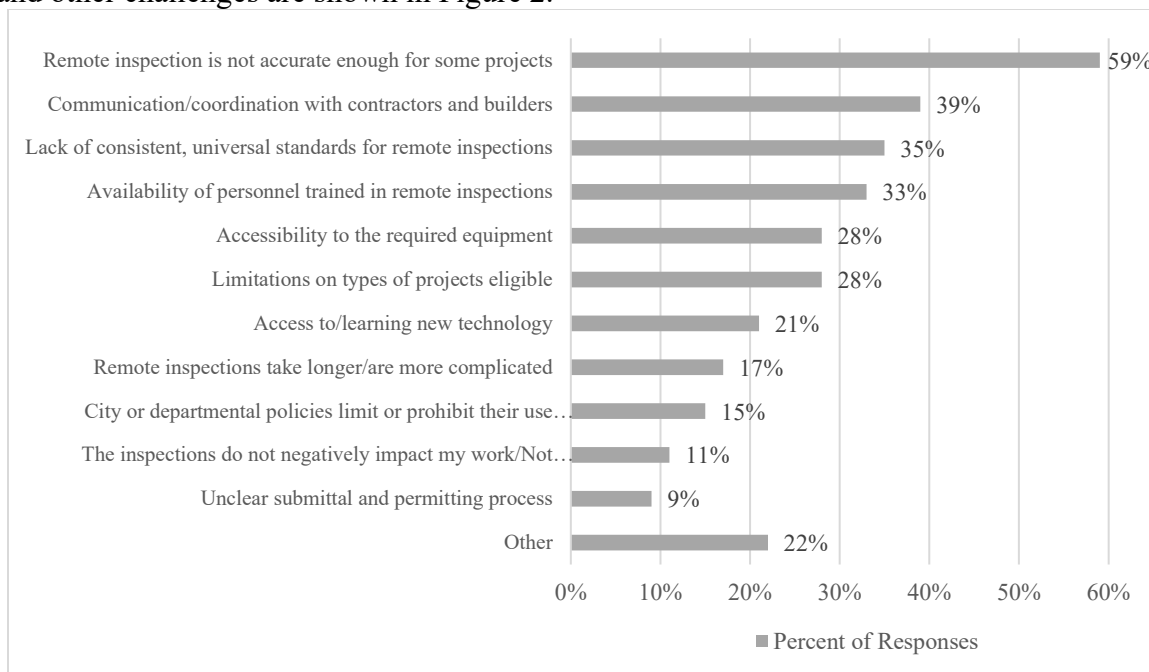


Figure 2. Barriers to implementing remote inspections by surveyed jurisdictions. Multiple response.
Source: NEEP and MEEA 2021.

The location and complexity of a project may further limit the use or impact of RVI. Some locations may have limited or poor cellular reception and internet service, for example, or the lighting in the project may be too limited to adequately inspect the project over video. In these cases, some jurisdictions may consider allowing the contractor to provide an acceptable electronic documentation of the area that needs an inspection for review by the assigned inspector or team of inspectors, or an onsite inspection may be required. For exceedingly large or complex projects, virtual inspection may not be an option at all.

Overcoming Challenges and Limitations

The Code Council and NEEP and MEEA studies provide recommendations for overcoming the barriers to RVI implementation. These range from suggestions for how to accurately use the available equipment and technologies to potential training offerings for code officials. In all cases, the recommendations address both real and perceived issues, and provide for easy implementation of RVI in most jurisdictions. These are common recommendations for overcoming RVI limitations:

- Use RVI first for “small” or “simple” inspections such as water heater and furnace installations and work up to larger or more complex inspections over time.
- Know the limitations of staff and equipment and be clear the types of projects that are subject to RVI and those that require onsite inspection.

- Ensure building officials have access to proper quality cameras and video equipment.
- Use live video throughout the duration of the inspection and view on a large screen. Reliable internet connection or cell service at the job site is critical.
- Ensure inspectors have access to more than one platform for video calls (Zoom, WebEx, Teams, Skype, FaceTime, etc.).
- Require evidence or verification of the correct job site. This can be achieved by sharing a GPS location from an electronic device (e.g., phone, tablet) and ensuring timestamps match the inspection date and time.
- Use photos to supplement video inspection where appropriate.
- Have resources available for contractors and homeowners and provide instructions to them one to two days prior to the inspection (ICC 2020c and NEEP and MEEA 2021).

These mitigation strategies are expanded on as part of the Recommended Practices for RVI.

RVI for Energy Code Compliance

While RVI may not be suitable for some project or inspection types, the use of remote inspections to verify energy code compliance is of particular interest to jurisdictions across the U.S. The Code Council, in support of the U.S. Department of Energy Building Energy Code Programs, is currently developing a robust, step-by-step protocol for assessing residential energy code compliance entirely remotely. To begin the development process, the Code Council convened a working group comprising 11 key stakeholders to review the protocols for energy remote virtual inspections drafted by Code Council staff with input from the Building Energy Codes Program. The protocols focus on the 2018 and 2021 editions of the *International Energy Conservation Code® (IECC®)* and offer a standardized approach to assessing energy code compliance in checklist format. Five jurisdictions are demonstrating the protocols to provide feedback for future implementation. Table 1 provides a sample of the content and format of the draft Energy Remote Virtual Inspection protocols. The final protocol is expected to be available in fall 2022.

RVI protocols for energy code inspection solve many barriers to effective energy code enforcement and the realization of energy savings associated with modern energy codes, including limited building department resources, limited staff time available for energy inspections, and difficulties associated with inspecting more remote locations. Additionally, the NEEP and MEEA study noted that the use of RVI may also influence the adoption of building energy codes in areas that do not currently have them. “For example, in some states, cities with populations below a specific threshold are not required to adopt the energy code due to their likely limited enforcement resources. RVI would allow for inspection of these codes more efficiently, potentially creating an opportunity to expand the adoption of codes in these areas. In jurisdictions with limited resources, state building departments could offer to inspect via RVI to support those jurisdictions” (NEEP and MEEA 2021).

Table 1. Energy Remote Virtual Inspection Protocols – Sample

Code Section Title and Number	Code Provisions	Inspection Protocols/Procedures	Inspected	Date
Pre-slab, Footing and Foundation			Y/N	
Slab-on-Grade Floors (R402.2.10) 2018 IECC (R402.2.9) 2021 IECC (R303.2.1) (Table 402.1.3)	Check R-value requirements against plans and documentation for floors less than 12” below grade.	Direct customer to show slab insulation per plan requirements. Ensure any exposed insulation has protective covering.		
Slab-On-Grade Floor Insulation Installation (R402.2.10) 2018 IECC (R402.2.9.1) 2021 IECC (Table 402.1.3) (R303)	Where installed, check insulation depth downward from the top of the slab Insulation located below grade shall be extended per Table R402.1.3 or the distance of the proposed design	Direct customer to use tape measure to display depth of insulation per Table 402.1.3 and as specified on the plan. Show protective covering on exposed insulation		
Floor Insulation Inspection				
Floors (R402.2.8) 2018 IECC (R402.2.7) 2021 IECC (R303)	Check R-Value against plans and documentation: Floor framing cavity insulation or structural slab insulation shall be installed to maintain permanent contact with the underside of the subfloor decking or structural slabs.	Direct customer to show floor cavity insulation per plan requirements to: - Provide view to ensure top of insulation is level with top of floor joists so it is in contact with subfloor. Or - Ensure it will be in contact with the top side of the sheathing separating the cavity and the unconditioned space.		
Crawl space walls (402.2.11) 2018 IECC (402.2.10.1) 2021 IECC (Table 402.1.3) (R303)	Check R-Value against plans and documentation	Direct customer to show crawl space walls insulation per plan requirements to ensure wall cavities are filled and sealed and extend 24” horizontally A vapor retarder is installed over the exposed earth.		

The step-by-step protocol is in check-list form by inspection type to facilitate quick and efficient remote inspections. *Source:* ICC 2022.

Conclusion

Remote virtual inspection is an evolving tool for jurisdictions to effectively enforce building codes. RVI guidance established by the Code Council in 2020 to ensure important construction practices continued throughout the COVID-19 pandemic, along with the newest protocols developed in partnership with the Building Energy Codes Program, can successfully be applied to residential energy code inspections. The goal of these forthcoming protocols is to standardize energy remote virtual inspections, leading to greater implementation of the tool and enhanced energy code compliance. By scaling the use of RVI for energy codes, states and jurisdictions may be better able to enforce the energy code in rural communities—as well as those lacking resources or that are otherwise underserved—leading to greater efficiency gains nationwide.

Appendix A. Remote Inspection Process

The following sections provide recommendations for establishing a remote inspection program. These recommendations first appeared in the Code Council's publication, *Model Program for Online Services: Permitting, Plan Review and Remote Inspections*.

Jurisdiction: Scheduling Remote Inspection

1. Confirm there is an active permit with no outstanding suspensions, fees owed, or stopwork orders in place.
2. Ensure a participation/consent agreement form has been signed by the customer prior to inspection.
3. Schedule inspection time:
 - 3.1. All remote inspections should be scheduled a minimum of 1 business day prior to the requested date. However, some exceptions may apply based on type of inspection (e.g., reinspection) and availability.
 - 3.2. Schedule inspections either online (preferable) or by telephone.
 - 3.3. Schedule sufficient time for the type of inspection requested. For large/complex projects, advance notice of 3 to 5 days is recommended to allow additional time for inspections.
 - 3.4. Send an inspection confirmation email or text to the customer with the date, approximate time of RVI, name of the inspector assigned and any special instructions.
4. Post time slots for inspections on the scheduling page:
 - 4.1. Establish anticipated length of inspections per type (e.g., water heater installation, HVAC replacement, etc.).
 - 4.2. Each customer is to be given an approximate time window for the inspection (10 or 15 minutes).
5. Post the earliest available time for remote inspections and the latest time of each day a remote inspection may be scheduled Monday through Friday, or other days selected by the jurisdiction. Times can also vary by day depending on office policies.
6. Schedule after-hours or emergency inspections on a case-by-case basis.
7. Determine the types of inspections allowed for remote inspections.
 - 7.1. Note: Any or all inspections may qualify for an RVI, depending on the AHJ's resources and policies.
8. Establish a policy for on-site inspections for quality control of the remote inspection processes. This may be done randomly through the permitting software.
9. Determine the video platforms available for use that are compatible with the permitting/inspection software and equipment.
 - 9.1. Examples: FaceTime, Google Duo, Zoom, WhatsApp, Skype, Tango, WebEx, Microsoft Teams, GoToMeeting.

Customer: Scheduling Inspection

1. Ensure there is an active permit issued or an application filed or obtain the appropriate one prior to attempting to schedule an inspection for the project in question.
2. Electronically sign a participation/consent agreement indicating that the permit holder of record or representative:

- 2.1. Consents to the use of the remote inspections and has the consent of the project owner to use remote inspections if they are not the permit holder.
- 2.2. Is responsible for their own safety during the remote inspection.
- 2.3. Allows the complete use of the videos and photos of the remote inspection by the AHJ.
- 2.4. Certifies they are making available the site and inspection items truthfully and to the best of their ability.
- 2.5. Is responsible for compliance with all codes and standards applicable to the project.
- 2.6. Acknowledges that participation in the remote inspection program is voluntary (if not a mandatory program within the AHJ's jurisdiction).
- 2.7. Acknowledges that the decision to perform an RVI is at the sole discretion of the AHJ.
- 2.8. Agrees to release liability.
3. Prior to contacting the department to schedule the inspection, confirm that the minimum criteria for remote inspections are met. Check the jurisdiction's website for a complete list of qualified inspection types.
 - 3.1. Note: Some types of inspections may be too complex or otherwise not compatible for remote inspections.
4. Log on to the jurisdiction's online scheduling portal or call to schedule an appointment for RVI.
5. When scheduling the inspection, provide the address, permit number, type of inspection, and number of requested inspections, if more than one is needed (e.g., frame reinspection and insulation).
 - 5.1. If a project requires multiple inspections, such as a foundation, plumbing, and final, each of these will be identified on the permit with separate numbers. Reference this number when scheduling the requested inspection.
6. On-site personnel representing the customer must be at least 18 years old or with an adult to perform the virtual inspection.
7. Reply to the confirmation email from the AHJ to confirm the appointment.

Customer: Preparation for Remote Virtual Inspection

1. Prior to the inspection, ensure that:
 - 1.1. The job site is safe for the individual(s) using the device during the remote inspection, including health safety.
 - 1.2. The device (smartphone, tablet, drone, etc.) is fully charged and has a suitably charged additional power supply (battery pack).³
 - 1.3. The job site has high-speed Wi-Fi connectivity or minimum 4G cellular service with a strong signal.
 - 1.4. A repeater or other device is available to strengthen the video signal if there are areas within the building or job site where Wi-Fi or cell service is weak. If the signal is too weak, the inspection may be stopped by the inspector.
 - 1.5. The necessary tools based on type of inspection are readily available.

³ In the US, drones are regulated by the Department of Transportation, Federal Aviation Administration (FAA). For jurisdictions in the US, check with the FAA on the latest regulations for the operation of small, unmanned aircraft systems. For jurisdictions outside the US, check with governmental agencies that regulate the use of drones within the jurisdiction.

- 1.5.1. For example, have a flashlight, tape measure, level, stepladder (for close-ups of the ceiling), GFCI tester, etc. An extending pole for the video device, such as a selfie stick, may be very helpful in taking the smartphone or other video device closer to the point of inspection in places such as very high ceilings.
2. Be ready to receive the call at the scheduled time or window provided by the jurisdiction.
3. Have the approved plan, permit card and other necessary documents available on-site.
4. All features applicable to the required inspection must be visible at the time of the remote inspection. These features must be captured sufficiently and clearly for the inspector to evaluate.
 - 4.1. Make sure there is good lighting and clear the area of any unnecessary objects that may interfere with the inspector's view.
5. If at any point the inspector believes that the remote inspection process is not allowing them to properly assess compliance, they may require that a building site inspection be conducted at a future date or instruct the customer to make different arrangements.
 - 5.1. Solely at the inspector's discretion, in areas within the job site where there is an insufficient Wi-Fi signal or cell service, the contractor may take video and/or photos and later show the inspector for inspection.
6. The remote or on-site inspection may be conducted by an approved third-party inspection agency or by a jurisdiction's inspection staff.

Customer: Receiving Remote Virtual Inspection Call

1. Make sure your device (smartphone, tablet, laptop, etc.) is fully charged.
2. Clean your device lens and screens for maximum clarity.
3. Using headphones or earphones is recommended to improve communication.
4. Accept the video call at the scheduled time and respond to instructions from the inspector.
5. Turn off device notifications during the virtual call. Notifications can freeze the video call and will cause delays to the inspection and could require the inspection to be rescheduled.
6. Set the device so there is a small-screen view of what the inspector is viewing.
7. Allow adequate time for the inspection type, as site specifics and inspections vary widely in time to complete.

Customer: During the Inspection

1. Ensure background noise is kept to a minimum so it will not interfere with communications with the inspector.
2. Begin inspection at the street view, looking at the structure with the address or other required job site identification in the video display.
 - 2.1. The inspector may also verify the location through GPS/geotagging where the service is available.
3. Follow the directions of the inspector. The inspector will set the pace as needed.
4. Walk the inspection in a clockwise direction or other as directed by the inspector.
5. Walk the inspection from bottom to top (if multiple floors) and left to right or other as directed by the inspector.
6. Make note of any items that need to be corrected. The inspector will discuss each of the items, so any necessary corrections are understood.

7. Be prepared to take and send pictures or videos of paperwork from the inspection or other items requested by the inspector.
8. Do not write any comments on the permit card unless instructed otherwise by the inspector. The card will be updated during the next field visit.
9. The inspector will communicate during the virtual call whether the inspection has passed or failed, and which items need correction prior to reinspection.
10. Do not cover any work identified by the inspector needing corrections until the corrections are verified by reinspection.
 - 10.1. Reinspection fees may apply in accordance with jurisdiction policies.

Jurisdiction: Inspection Results

1. Results of the inspection will be entered into the jurisdiction's permit project database after the virtual call is completed. It is important to note that the inspection was completed using the remote virtual inspection process.
2. If the inspection involves electrical or gas service connections and an approval tag for the utility to make a connection is required, jurisdictions should work directly with the utility company to communicate approval to connect.
3. The day following the inspection:
 - 3.1. Inspection comments will be available on the jurisdiction's website indicating passing or failing with the list of corrections when applicable.
 - 3.2. In addition, the inspector may email the inspection information upon request to the customer.
 - 3.3. The inspector will determine whether additional fee(s) for reinspection is required.
4. Scheduling a reinspection or the next progress inspection needed is based on availability of time slots.
5. The inspector may provide an option for the customer to send a video or photos of the corrections made directly to them for inspection and approval.
6. Always provide the address and permit number on all communication.

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