



*This information is provided for clarification purposes only and is not in substitution of any applicable City Bylaws or Provincial or Federal Codes or laws. In the case of any contradictions, legislative Codes, laws or Bylaws take precedence. You must satisfy yourself that any existing or proposed construction or other works complies with such Bylaws, Codes, applicable Acts, regulations, and decisions and orders of any person or body having jurisdiction over the Lands.*

## Inspections Request System

**No.: INFO-48**  
**Date: 2020-10-07**  
**Rev: 2020-12-11**

**This bulletin is to inform Applicants of the online inspection portal and the retirement of the automated inspection phone line system.**

### Summary:

- To view permit status and book inspections, visit <http://inspections.richmond.ca/>.
- The City is retiring its Interactive Voice Response (IVR) phone system as of November 1, 2020. The IVR system was previously used to schedule inspections and check on permit status. These same functions can still be accessed through the inspections website.

### General Information:

As of November 1, 2020, the City of Richmond’s Interactive Voice Response (IVR) System, typically used to book inspection appointments and check permit status, will be replaced with the website alternative, <http://inspections.richmond.ca/>, to make the same inquiries and requests.

### Online Inspection Portal

- To schedule inspections and view permit review status, go to <http://inspections.richmond.ca/>.
  - The project permit number is required to access the portal. This 8 digit permit number can be found in the upper right hand of the issued permit.
- Once signed into the portal, users can view inspection status, schedule inspections, and check on plan review status and comments.

### Scheduling Inspections

- To obtain an inspection for the next business day, an inspection must be booked prior to 8:00pm on the previous day.
- Every effort will be made to do inspections for the day requested. Because of differences in the time spent at each site, it is not possible to guarantee requests for am or pm. In periods of high volumes of inspection requests, additional delays may be encountered.
- Inspections can be scheduled on “View Inspection” or “Schedule Inspection” tabs.
- To cancel and/or reschedule an inspection, on the “View Inspections” tab, select the desired inspection type and follow the prompts.
  - The cut off time to cancel/reschedule an inspection is 7:00am on the day of the inspection.

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.