

Welcome to Voice Permits™

In an ongoing commitment to improve customer service, your building department has installed an Interactive Voice Response System for inspections, 24 hours a day, 7 days a week!

**Voice Permits™ Line
(972) 547-7460**

**Schedule Inspections
Cancel Inspections
Retrieve Inspection Results**

You will be prompted through the entire process. Press [*] at anytime for more information.

Before Calling You Will Need:

1. A touch-tone telephone
2. A site-specific Phone Access Code
3. An Inspection Code—*Choose from the codes*

Choose From the Following Options:

Press [1] Schedule an Inspection
Press [2] Cancel an Inspection
Press [3] Obtain Inspection Results
Press [0] Transfer to Staff
Press [*] Listen to General Information
Press [#] Hang Up

The **Voice Permits™** system will prompt you through the steps below during your call. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

Schedule an Inspection

1. Enter the **Phone Access Code Number**.
The system will confirm this permit by speaking back the site address.
2. Enter the **3 digit Inspection Code** from the list on the outside of this brochure.
3. *The cut-off time is Midnight for an inspection on the following day. (We advise before 11:30 pm.)*

After you have scheduled the inspection, you will be able to:

- **Leave a message** for an inspector
- **Request another inspection**, same permit
- **Request another inspection**, different permit
- **Get a Confirmation Number and hang up.**
Use this Confirmation Number when inquiring about this telephone request.

Cancel an Inspection

1. Enter the **Permit Type**.
2. Enter the **Phone Access Code Number**.
3. Enter the **Inspection Code** from the list on the outside of this brochure.

After you have cancelled the inspection, you will be able to:

- **Cancel** another inspection, same permit
- **Cancel** another inspection, different permit
- **Retrieve Inspector Message**
- **Get a Confirmation Number and hang up.**
Use this Confirmation Number when inquiring about this telephone request
- **Return to Main Menu**

Obtain Inspection Results

1. Enter the **Permit Type**
2. Enter the **Phone Access Code Number** followed by a # sign.
3. Enter the **Inspection Code** from the list on the outside of this brochure.

After you have scheduled the inspection results, you will be able to:

- **Listen to more results**, same permit
- **Request another inspection**, different permit
- **Return to Main Menu**

Transfer to Staff & Additional Information

You can press [0] at any time to transfer to a live staff member. You can also press [*] to hear an explanation of your current options.

Inspection Codes

Building

100	BP	Pre-construction (Fire Dept is required for commercial projects)
★	FP	<i>Underground Sprinkler Piping Plans Submittal & Flush</i>
106	BP	Fire Lane
110	BP	Foundation Inspection
112	BP	Shear Walls
113	BP	Tilt Wall Forms
115	BP	Framing
126	BP	Walks
128	BP	Approaches
130	BP	Brick Ties
131	BP	Pre Stucco
140	BP	Beam
145	BP	Fireplace (Masonry only)
151	BP	Final Inspection
153	BP	Piers
154	BP	Parking Lot

Electric

200	EP	Temporary Pole
★	FP	<i>Fire Alarm System Plan Submittal</i>
★	FP	<i>Overhead Sprinkler Plan Submittal</i>
205	EP	Rough In
210	EP	Service Change
220	EP	Underground
225	EP	Ceiling Cover
230	EP	Clean & Show
235	EP	Final Inspection
241	EP	Electric Meter

Fence

705	FEN	Wall/fence Inspection
710	FEN	Miscellaneous Inspection
735	FEN	Footing for Retaining Walls / Fences

★ **Inspections to be scheduled by Fire Department upon receipt of required plans.**

Inspection Codes

Mechanical

400	MP	Rough
★	FP	<i>Kitchen Hood Protection Plans Submitted</i>
402	MP	Duct
405	MP	Grease Duct / Hood Rough
410	MP	Final Inspection

Plumbing

301	PP	Water
303	PP	Gas Underground
305	PP	Ground / Rough
320	PP	Top Out
330	PP	Gas
331	PP	Gas Meter
335	PP	Sewer
340	PP	Final Inspection
345	PP	Grease Trap
361	PP	Water Heater

Pool

500	POOL	Belly / Steel / Ground
505	POOL	Deck
515	POOL	Gas Underground
520	POOL	Gas
525	POOL	P-Trap
530	POOL	Final Inspection

Sign

701	SGN	Piers
702	SGN	Foundation
700	SGN	Sign Final Inspection
710	SGN	Miscellaneous

Miscellaneous

710	MISC	Miscellaneous
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Building Inspections Department

**Voice Permits™
IVR User's Guide
(972) 547-7460**

Call the automated **Voice Permits™** IVR System for all of your Building Inspection Services transaction 24-hours a day.

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