

Department of Community Development
Permit Center

How to Schedule a Permit Inspection

206-431-2451



Interactive Voice Response Inspection Line

User's Guide

International Codes

Call the IVR Inspection Line 24-hours a day. Inspections can be scheduled, canceled, or re-scheduled up to 10:00 p.m. the day before the inspection is needed.

City of Tukwila

6300 Southcenter Blvd, Suite 100

Tukwila, WA 98188

206-431-3670 (Permit Center)

<http://www.ci.tukwila.wa.us/>

IVR Inspection Line

As part of the City of Tukwila's commitment to improving customer service, the Interactive Voice Response (IVR) Inspection Line has been implemented. The IVR Inspection Line phone number is **206-431-2451** and can be used 24-hours a day to:

- 1) schedule inspections
- 2) cancel inspections
- 3) re-schedule inspections

The IVR Inspection Line works with any touch-tone phone providing voice prompts and help messages to assist callers as they complete each transaction. You can schedule, cancel or reschedule any number of inspections during your call.

After a transaction has been *successfully* completed, you will be issued a confirmation number. Please write down this confirmation number so that if you have any questions relating to your inspection, staff can better assist you.

Before Calling, you will need...

Before you call into the IVR Inspection Line, you will need:

- 1) Your numeric portion of your permit number(s)
- 2) A 4-digit inspection code – *refer to your inspection card*
- 3) Pen and paper to write down your confirmation number(s).

Choose from the following options:

Using a touch-tone phone, call **206-431-2451** and select from the main menu options:

- Press [1] - to Schedule an Inspection
- Press [2] - to Cancel or Reschedule an Inspection
- Press [3] - to Obtain Inspection Results
- Press [0] - to speak to a Permit Staff Member
- Press [#] - to Hang Up

Choose the Permit Type:

- For Building Permits – Press [1]
- For Mechanical Permits – Press [2]
- For Plumbing/Gas Piping Permits – Press [3]
- For Electrical Permits – Press [4]
- For Sign Permits – Press [5]

To Schedule Inspection(s)

Select option [1] from the main menu and

- 1) Enter the numeric portion of your permit number followed by the pound key
- 2) Enter the 4-digit Inspection Code
(refer to your inspection card or use one of the following codes)

Inspection Type and Code

Miscellaneous Inspections

Pre-construction/Pre-demolition..... 0101
Pre-reroof..... 0103
Remove Stop Work Order..... 0104

Foundation Inspections

Footing..... 0201
Foundation Wall..... 0200
Concrete slab perimeter insulation 0301
Footing drains 0202

Framing Inspections

Roof sheathing..... 0401
Underfloor framing 0412
Wall sheathing/shear 0413
Suspended ceiling 0406
Framing..... 0409
Glazing..... 0606
Lowest floor elevation 0410
Fire and smoke-resistant penetrations..... 0450

Lath or Gypsum Board Inspections

Lath and gypsum board fastening (shear
walls or fire rated assemblies only)... 0502

Energy Efficiency Inspections

Wall insulation..... 0601
Floor insulation 0602
Roof/ceiling insulation..... 0603
Exterior roof insulation 0605
Pipe insulation 0608
Emergency Lighting 0611
Energy efficiency certificate 0610

Mechanical Inspections

Rough-in mechanical 0701
Smoke detector shut-off (test)..... 0702
Duct insulation 0609
Smoke control acceptance (test) 0704
Refrigeration equipment (test) 0705
Gas fireplace insert or wood stove..... 0708

Electrical Inspections

Underground/slab..... 7001
Service 7002
Rough-in/cover 7003

Plumbing Inspections

Ground work 8004
Rough-in plumbing 8005

Gas Piping Inspections

Underground 9001
Rough-in gas piping 9002

Special Inspections

SI - Concrete 4000
SI - Welding 4004
SI - High strength bolting 4005
SI - Masonry Level 1 4022
SI - Masonry Level 2 4023

Planning Inspections

Landscape 1200
Parking 1210
Screening 1220

Final Inspections

Planning Final..... 1500
Sign Final 1510
Building Final 1700
Mechanical Final 1800
Plumbing Final..... 1900
Gas Piping Final 2000
Electrical Final 2100

- 3) A list of the next 5 days available for scheduling inspections will be played
 - Enter [1] - to accept the first date, or
 - Enter [2] - to accept the second date, or
 - Enter [3] - to accept the third date, or
 - Enter [4] - to accept the fourth date, or
 - Enter [5] - to accept the fifth date,
- 4) Enter your preference for an inspection time
 - Enter [1] - for **No Preference**, or
 - Enter [2] - for **A.M. Preference**, or
 - Enter [3] - for **P.M. Preference**
- 5) Enter your 10-digit telephone number where you can be reached, beginning with the area code.
- 6) Enter [1] - to leave a message for the inspector, or
 - Enter [2] - to continue without leaving a message for the inspector

(If you selected option [1] from the previous step, continue on to step #7. If you selected option [2], skip to step #10)

- 7) Record your message to the inspector and enter the [#] key to end your message
- 8) Your recorded message will be played back,
 - Enter [1] - to Accept your message, or
 - Enter [2] - to Re-record your message, or
 - Enter [#] - to Cancel your message
- 9) Enter [1] to hear your confirmation number.
- 10) You have now successfully scheduled an inspection. Hang up to end the call, or
 - Enter [1] - to hear your confirmation number, or
 - Enter [2] - to schedule another inspection on the same permit, or
 - Enter [3] - to schedule an inspection on another permit, or
 - Enter [4] - to return to the main menu

To Cancel/Re-schedule an Inspection(s)

Select option [2] from the main menu and

- 1) Enter your 5 digit Permit Number
- 2) Enter the 4-digit Inspection Code
(refer to your inspection card or use one of the codes printed in this brochure)
- 3) After the inspection has been verified,
 - Enter [1] - to Cancel the inspection, or
 - Enter [2] - to Re-schedule the inspection, or

(If you selected option [2] from the previous step, continue on to step #4. If you selected option [1], skip to step #10.)

- 4) A list of the next 5 days available for scheduling inspections will be played
 - Enter [1] to accept the first date, or
 - Enter [2] to accept the second date, or
 - Enter [3] to accept the third date, or
 - Enter [4] to accept the fourth date, or
 - Enter [5] to accept the fifth date, or
- 5) Enter your preference for an inspection time
 - Enter [1] - for **No Preference**, or
 - Enter [2] - for **A.M. Preference**, or
 - Enter [3] - for **P.M. Preference**
- 6) Enter your 10-digit telephone number where you can be reached, beginning with the area code.
- 7) Enter [1] to leave a message for the inspector, or
 - Enter [2] to continue without leaving a message for the inspector

(If you selected option [1] from the previous step, continue to step #8. If you selected option [2], skip to step #10)

- 8) Record your message to the inspector and enter the # key to end your message
- 9) Your recorded message will be played back,
 - Enter [1] to Accept your message, or
 - Enter [2] to Re-record your message, or
 - Enter [#] to Cancel your message
- 10) You have now successfully canceled or rescheduled an inspection. Hang up to end this call, or
 - Enter [1] – to hear your confirmation number, or
 - Enter [2] – to cancel another inspection on this permit, or
 - Enter [3] – to cancel an inspection on a different permit
 - Enter [4] – to return to the main menu.