

CITY OF CARROLLTON PHOTO/VIDEO INSPECTION PROGRAM

The purpose of the City of Carrollton Video Inspection Program is to provide an alternative for eligible residential and commercial inspections, including limited re-inspections. This program requires the customer to utilize a: 1) the on line Cityserve portal, 2) Apple Facetime or Google Duo app, and 3) a minimum 4G smart phone/tablet. *The Photo/Video Inspection Certification must be signed and on file on the day your inspection is scheduled.

If providing Photos/Video, the inspection process shall include:

- Scheduling of the inspection <https://cityserve.cityofcarrollton.com/CityViewPortal>
- Uploading photos/video of the work performed to <https://cityserve.cityofcarrollton.com/CityViewPortal>.
- Uploading the Photo/Video Inspection Certification to <https://cityserve.cityofcarrollton.com/CityViewPortal>
- Inspection results will be entered into the system and the Inspection Report will be emailed to the primary contact on the application.

If a Live Real-Time Inspection is needed, the process shall include:

- Scheduling of the inspection <https://cityserve.cityofcarrollton.com/CityViewPortal>
Please include portal notes that specify how to reach contractor for the Live Real-Time inspection.
- The inspector will initiate the Facetime or Google Duo call at the requested time.
 - If the scheduled time for inspection cannot be met, another time must be requested via email again.
- Results will be given directly to the customer at the completion of the inspection.
 - An Inspection Report will also be emailed to the primary contact.

Eligible Construction Projects:

- Water Heater
- Under-slab Water/Sewer Line
- Gas Relay/Repair
- HVAC Replacement
- Electrical Service Upgrades/Reconnects
- Follow-Up Inspections (must verify with Inspector)

Contractor Responsibilities:

1. Minimum 4G Wireless Service

Ensure inspection location and smart phone or tablet has minimum 4G connectivity.

2. Active Email Account, Apple Facetime and/or Google Duo App

An active account is needed for performing inspection.

3. Prepared for inspection

Prior to the scheduled time, ensure **ALL** necessary tools based on the inspection type are readily available. (*i.e. tape measure, level, GFCI tester, flashlight, step ladder, etc.*)

4. Prepared to receive the video call

- Must be at least 18 years old or with an adult to perform the video inspection.
- Ensure smart phone or tablet is fully charged.
- Be prepared to accept video call at scheduled time. If the call is not answered, the inspector will wait 5 minutes and call again. If the call is again not answered, the inspection will be disapproved, and a re-inspection will be required.
- Have all required tools as necessary for the inspection.
- Turn off notifications that may interrupt the call. This is an important step, because notifications can freeze the video call. This will cause delays to the inspection and a possible failure.
- Use ear buds with a microphone to improve communication.
- Set phone so that you have the small screen view of what the inspector sees:
 1. Tap the screen to access the tool bar.
 2. Tap the camera icon.
 3. In the small view the inspector sees, tap the reverse camera icon.

5. Start of inspection

1. Begin inspection at street view looking at the structure.
2. The address **MUST BE VISIBLE**.
3. Follow the direction of the inspector.

4. Enter the house, then proceed to first inspection location. Show all work **CLEARLY**. (Video may be muted while moving between locations.)
5. Make notes of any corrections.
6. **End of inspection**
 1. Inspector will inform you if the inspection receives a pass, partial pass or fail.

PHOTO/VIDEO INSPECTION GUIDELINES

How to submit PHOTO/VIDEO for inspection:

1. Record the video. Review the video for focus and content.
2. Upload the picture/video into the portal
<https://cityserve.cityofcarrollton.com/CityViewPortal>
(Please note: if you have difficulty uploading pictures/video, contact the front counter at 972-466-3225).
3. Take high quality pictures or video so that a proper determination can be made by the Inspector.
4. If the inspection requires a measurement, a picture of the distance verified by tape measure must be included. If the inspection requires a check of proper slope, a picture with a level showing proper slope must be included.
5. For inspections that require systems to be on test, the installation work may be inspected with photos. All tests **must** be inspected with video.

NOTE:

Photos will be reviewed during business hours. The approval or correction will be sent via email. The inspector may call you to discuss the video, request additional information or to schedule an on-site inspection, if needed.

Video is required for:

- Plumbing Top Out
 - Water must be shown to top of standpipe
 - Sewer line repairs must be shown to top of clean out
- Electrical Systems
 - A tester must be used to check and verify correct wiring and installation, which includes the GFCI outlets
- Gas Tests
 - The gauge face and calibration sticker must be shown while releasing a $\frac{1}{2}$ pound of pressure