

IVR Inspection Codes

- 100 Framing
- 101 Footing
- 102 Foundation Wall
- 103 Fire Wall
- 200 Rough in Mechanical
- 300 Rough in Electrical
- 301 Electrical Service
- 302 Electrical Service Change
- 303 Temporary Power
- 400 Stack Out
- 401 Rough in Plumbing
- 402 Sewer
- 403 Gas Line
- 404 Gas Service
- 500 Final Building Insp.
- 501 Final Mechanical
- 502 Final Electrical
- 503 Final Plumbing
- 504 Site Plan Approval
- 505 Fire Dept. Final
- 513 Demolition Final
- 514 Driveway & Sidewalk
- 515 Final Occupancy
- 516 Deck
- 600 Conference
- 601 Cross Connection
- 602 Sign
- 700 Drainage Easement
- 701 Investigation
- 702 Land Use
- 703 Storm Water
- 800 Initial Site Inspection
- 801 Rough Site

Thank you for calling the
VoicePermits IVR System.

Additional Contacts:

Finance and Utility Billing (785) 832-7878

Lawrence-Douglas County Fire and Medical
Dept., Fire Prevention Division (785) 832-3174

Neighborhood Resources Dept., Building Safety,
Community Development, and Zoning Enforce-
ment Divisions (785) 832-7700

Parks and Recreation Dept. (785) 832-3450

Planning Dept. (785) 832-3159

Public Works Dept., Engineering and Stormwater
Divisions (785) 832-3123

Utilities Dept. (785) 832-7800



Neighborhood Resources Dept.
1 Riverfront Plaza, Suite 110
Lawrence, Kansas 66044
p. (785) 832-7700
f. (785) 832-3110
Email:
buildinginspections@ci.lawrence.ks.us
Website:
www.lawrenceneighres.org



Building Safety Division

VoicePermits

Interactive Voice Response Systems

Quick Reference Guide

(785) 832-7710

Call the automated
VoicePermits IVR System
for all of your Building Permit
Inspection transactions 24-
hours a day.

Schedule an inspection:

In an ongoing commitment to improve customer service, the Neighborhood Resources Department has installed an Interactive Voice Response System (IVR). You can now schedule inspections or check results 24 hours a day, 7 days a week!

VoicePermits Line
(785) 832-7710

- Schedule Inspections
- Cancel Inspections
- Retrieve Inspection Results

Before calling you will need:

- A touch tone telephone
- The site-specific permit number which is located on your building permit and yellow on-site permit card.
- An inspection code. *Choose from the codes listed on this brochure, your building permit, or on your on-site permit card.*

You will be prompted through the entire process. Press [*] at any time for more information.

Choose from the following options:

| | |
|-----------|-----------------------------------|
| Press [1] | Schedule an Inspection |
| Press [2] | Cancel an Inspection |
| Press [3] | Obtain Inspection Results |
| Press [0] | Transfer to Representative |
| Press [#] | Disconnect and Hang up |
| Press [*] | Additional Information |

The **VoicePermits** system will prompt you each step of the way. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number.

We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

1. Call the VoicePermits system.
2. When prompted, enter the **Permit number**. *The system will confirm the permit by speaking the site address back.*
3. Enter the **Inspection Code** *from the codes listed on this brochure, your building permit, or on your on-site permit card.*
4. Enter the **Inspection Date**. *The cut-off time is 7:00 am to receive an inspection on the same day.*

After you have scheduled the inspection, you will be able to:

- **Leave a message for the inspector**
- **Request another inspection**, same permit
- **Request another inspection**, different permit
- **Get a Confirmation Number and end call**. *Use this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**

Cancel an inspection:

1. Call the VoicePermits system.
2. When prompted, enter the **Permit number**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** *from the codes listed on this brochure, your building permit, or on your on-site permit card.*

After you have cancelled the inspection, you will be able to:

- **Cancel another inspection**, same permit
- **Cancel another inspection**, different permit
- **Retrieve Inspector Message**
- **Get a Confirmation Number and end call**. *Using this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**.

Obtain inspection results:

1. Call the VoicePermit system.
2. When prompted, enter the **Permit number**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** *(using the code from the list on the back of the brochure).*

After you have listened to the inspection results, you will be able to:

- **Listen to more results**, same permit
- **Listen to more results**, different permit
- **Get a Confirmation Number and end call**. *Using this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**.

Additional information:

You can press [0] at any time to speak to a representative. You can also press [*] to hear an explanation of your current options.

Customer Satisfaction Survey:

Please take a moment to complete our Customer Satisfaction Survey on-line at www.lawrenceneighres/CustomerSurvey.shtml