



Interactive Voice Response (IVR) Phone System

Our new inspection request telephone system was implemented in response to input received by our various client groups on how we can improve our level of service and provide more customer options. This User Guide has been prepared to assist you on how to use the IVR Phone System and also describes the various options available to you.

What the Inspection Request System Provides

The inspection request system, called IVR, is an automated phone system that allows you to:

- Schedule / cancel / reschedule inspections;
- Leave a voicemail message with an inspection request;
- Get inspection results and messages from inspectors;
- Obtain inspection history; and
- Obtain permit application status via fax, using a touch tone phone.

How to Access IVR

The inspection request phone number is **604-276-4111**. The IVR system is available 24 hours a day. If for any reason IVR can't complete your requested transaction, you may be forwarded to a staff person during business hours.

What You Need to Schedule an Inspection

To schedule an inspection, you need the following:

1. Your eight (8) digit Permit Number;
2. The three (3) digit inspection code(s) of the inspection(s) you would like to schedule;
3. Your area code followed by your phone number; and
4. Pen and paper to write down your confirmation number. Use this confirmation number when inquiring about your telephone request.

Remember to listen to the site address spoken by the system to make sure you have the correct permit.

IVR Cutoff Times

While IVR is available 24 hours a day, keep in mind that there are some times when you will be transferred to an operator or given a different phone number to dial for service. ***To obtain an inspection for the next business day, you must request the inspection prior to 8:00 pm.***

Will IVR Ever Stop You from Scheduling an Inspection

Your permit must be issued before an inspection can be scheduled.

How Permits are Tracked in IVR

Permits are tracked and inspections scheduled in the new system with an assigned eight (8) digit permit number. When your permit is issued and printed, your Permit Number will appear in the upper left-hand corner of your permit. ***Note: Your Permit Number is a distinct eight (8) digit number. The fastest way to schedule an inspection is to use your Permit Number.***

Where to Find Inspection Codes

Enclosed (on page 3) is an inspection reference sheet that contains all the available inspection codes, brief instructions on dialling into the IVR system, and some reminders about different inspections. If you need additional copies of the IVR inspection reference sheet or the IVR Pocket Reference, copies can be picked up in our Permit Centre or visit our website at <http://www.richmond.ca>

Obtaining Plan Review Status

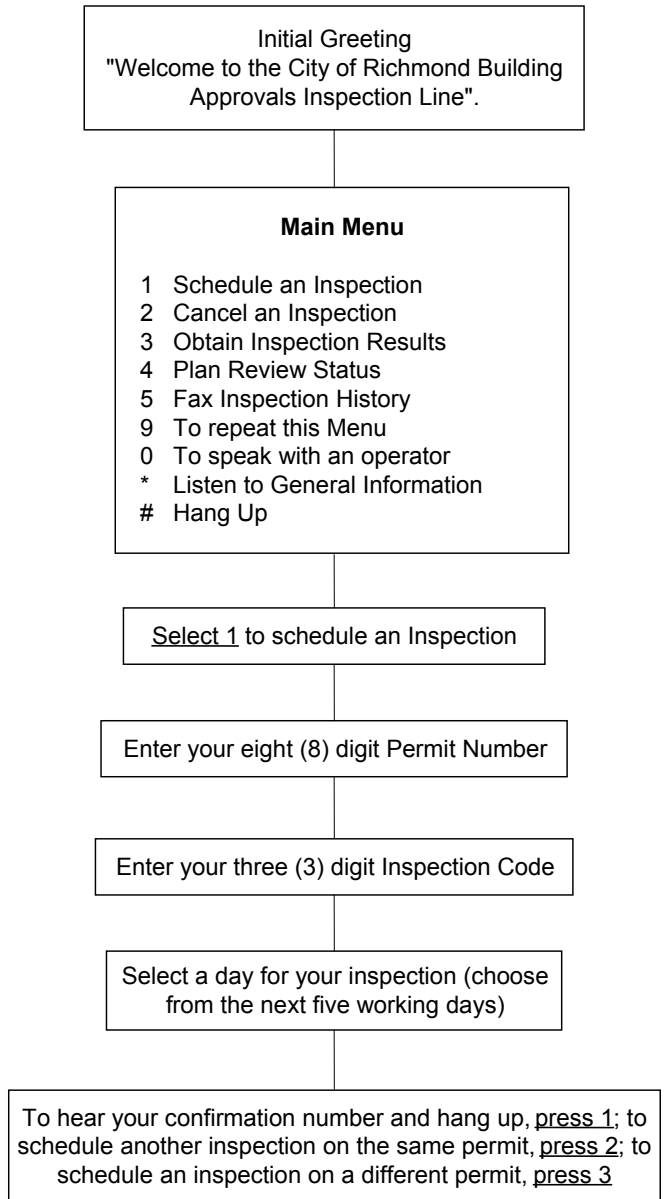
Your Plan Review Status can be obtained using the IVR system. When you dial into IVR, select 4 from the main menu. You will need to supply a fax number where your Plan Review Status can be sent. Plan Review Status Reports are available on all permits.

Important Information About the Voicemail Feature of IVR

If you record a message for an inspector using the voicemail feature of IVR, please be sure to press the # key when you are done recording your message and then the 1 key to send the message. The inspector will not receive your message if you do not press these keys to send your message.

Instructions for Requesting an Inspection Using IVR

Dial 604-276-4111





City of Richmond

Building Approvals Department

Customer IVR Pocket Reference

To Access the IVR System
Dial: **604-276-4111**

Press:	
1	Schedule an inspection
2	Cancel an inspection
3	Obtain inspection results
4	Obtain plan review status
5	Obtain Inspection History Fax
9	To repeat this Menu
0	To speak with an Operator
*	Listen to general information
#	Hang up

Things to Remember

- You need your eight (8) digit permit number.
- Do not hang up until you hear your confirmation number.
- Have a pen and paper to write down your confirmation number.

Building

- 100 Forms
- 105 Elevation
- 110 Crawl Space
- 115 Sheathing
- 120 Frame
- 125 Insulation
- 130 Heating
- 135 Final Building
- 140 Commercial Cook Hood
- 142 Retaining Wall

Site Services

Single Family Dwellings

- 200 Sanitary Sewer Res
- 205 Infiltration Test Res
- 210 Storm Sewer Res
- 215 Final Site Res

Site Services

Multi / Family Res / Commercial

- 220 Sanitary Sewer Comm/I
- 225 Infiltration Test Com/I
- 230 Storm Sewer Com/I
- 235 Final Site Com/I
- 240 Water/Fire Main

Plumbing

- 300 Underground
- 305 Rough In
- 310 Shower/Bath
- 315 Water Service
- 325 Final Plumbing
- 345 Backflow Preventor

Gas

- 405 Gas Vent
- 410 Gas Piping
- 415 Visual Air
- 420 Air Test Certificate
- 425 Final Gas

Demolition

- 500 Final Demolition

Sprinkler

- 600 Sprinkler – Rough In
- 605 Final Sprinkler

Sign

- 700 Sign Forms F/S
- 705 Final Sign

How to Schedule a Reinspection

If an inspector has been out to do an inspection and your inspection was not approved for any reason, you will be required to schedule a reinspection. There are no separate codes for reinspections. To schedule a reinspection, simply call and, using the same three (3) digit inspection code you initially used to schedule the inspection, schedule your inspection again. Please allow time for the inspector to enter his inspection results into our system as another inspection cannot be requested until a result has been entered.

If You Receive the Message, “No inspections may be scheduled. Permit status is unknown.”

This means the permit is not yet issued or the permit number has been incorrectly entered. To request inspections on a permit, the permit status must be Issued.

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What if IVR Doesn't Accept Your Three (3) Digit Code

If your three (3) digit code isn't accepted, there are a couple of things to check. First, only applicable inspections can be requested on a permit. For example, if you have a plumbing permit, you will not be able to request building inspections using that permit number. You will need the building permit number to request the needed building inspections. Second, although the # key is used to accept information you enter into the IVR system, you do not need to press the # key after entering your three (3) digit inspection code. Just enter the three (3) digit code and IVR will continue with the scheduling process.

Rescheduling and Cancelling Inspections

To reschedule or cancel a “next day” inspection, you must call in your request no later than 8:00 pm. If you call between 8:00 pm and 8:15 am, you'll be asked to call back after 8:15 am to speak to an operator.

