



VIRTUAL INSPECTION PROGRAM

West Hollywood Building and Safety implemented the Virtual Inspection Program (VIP) to provide WeHo customers and inspection staff with an innovative way to achieve timely inspections through real-time video streaming from construction sites. The VIP is anticipated to reduce wait times, improve efficiency, and promote the health and safety of City customers and staff, consistent with COVID-19 Construction Site Safety Guidelines. VIP is an alternative to the traditional on-site inspection and will improve customer service with a more convenient and timely process.

Scheduling your Inspection

You can schedule your inspection through the normal inspection process by calling our Interactive Voice Response (IVR) inspection line at 323-848-6335. Inspection codes can be found on our webpage and here: <https://www.weho.org/Home/ShowDocument?id=16658>

Once inspection schedules are organized, schedules will be posted on our webpage at: <https://www.weho.org/city-government/city-departments/planning-and-development-services/building-and-safety/inspection-schedule>.

Please note, not all inspections can be performed virtually and may require an on-site visit at the discretion of the assigned building inspector.

Preparing for your Inspection

- Applicants must have a valid permit.
- The applicant must have a smartphone or tablet.
- Applicants must have access to Facetime, Google Duo or Microsoft Teams. Applicants are required to download the Microsoft Teams app to their device **BEFORE** the inspection.
- When scheduling an inspection, applicants must provide a phone number and email address of person on-site for virtual inspection.
- The inspection shall be scheduled a minimum of one business day before requested inspection.
- Ensure that your device is fully charged and has access to additional power supply.
- The use of a noise-cancelling headset is recommended.
- Ensure the device and jobsite has high-speed Wi-Fi connectivity or minimum 4G cellular service with a strong signal.
- Person must be 18 years old or with an adult to perform the video inspection.
- Ensure that the jobsite is always safe for individuals using the device during the remote inspection, including health safety.
- Have approved plans, permit card, and other necessary construction documents available onsite.
- Make sure good lighting is available and clear the area of any unnecessary objects.
- 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.
- The necessary tools based on type of inspection are readily available. For example, carry a flashlight, tape measure, level, step ladder, GFCI tester, etc.



- Please ensure that all preparations have been made prior your inspections. Any delays will require applicant to reschedule.

Preparing to Receive Remote Virtual Inspection Call

- At inspection time, inspector will reachout to onsite contact to confirm preferred video application (Facetime, Google Duo or Microsoft Teams).
- Applicants are required to download the Microsoft Teams app to their device **BEFORE** the inspection.
- Ensure that the lens and screen of any device being used to capture images or video has been cleaned. Dust, grit, smudges, etc., might interfere with the image quality and distorting the inspector's view.
- To minimize interruptions during the call and to ensure that the video feed will be uninterrupted, make sure that all notifications are turned off in the Settings of the mobile device used for the inspection. Should the video be interrupted, the inspection could be delayed or have to be rescheduled.
- Be prepared to answer the inspector's call at any time during the scheduled timeframe. Be cooperative and closely follow the inspector's instructions.
- As much as possible, minimize background noise as that can interfere with communication with the inspector.

On the day of your inspection

- Inspector will call or email applicant at agreed upon scheduled time.
- Inspector and applicant join the meeting on their devices and enable their video for streaming.
- The applicant is instructed where to point the camera by the inspector (beginning with showing the inspector the house/building address numbers).
- Carefully follow the inspector's instructions for where to direct the device and for covering the site. Do not rush the inspector but allow him or her adequate time to conduct the inspection to his or her satisfaction.
- As the inspection progresses, write down any items that the inspector finds that need to be corrected. Be sure the notes are detailed and ask questions of or seek clarification from the inspector.
- Applicant shall provide all supporting documents such as third party inspections, engineering reports and other information requested by the inspector via email to inspector@weho.org.
- Inspector approves the inspection or issues a correction.
- Inspector updates permit inspection records.

Once records are updated, inspection results can be found on our webpage through a permit search <https://permits.weho.org/etrakit3/Search/permit.aspx>.