Temporary Guidelines for Remote Virtual Inspections

April 1, 2020 through May 31, 2020

Effective April 1, 2020, and through May 31, 2020, Building Safety Division inspection staff will accommodate requests for Remote Virtual Inspection (RVI) in lieu of physical jobsite inspection visits in accordance with the below listed guidelines. Inspections eligible for RVI are generally limited to residential equipment installation or replacement, electrical service upgrades or repairs, and renovation of occupied dwelling units (see items 6 and 7 below). Depending on circumstances related to COVID19 conventions concerning personal safety protocols such as social distancing, enhanced personal hygiene (i.e. hand washing and use of hand sanitizer), and other practices that may remain in place or be newly implemented, the scope and duration of these guidelines are subject to change without notice.

Permanent Guidelines may be implemented upon expiration of these Temporary Guidelines.

1. RVI will be conducted using devices with the capability to video conference using either FaceTime or Google Duo. The inspection will be performed remotely utilizing the video feed to enable the inspector to observe the work in need of inspection.
   a. Prior to requesting RVI ensure that either FaceTime or Google Duo are installed on the device that will be used for the RVI.
2. RVI will be scheduled via usual scheduling procedures, either by phone at (785) 832-7700 through the Inspection Hotline or direct phone interaction with administrative support staff, or online using the Citizen Access portal at https://lawrenceks.org/pds/requests_results/. The following information must be provided, whichever scheduling method is used:
   a. The phone number for the inspector to call to initiate a RVI; and,
   b. The name of the person the inspector will be interacting with; and,
   c. Which app will be used for the RVI, FaceTime or Google Duo (typically FaceTime for IPhone or IPad users, or Google Duo for Android phone or tablet users).
3. Information on the City’s inspection scheduling procedures is available online at https://lawrenceks.org/pds/inspections/.
4. RVI must be scheduled before 7:30 a.m. on the day of the requested inspection. The installer or contractor will need to be on site during the RVI to direct the video feed. The inspector will arrange with the contractor or installer a suitable time for RVI. RVI may be scheduled as a “same day” inspection as with any other inspection, subject to the same day inspection fee of $47, and subject to inspector availability.
5. RVI is available between 9:00 a.m. and 11:30 a.m. or between 1:30 p.m. and 4:00 p.m., Monday through Friday excluding holidays.
6. RVI may be requested in lieu of jobsite visits for work on existing homes and dwelling units, as listed:
   a. Installation of new or replacement water heaters, furnaces, air conditioning units and other plumbing or heating and air-conditioning equipment.
   b. Repair or upgrade of electrical services.
   c. Renovation work on occupied homes or dwellings at the discretion of the inspector.
7. RVI may be requested for other work with prior approval of inspection staff where health or safety may dictate, such as work on roofs or in confined spaces.