

POLICY

LICENSED CONTRACTOR INSPECTION SCHEDULING

Building Services has provided Licensed Contractors two methods of scheduling required inspections; they are: 1) The On-Line Permit Manager tool and, 2) the Telephone IVR Inspection Request System.

The purpose of providing these tools was to require Licensed Contractors to schedule inspections without staff interaction.

It is the policy of the Building Department to require that all Licensed Contractors or their designees learn and become proficient in making inspection requests.

IVR Instructions and Inspection Codes will be provided with each permit issued in-house. They are also available at: <http://www.pinellascounty.org/build/PDF/IVR-Instructions-Inspection-Codes.pdf>.

When a staff member receives a request to schedule an inspection they should reference this policy and assist them in obtaining the information and instruction that they need to perform the request themselves.

This policy does not pertain to Homeowner Contractors, Licensed Contractors filling out an inspection request in-house or to a Licensed Contractor that is unable to schedule an inspection due to system or staff error blocking them from making their inspection request.

In the case of a Contractor complaining about this policy please transfer them to one of the Building Division Chiefs to explain the requirements of the policy.

This policy is effective January 8, 2014 and remains effective until superseded.