



Interactive Voice Response (IVR) System

via the Relay IVR for Permits

In an on-going commitment to improve customer service, the Building Resiliency Center of Paradise has installed an Interactive Voice Response System for inspections.

Dial **530-413-5114**

BEFORE CALLING YOU WILL NEED

- A touch-tone phone
- A permit number
- An inspection code—choose from the codes listed in this handout

CHOOSE FROM THE FOLLOWING OPTIONS

Press [1]
to Schedule an inspection

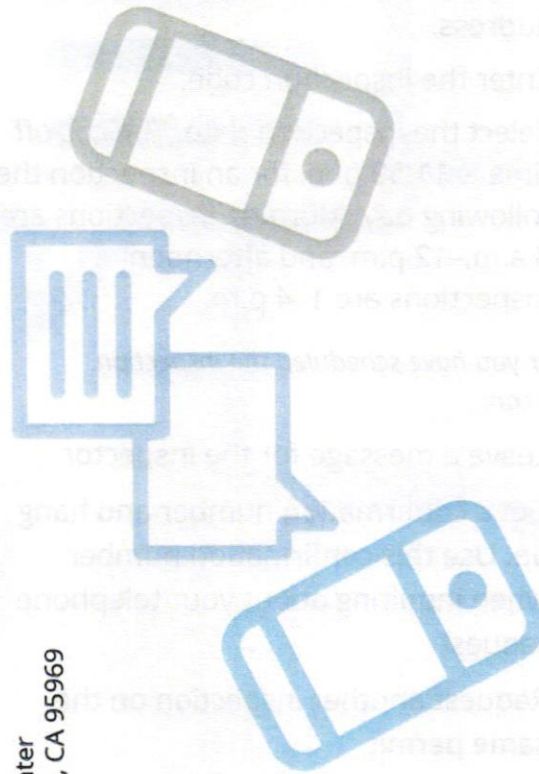
Press [2]
to Cancel an inspection

Press [3]
to Obtain inspection results

Press [0]
to transfer to live staff member

The IVR system prompts users through the entire process. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. Keep this number for future reference.

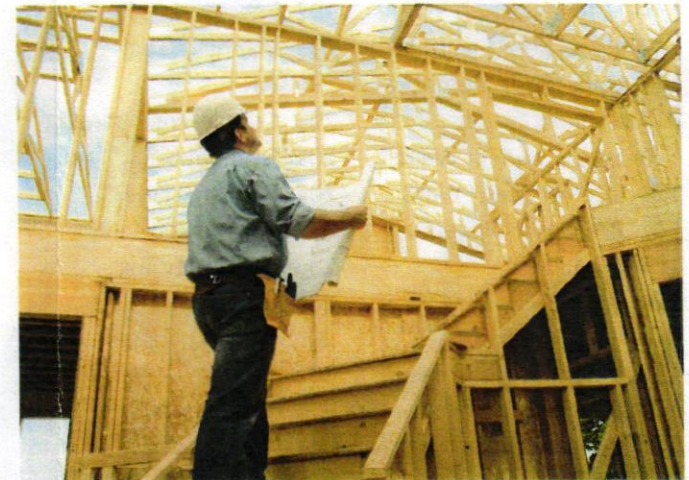
Building Resiliency Center
6295 Skyway, Paradise, CA 95969



Inspection Scheduling Instructions

Schedule | Cancel | Reschedule | Check Results

Includes Complete List of Inspection Codes



530-413-5114

POWERED BY
Selectron

Inspection Codes

100 Setbacks	137 Gas Test
101 Under-Slab DWV	138 Shower Pan
102 Under-Slab Copper	139 CMU/ICF Wall
103 Under-Slab Electrical	140 Electrical Service Equipment
104 Building Footing	141 Temp Power Pole Tag
105 Foundation	142 Electrical Service Tag
106 Hold-Downs	143 Gas Meter Tag
107 Pier/Post Footing	144 Underground Electric
108 Pool-Steel Bonding	145 Underground Gas
109 Pool-Light Niche	146 Underground Water
110 Pre-Decking Bonding	147 Accessibility
111 Pool Barrier	148 Septic Tank/Field
112 Floor Slab	149 Sewer Septic Connection
113 Retaining Wall	190 Fire Final
114 Floor Framing	191 Septic Final
115 Deck Framing	192 Engineering Final
116 Underfloor Mechanical	193 Planning Final
117 Underfloor Electrical	199 FINAL
118 Underfloor Plumbing	200 Cripple Wall Framing
119 Roof Sheathing	201 Foundation System
120 Exterior Shear Walls	202 Marriage Line Connection
121 Interior Shear Walls	203 Continuity Test
122 Brace Wall Panels	204 Manometer Test
123 Framing	205 Stairs/Landings
124 Windows	206 Skirting/Underfloor Ventilation
125 Rough Plumbing	
126 Rough Mechanical	
127 Rough Electrical	
128 Rough Fire Sprinklers	
129 Solar	
130 Stucco Lath/Scratch	
131 Siding	
132 Roofing	
133 Wall Insulation	
134 Ceiling Insulation	
135 Floor Insulation	
136 Drywall Nailing	

Need further assistance?
Call the Building Department at
530-872-6291 EXT. 411



Instructions

SCHEDULE AN INSPECTION

1. Enter your permit number followed by the # sign. The system will confirm this permit by speaking back the site address.
2. Enter the inspection code.
3. Select the inspection date. The cut-off time is 11:59 p.m. for an inspection the following day. Morning inspections are 8 a.m.-12 p.m. and afternoon inspections are 1-4 p.m.

After you have scheduled the inspection, you can:

- Leave a message for the inspector
- Get a confirmation number and hang up. Use this confirmation number when inquiring about your telephone request
- Request another inspection on the same permit
- Request another inspection on a different permit
- Return to Main Menu



CANCEL AN INSPECTION

1. Enter the permit number followed by the # sign.
2. Enter the inspection code.

After you have cancelled the inspection, you can:

- Hear confirmation number and hang up
- Cancel another inspection on the same permit
- Cancel an inspection on a different permit
- Return to Main Menu

OBTAIN INSPECTION RESULTS

1. Enter the permit number followed by the # sign. The system will confirm this permit by verifying the address.
2. Enter the inspection code.

After you have listened to the inspection results, you can:

- Retrieve inspector message
- Hear confirmation number and hang up
- Listen to more results on the same permit
- Listen to more results on a different permit
- Return to Main Menu

**You can Press [0] at any menu to transfer to a live departmental staff member.*