



## CUSTOMER GUIDE TO QUICK & EASY COMMERCIAL INSPECTIONS

To help ensure consistent and effective building inspection services from the City of Portland Bureau of Development Services **Commercial Inspections Team**, we have compiled the following information for our **Commercial Customers**.

### NEW USERS OF THE INTERACTIVE VOICE RESPONSE (IVR) SYSTEM



Customers new to the inspection process or to the IVR System can access complete instructions on the BDS webpage [How do I request an inspection? | The City of Portland, Oregon](http://www.portlandoregon.gov/bds/40466) ([www.portlandoregon.gov/bds/40466](http://www.portlandoregon.gov/bds/40466)). A list of three-digit code(s) can be found on the BDS website at [www.portlandoregon.gov/bds/article/81112](http://www.portlandoregon.gov/bds/article/81112) or copies can be picked up in the Development Services Center.

Customers with additional questions or who experience difficulty with the IVR System should call the Commercial Inspections Office Support Team at **503-823-7303** for assistance.

### SCHEDULING AND CANCELLING INSPECTIONS



All inspections must be requested prior to 6:00 AM on the date the inspection is needed. Inspections must be requested by calling our easy to use IVR System at **503-823-7000**. The IVR System is available 24 hours a day.

We understand there may be special scheduling needs or cancellations of requested inspections. In this event, please contact the Commercial Inspections Office Support Team as soon as possible at **503-823-7303**. The Commercial Inspections Team will make reasonable accommodations on a case-by-case basis.

### UNSCHEDULED INSPECTIONS



The Commercial Inspections Team's primary responsibility is to inspect completed work that has been properly scheduled for inspection through the IVR System.

### SCHEDULING INSPECTIONS BEFORE CONSTRUCTION IS READY



Customers calling in to schedule an inspection through the IVR System must have the work completed and ready for inspection at the time the Commercial Inspector arrives at the job site. The work scheduled for inspection must be ready by 8:00 AM the morning the inspection is scheduled. When scheduling inspections through the IVR System, customers may request morning or afternoon for their inspection, however, **this is only a request**.

Inspections scheduled prior to the work being completed will count as one of the customer's allotted inspections. This may result in additional inspection fees.

## JOB SITE ACCESS



Commercial Inspectors must have immediate access to the work being inspected. This means free of any barriers such as locked doors, fences, gates, etc. It is the customer's responsibility to provide the Commercial Inspector access to the inspection site at the time of inspection.

If the job site is to be accessed from a lockbox, this information must be left as a voice mail for the Commercial Inspector when the customer schedules the inspection through the IVR System. It is important to include lockbox location and access code(s) or combination(s).

## CENTRALLY LOCATED APPROVED PLANS



Oregon State Building, Electrical and Plumbing codes all require approved plans onsite at the time of the Commercial Inspector's visit. An effective way to meet this requirement is to have one central place, such as an inspection kiosk, for **all approved plans (and approved revisions), inspection card, Special Inspection Daily Reports, revisions and Requests for Information (RFI) available near the work under inspection.**

Leaving a message through the IVR System of where the approved plans are located is very helpful and will help ensure an efficient inspection process.

## DESIGNATED INSPECTOR PARKING



To the extent possible, customers can assist the Commercial Inspections Team by establishing a designated onsite parking space specifically designated "**City Inspector Parking Only**". Finding a parking spot around a busy construction site can be very difficult. Time spent circling the block for a spot could be better spent conducting inspection and consultation visits with our customers.

## ROLLED OVER INSPECTIONS



There are occasions when the combination of workload and staffing require a scheduled inspection to be rescheduled to the next business day (rolled over). A member of the Commercial Inspections Office Support Team will call the phone number provided on the permit application by **9:30 AM the day of the requested inspection** to notify them of the roll over. Please be assured the Commercial Inspections Team will do everything within their ability to meet customer inspection needs in a timely and efficient manner.

## VALUED CUSTOMERS



The **Commercial Inspections Team** appreciates the customer input that helped develop this guide – customer feedback is always welcome. Customers may provide comments at any time by emailing [BDSinspections@portlandoregon.gov](mailto:BDSinspections@portlandoregon.gov), or calling the Management Assistant for the Inspection Services Division at **503-823-7583**.

Thank you,

*The Commercial Inspections Team*