



MECKLENBURG COUNTY FIRE MARSHAL'S OFFICE



Frequently Asked Questions (FAQ)

Mecklenburg County residents are under a [County Stay at Home Order](#) and a [State of North Carolina Stay at Home order](#). Both orders require residents to:

- Remain at home and avoid non-essential contact with others.
- Limit trips for groceries, gas, and other essentials.
- If you must go out, stay at least 6 feet from others at all times.

****NOTE:** Please be advised that the current COVID-19 restrictions have greatly impacted our ability to conduct certain inspections and/or services. We are therefore recommending that you contact the Assistant Fire Marshal servicing your specific area (reference [Contacts](#) page) to determine if the inspection or service you are requesting can be safely performed. Your safety and the safety of our personnel is vital during this critical period. You can also call our office at (980) 314-3070 or send email to Firemarshal@mecklenburgcountync.gov and your request will be forwarded to the appropriate Assistant Fire Marshal. We appreciate your patience and cooperation during these very unusual circumstances.**

Question: As a building owner or property manager, do I have a responsibility to ensure testing and maintenance of the fire and life safety systems, while under COVID-19 restrictions?

Answer: The MC County Fire Marshal's Office understands your concerns during this very critical period, which has also impacted our ability to enter and inspect certain buildings.

However please be advised that testing and maintaining your fire and life safety system(s), even under the current situation, is vital and should be facilitated to the best of your ability.

Fire and life safety system service vendors should be considered "essential" and allowed to conduct required periodic testing and maintenance, of course utilizing every possible safeguard to prevent risk of exposure to them and your facility.

Having said that, we understand that allowing access into private dwelling units or other enclosed occupied spaces to check or test devices is impractical for the time being, so we recommend working with your service vendor(s) to provide limited access to fire alarm control panels, fire sprinkler riser rooms and other common or open areas for the purpose of testing and maintaining the main system components. The service vendor should note the areas that he/she were not able to access during this inspection, i.e., individual living units, offices, suites, etc. in their inspection report. These areas or spaces can be accessed later to facilitate a complete inspection of your system(s). All non-essential system installations, repairs or replacements should be postponed for the time being if system(s) have not been compromised.

Here are some further informative sites that may be of service: [Helpful Links](#)

National Fire Protection Association	Occupational Safety and Health Administration
Meck Code Enforcement – Guidance for Inspection Customers (Effective March 25, 2020)	City of Charlotte Fire Marshal's Office
CONVID-19 Impact on County Services	City of Charlotte – Stay at Home Order
Safety Guidelines During CONVID-19	Safety Guidelines During CONVID-19 Administrative

"Partnering for a safe and thriving community"

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General Email: FireMarshal@MecklenburgCountyNC.gov