

CODE ENFORCEMENT INSPECTION'S TEAM SOP

(Standard Operating Procedure)

8-1-2017

SUBJECT: *Homeowner Access (“H1” Inspections)*

This type of inspection is to be used when there is a homeowner access requirement, such as; a homeowner is required to be present during the time of the inspection or a homeowner is going to have to take time off work to allow access to their occupied home.

Request Process: This inspection will be initiated by the permit holder online. When scheduling the inspection, they will have the option to check the box stating that there is a Homeowner access requirement. They will be prompted to enter the homeowner’s name and phone number into the mandatory fields shown in red below. They will be given a statement that the inspector will call the homeowner and set up a time that is convenient for both parties to perform the inspection.

- ❖ *From the account dashboard, the permit holder when requesting an inspection will be given an option under the “Inspection Access” section to setup an H1.*

Inspection Access

Occasionally a contractor cannot be present to allow for access to an occupied home for an inspection and that sometimes homeowner access is needed. In the event a contractor cannot provide access to a homeowner occupied structure they can select the Homeowner Access option listed below (homeowner best contact # is required). This is not a guarantee of an inspection on the date requested, however; staff will contact the homeowner on this date and make arrangements by providing a window of time that works for all parties. If, after several unsuccessful attempts to contact the homeowner, the inspection request will be cancelled and you will need to re-schedule the inspection. Contractors should be aware that if the homeowner is not present at the time of the arranged inspection window, then the failure still remains the contractor’s responsibility and cannot be appealed if inaccessible. Contractors are encouraged to use auto-notification and provide access. Priority inspection and auto-notification guidelines are posted on our website at:

www.meckpermit.com

Screen shot of
request screen

Inspector needs to contact homeowner for access on date & time that works for both parties.

WARNING!

NO INSPECTIONS WILL BE PERFORMED UNTIL THE INSPECTOR CALLS AND AN ARRANGEMENT IS MADE.

By completing the boxes below, I, the contractor, acknowledge that I have notified the homeowner not to take off work or wait for an inspection. The work is "ready" for an inspection; however, the actual scheduled date has not been confirmed. The inspector will contact the homeowner directly to schedule a date and time for access. If, after several unsuccessful attempts to contact the homeowner, the inspection request will be cancelled and you will need to re-schedule the inspection.

Homeowner Name: Homeowner Best Contact Phone: () -

Inspection Process: When the inspection has been scheduled as an “H1” inspection it will show up on the inspector’s screen with an “H1” designation beside the request. Screen shot example shown below:

Go	<input type="checkbox"/>	H1	Y	5717 A [REDACTED] CHARLOTTE	FI	169 [REDACTED] [REDACTED] INC	C/O AH C/O HP	Aug 1, 2017	2.23	C/O AH C/O HP - REPLACEMENT C/O, AH, HPump MARTHA FURR 70468 [REDACTED]
Go	<input type="checkbox"/>	H2		1701 D [REDACTED] CHARLOTTE	FI	173 [REDACTED] & A/C CO	C/O AC C/O Coil C/O WAF	Aug 1, 2017	16.67	C/O AC C/O Coil C/O WAF - REPLACEMENT C/O, EvapCoil, AC, WAF Daryl Brown 70457 [REDACTED]

This **H1** note will let the inspector know that coordination with a homeowner will be needed to gain access. The inspector will take the following steps:

1. **Itinerary review-** Review their itinerary first thing in the morning to identify any H1 inspection request.
2. **Customer calls-** Since each inspector is limited to 5-H1 requests they will call each between 8am-10am to coordinate final arrangements.
Reminder: Please note that a homeowner should not be told to take off work and wait for an inspector to arrive to their home, we will coordinate that directly on a day and time that works into their schedule.
3. **No contact-** The inspector should make two attempts to reach the homeowner the first being between 8am-10am. Once the inspector calls and is not able to make contact by the end of the work day, the inspector should:
 - **Cancel the inspection** without going by the site (not a failure for access) and place in the inspection notes that “two attempts were made to contact the homeowner without a return call, please call back in on another available date”.
4. **H2 (Contact made with the homeowner)-** Inspector will discuss with the homeowner a minimum 2-hour window of time that works for both parties, either that date or an alternate date. If an appointment is made for another day it needs to be rescheduled in the system by the inspector with an appropriate note such as *“spoke with the homeowner Mr. Smith and made an appointment for Friday 12-1-2017 from 1pm-3pm”*. If an inspector is out the day of the appointment this information will be needed for another inspector who is covering that area. Rescheduled H1 inspections will show up on the inspector itinerary as **H2’s** on the rescheduled date (see above example). This is an indication that an appointment has been made with the homeowner. H2 do not count into the limited 5 H1 inspections per day and H2 are priority inspections that must be performed during the scheduled time.
5. **Auto-notifications-**The auto-notification feature will still be used with appropriate lead times. Many contractors still like to know when an inspector is going to a jobsite to follow up with their customers.
6. **Misuse-**If an inspection request comes in as an “H1” inspection and the inspector makes the necessary phone call and finds that the contractor has put in their contact information as the homeowner the inspector will cancel the H1 request and advise the contractor to call back in and utilize the auto-notification feature or the Inspection by Appointment (**IBA**) Program.
7. **Homeowner not present-**If a homeowner is not home for a scheduled appointment the inspection will be failed as inaccessible, although the failure will not count against the contractor overall failure rate it will count as a failure on the recap sheet and additional trip charges may apply based upon the projects overall pass rate.