



WEST HARTFORD BUILDING INSPECTION DIVISION STANDARD OPERATING GUIDELINE

DOCUMENT CATEGORY	DOCUMENT NUMBER	ISSUE DATE:
Operating Guidelines	2020-0001 Rev. 6	03/24/2020
DOCUMENT NAME		REVIEW DATE:
Remote Video Inspections		05/05/2020

1. SCOPE:

This guideline applies to any inspections or fire call outs, for the Building Inspection Division of the Town of West Hartford that the Chief Building Official *or his/her designee* determines to be eligible for a Remote Video Inspection (RVI).

2. PURPOSE:

The purpose of *eligible* Remote Video Inspections (RVI) are to provide an alternative method to on-site inspections or re-inspections. Eligible inspections will be determined by the Chief Building Official *or his/her designee* based on the type of inspection and outside factors such as complexity of the project, construction methods, safety, weather and/or other contributing factors. RVI's are meant to be live via audio **AND** video, conducted at the allotted time with both the inspector and the permit holder, contractor, or building owner on site; not pre-recorded.

3. POLICY:

All permitting records will be maintained in the Town of West Hartford's Building Inspection Divisions Electronic Permitting System. Correspondence between the department and the owner, applicant, and/or contractor will be conducted via the Town's email system. Pictures and/or video may be taken/recorded as part of the RVI by the inspector. Any pictures and/or videos taken as part of the RVI will become part of the property's digital file.

4. GUIDELINE:

4.1. Scheduling and preparing for a RVI

4.1.1.1. Inspections deemed as eligible for a Remote Video Inspection (RVI) by the Chief Building Official *or his/her designee* may be scheduled by via a verbal request. Voicemail requests will not be scheduled.

4.2. Customer Responsibilities

4.2.1.1. The permit applicant, agent, owner or contractor will be responsible to ensure:

4.2.1.2. The inspection location(s) has a smart phone or tablet with a strong 4G/LTE cellular or greater OR a strong Wi-Fi connectivity. It is recommended that the strength of signal be verified/tested ahead of time before the RVI takes place.

4.2.1.3. The device utilized for the RVI (with FaceTime or Skype) is properly installed and the on-site individual that is participating in the RVI is trained in how to use the device.

4.2.1.4. The inspector performing the RVI has been provided with the individual on sites FaceTime or Skype name, and access method: email and/or phone number.

4.2.1.5. That prior to the scheduled RVI inspection time, all associated plans, schematics, diagrams, installation instructions, and/or other necessary documentation are on site.



WEST HARTFORD BUILDING INSPECTION DIVISION STANDARD OPERATING GUIDELINE

- 4.2.1.6. That prior to the scheduled RVI inspection time, all necessary tools, equipment, gages, etc. that may be required for the video inspection are readily available onsite. This will be based on the type of inspection. For example, tape measure, test gages, level, GFCI tester, flashlight, stepladder, etc.
- 4.2.1.7. The individual on site must be at least 18 years in order to perform the RVI.
- 4.2.1.8. The smart phone or tablet to be used for the RVI on site is of adequate charge.
- 4.2.1.9. The individual on site is prepared to accept the RVI call **at the scheduled time** and respond to the call from the Inspector **in a timely manner**.
- 4.2.1.10. That any notifications that may interrupt the RVI call have been turned off. This is a very important step, as notifications can freeze the application and could cause delays to the inspection and/or lead to a possible failed inspection.
- 4.2.1.11. As with any inspection, the remote inspector maintains the right to request that conditions for the RVI be reasonable. If the Internet connection, lighting, picture quality, equipment quality, access, and/or other conditions are not conducive to being able to perform the RVI, the inspection may be terminated. If possible it may be rescheduled or may have to be changed to be an on-site inspection. The RVI may be called off due to the quality of the work and/or if too many corrections have been identified.

4.3. Inspection

- 4.3.1. The inspector will confirm the property location, permit number(s) and review the work to be inspected with the applicant and/or contractor **before** the RVI takes place.
- 4.3.2. All trade specific (electrical, plumbing, hvac, mechanical, for example) inspections will require the specific tradesperson who performed the work being inspected on site during the RVI. This is required so that any questions or concerns that are raised during the RVI can be answered during the RVI. *Homeowner completed trade work cannot be inspected using an RVI.*
- 4.3.3. All RVI's must begin at street view looking at the structure where the RVI is to take place.
- 4.3.4. The address of the structure must be shown in the initial view.
- 4.3.5. The RVI on site participant must follow the direction(s) of the inspector.
- 4.3.6. The inspector will document any code citations during the RVI. This may be done with video/pictures if deemed necessary. All documentation including notes identifying items needing correction will be emailed to the permit applicant after the RVI is completed
- 4.3.7. The Inspector will inform the RVI participant if the inspection receives a pass, partial, or fail at the completion of the RVI, followed by an email stating the same.



WEST HARTFORD BUILDING INSPECTION DIVISION

STANDARD OPERATING GUIDELINE

- 4.3.8. The inspector will update the permitting system to reflect the RVI's outcome at the completion of the inspection

5. NOTES FOR RVI INSPECTION REPORTS:

- 5.1 Inspections performed using an RVI must have an associated note stating such added into the inspection report stating: "This inspection was performed via a Remote Video Inspection (RVI). While all efforts have been taken to perform a complete and thorough inspection, a RVI is an alternate inspection method to an in person on-site inspection and occur when deemed necessary"

6. REFERENCES:

NFPA – Conducting Remote Video Inspections – Aug 2018 <https://www.nfpa.org/-/media/Files/White-papers/WhitePaperRVI.pdf>

City of North Las Vegas – Residential Video Inspection Program

City of Portland, Oregon – Remote Video Re-Inspect Program

7. LIMITATIONS/RISKS

- 7.1. Live inspections allow for discussions on construction methods, visible concerns, and compliance issues. Pre-recorded inspections ARE NOT PERMITTED, as they do not allow the inspector to direct the inspection, which could hinder confirmation of compliance.
- 7.2. If the RVI involves the use of Unmanned Aerial Vehicles (UAVs), such as drones, the UAV operator must understand and comply with all the regulations that apply to operating such a vehicle.
- 7.3. The types of inspections that would be appropriate or inappropriate for an RVI must be considered by the AHJ on a case-by-case basis. For example, framing inspections that include structural changes would not be appropriate for RVIs because of the complexity and extensive amount of inspection likely needed. However, re-inspections, including those framing inspections with structural changes, may be appropriate for an RVI to address the specific items cited to be corrected in the original on-site inspection. Due to the potential complexity and safety risk homeowner completed trade work is not appropriate for an RVI.
- 7.4. As with any inspection, the remote inspector maintains the right to request that conditions for the RVI be reasonable. If the Internet connection, lighting, picture quality, equipment quality, access, and/or other conditions are not conducive to being able to perform the RVI, the inspection may be terminated. If possible, it may be rescheduled or may have to be changed to be an on-site inspection. The RVI may be called off due to the complexity of the work and/or if too many corrections have been identified.