

## Remote Video Inspection Instructions for Homeowners & Contractors

**Purpose:** Remote Video Inspection is an alternative to in-person, on-site inspections. These types of inspections are performed for projects that are compliant with the Governor’s March 23<sup>rd</sup> [“Stay Home, Stay Healthy” Order](#), March 25<sup>th</sup> [“Construction Guidance Memorandum”](#) and the April 24<sup>th</sup> [“Phase 1 Construction Restart COVID-19 Job Site Requirements”](#), or subsequent updates.

**Disclaimer:** It is the owner/contractor’s responsibility to ensure that their construction activity is compliant with the Governor’s Orders prior to requesting an inspection. Please direct questions about whether your project may proceed in a manner compliant with or exempt from the Governor’s Orders to [business@mil.wa.gov](mailto:business@mil.wa.gov).

**Indemnification/Immunity from Civil Liability:** By using the Remote Video Inspection, user agrees to defend, and hold harmless the City of Everett as well as its officials, officers, agents, volunteers, and employees from any and all claims for damages, costs, and expenses, including attorney’s fees, arising out of the use or the user’s account for the Remote Video Inspection service, whether by negligence or otherwise, or causes of action that may arise because of installation and maintenance of the improvement.

### Device Requirements:

- Remote Video Inspections will take place on **Microsoft Teams**®.
- Your inspection location must have 4G or greater connectivity.
- Your remote video inspection must be performed on a 4G or greater smart phone, tablet or appropriate compatible device with audible abilities in order to interact with the inspector.


**Note:** 3G connectivity may not provide the speed and clarity required to complete the inspection. If this is the case, the inspector may change the inspection request status to not ready, partial approval, or correction required, as applicable.

### Remote Video Inspection is Available for:

- Small scale projects deemed as “essential activity” in accordance with the Governor’s Order’s, referenced above.
- Emergency repairs or appliance replacements (water heaters, furnaces, or other repairs necessary to maintain the safety and integrity of the building or life).
- Essential or emergency inspections that are inside an occupied dwelling unit.
- Homeowner installation/construction inside owner’s home.
- Other: If you feel your project would benefit from Remote Video Inspection but your inspection type is not on the list above, please contact the inspectors to discuss the inspection and evaluate if video inspection is an option.

**Note:** Based on the size and/or complexity of the project, it may not be possible to complete the inspection via Remote Video Inspection. In that case, you will need to request a field inspection from the drop down menu on the Online Permitting Portal’s Inspection Request Page.

## Remote Video Inspection Process:

1. **Request the Inspection:** Log in to the City's [Online Permitting Portal](#) (or create an account if you don't have one already). From your dashboard, find the permit number for which you need an inspection (click 'Link to Permit' if you don't see your permit number on your dashboard), and click request an inspection. Choose the inspection type "Video Inspection." In the notes field of the inspection request, describe the type of inspection you are requesting to be performed via remote video inspection. Select a date for the video inspection to be performed.
2. **Schedule a Video Inspection Time:** Call **425-257-8810, Option 4** on the morning of the scheduled inspection between 7:30 a.m. and 8:30 a.m. only to schedule a time for the remote video inspection with the inspector.
  - a. The inspector will **verify the email address** you wish to use for the video inspection call.
  - b. The inspector will **send an email** with a link to join the video inspection.
    - i. Email will be from *InspectorName@everettwa.gov*. Check your junk or spam folder if you do not see the email with meeting link show up before 8:30 a.m.
  - c. If you do not call to schedule a specific time, the inspector will result the inspection as No Access or Reschedule Online. You will have to reschedule the inspection for another date.
3. **Prepare for Remote Video Inspection:**
  - a. Download the **Microsoft Teams**® app if you don't already have it.
    - i. If you have an account, sign in.
    - ii. If you do not have an account, do not sign in. You can join as a guest when you click on the Video Inspection invite link from the inspector. As long as you have the app installed or web browser capability, you will be able to join as a guest.
  - b. Make sure the smart phone, tablet, or other video inspection device is fully charged.
  - c. Have the required tools on hand (i.e., tape measure, level, GFCI tester, step ladder, etc.)
  - d. Make sure power tools and equipment are not running so that the call audio is clear.
  - e. Turn off phone or tablet notifications during the video call. Notifications freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled
  - f. Use ear buds with microphone to improve communication.
  - g. At the time of the scheduled inspection, click on the [Join Microsoft Teams Meeting](#) link in the email that the inspector sent to you. Inspector emails will be from an email with *InspectorName@everettwa.gov*. Check your junk or spam folder if you do not see the email with meeting link show up before 8:30 a.m.
4. **The Inspection:**
  - a. At the time of the scheduled inspection, click on the [Join Microsoft Teams Meeting](#) link in the email that the inspector sent to you. Inspector emails will be from an email with *InspectorName@everettwa.gov*. Check your junk or spam folder if you do not see the email.
    - i. If you do not have an account, click **Join as Guest** and type your name.
    - ii. Make sure your microphone and video camera are turned on. Look at the icons and make sure they **do not** have a slash through them.  Click on the icon to toggle it on/off.
  - b. Begin inspection at street view looking at the structure with the address showing. The inspector will need to verify that the inspection is taking place at the permitted address.
  - c. Follow the directions of the inspector.
  - d. Walk inspection in clockwise direction.
  - e. Walk inspection from bottom to top (if multiple floors).
  - f. Make note of any items that need to be corrected.
5. **Inspection Results:** The inspection result and any associated notes will be posted on the [Online Permitting Portal](#) by the end of the day on which the inspection was performed.