



## Inspection Staff Access to Public

**No.: INFO-09**  
**Date: 1998-01-05**  
**Revised: 2019-05-13**

### Purpose:

To inform the public of changes to the Inspector's office public availability schedules.

### Background:

The Building Approvals Department is reviewing how we do business and in particular how we can provide better customer service. One such area is access to our inspection staff.

### Implementation:

- Effective September 29, 2003, office access to our Building and Plumbing/Gas Inspection staff at our front counter or by telephone will be between 8:15 a.m. to 9:00 a.m. and 4:15 p.m. to 5:00 p.m.
- All inspection requests received prior to 8:00 p.m. on a business day will be placed on the next business day inspection schedule. Inspection requests can be made by:
  - In person during office hours, which are 8:15 a.m. to 5:00 p.m. weekdays, except Statutory Holidays;
  - 24 Hour Inspection Request Line at 604-276-4111;
  - Online Inspection Request at [richmond.ca/plandev/building/inspections.htm](http://richmond.ca/plandev/building/inspections.htm).

When requesting an inspection, please state:

- Your eight (8) digit Permit number; and
- The three (3) digit inspection code(s) of the inspection(s) you would like to schedule.

Accurate information is requested to ensure correct recording of your request.

Should you have any questions, comments, or suggestions concerning this bulletin, please reference the Bulletin Number and email [building@richmond.ca](mailto:building@richmond.ca) or call the Building Approvals General Inquiries line at 604-276-4118.