



CUSTOMER GUIDE TO QUICK & EASY RESIDENTIAL INSPECTIONS

To help ensure consistent and effective building inspection services from the City of Portland Bureau of Development Services **Residential Inspections Team**, we have compiled the following information for our **Residential 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 \(www.portlandoregon.gov/bds/40466\)](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 or copies can be picked up in the Development Services Center.

Residential Customers frequently have multiple permits for their projects. The IVR System allows callers to schedule multiple inspections during a single phone call.

Each permit has an individual IVR #. Inspections associated with each permit, must be scheduled in order to be inspected. The IVR System will provide a confirmation number at the end of each phone call when scheduling. Customers must wait for the confirmation number or the inspection will not be successfully scheduled.

Customers with additional questions or who experience difficulty with the IVR System should call the Residential Inspections Office Support Team at **503-823-7388** for assistance.

SCHEDULING AND CANCELLING INSPECTIONS



Each required inspection on Residential projects 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. When scheduling inspections through the IVR System, customers may request morning or afternoon for their inspection, however, **this is only a request**. To find the 2-hour window your inspection is scheduled for, you can go to the online [Residential Inspections-Route Slip \(www.portlandoregon.gov/bds/article/527291\)](http://www.portlandoregon.gov/bds/article/527291).

Examples of projects having multiple permits, and therefore multiple inspections, might include:

- A new single-family with a detached garage
- Accessory dwelling units (ADUs)
- NSFR (New Single Family Residences) and Additions with multiple inspections or separate associated Trade Permits

We understand there may be special scheduling needs or cancellations of requested inspections. Please contact the Residential Inspections Office Support Team **as soon as possible** at **503-823-7388**.

JOB SITE INSPECTION PROCESS



For detailed information about the stages and requirements of your inspections, please refer to: [How and When to Call for Residential Inspections? | Residential Inspections Frequently Asked Questions | The City of Portland, Oregon \(www.portlandoregon.gov/bds/article/578314\)](http://www.portlandoregon.gov/bds/article/578314).

TO AVOID DELAYS: At the time of the setback inspection you are required to provide exposed property corner pins readily viewable on at least one side of the property from the front to the back of the property with a string line set for reference, or provide a survey that identifies the property lines, for the purpose of measuring the required building setbacks.

ROLLED OVER INSPECTIONS



There are occasions when the number of requested inspections and available staffing levels require scheduled inspections to be rescheduled to the next business day (rolled over). Customers who are rolled over will be called by the Residential Inspections, Office Support Team by **9:00 AM the day of the requested inspection** to notify them of the roll over. The phone number called when inspections are rolled over is based on the contact information entered into the IVR System at the time the inspection is requested. Rolled over inspections do not have to be rescheduled by the customer.

All inspections that have been **rolled over become priority inspections** for the **next business day** and will receive inspections on that day.

UNSCHEDULED INSPECTIONS



Inspection staff limitations prevent us from performing unscheduled inspections on projects. Customers must request all needed inspections on each project. Failure to properly request inspections may result in unwanted project delays.

SCHEDULING INSPECTIONS BEFORE CONSTRUCTION IS READY



In an effort to provide the best possible customer service and prevent project delays, the Residential Inspection Team requests that all related work requiring inspections be completed and ready for inspection when scheduling through the IVR System. Inspections scheduled prior to the work being ready for inspection may result in reduction of the total allowed building inspections remaining on the permit.

JOB SITE ACCESS



Residential 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 access to the inspection site to the Residential Inspector 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 Residential 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).

For projects in occupied residences, Residential Inspectors are required to be escorted onto the inspection site by a representative of the owner who is at least 18 years of age. In the event a Residential Inspector is unable to access the job site, the attempted inspection will result in a reduction of the total allowed building inspections remaining on the permit.

JOB SITE CONDITIONS



Job sites must be kept in a clean and safe condition at all times during the duration of the project.

- Ensure all tree protection/preservation requirements are met prior to any work or material storage.
- Prior to any ground disturbance on a job site, erosion control measures must be in place (per Portland City Code Title 10: Erosion and Sediment Control Regulations). (www.portlandoregon.gov/citycode/?c=28835)
- Adhere to all construction debris containment measures and recycling options.
- Ensure all pets are kept in a controlled location away from the inspection area.
- Unpermitted use of the right-of-way is prohibited. Blocking a driveway/sidewalk or storing materials such as siding, lumber, gravel or port-a-potties is a violation. For Public Works Permits, please visit: www.portlandoregon.gov/53147.

CENTRALLY LOCATED APPROVED PLANS



Oregon Residential Structural Specialty Code requires approved plans onsite at the time of the Residential Inspector's visit. An effective way to meet this requirement is to have one central location near the work under inspection with **all approved plans, approved revisions, inspection card, Special Inspection Daily Reports, and Deferred Submittals available.**

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

VALUED CUSTOMERS



The **Residential 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, or calling the Management Assistant for the Inspection Services Division at **503-823-7583**.

Thank you,

*The Residential
Inspections Team*