

Remote Video Inspection Program

Our new Remote Video Inspection program allows Permit Holders to have certain construction inspected in occupied spaces at a pre-scheduled time via live video chat through Facetime.

Overview

Residents or contractors use a smart phone, tablet, etc. with front and rear cameras (with 4G or wi-fi connection) to send a live video feed of the completed work to an inspector at a specific prescheduled time. Once the video link is established, you simply follow the inspector's instructions on where to point the camera. Details, including eligible permits, log-in and connection instructions, are listed below.

Eligible Permits

Remote video inspections are available for the following occupied residential inspection types:

- Framing
- Plumbing
- Insulation
- Occupancy
- Other inspections as deemed appropriate by the Inspector

What you need for Remote Video Inspection

Getting Your Phone/Mobile Device Ready

1. 4G wireless service

Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity -- 3G connectivity may not provide the speed and clarity required to complete the inspection. If the video connection is insufficient, the inspector may record the inspection result as not-ready, partial, or failed as applicable, and schedule an in-person inspection.

2. Set up Facetime

Download the Facetime app (available in the Apple or Google Play app stores) to your smart phone. You must successfully complete the download to your device **before** your video inspection. For more details on the app, view <https://support.apple.com/en-gb/HT204380>.

3. Fully Charged Devices

Make sure your phone is fully charged for the scheduled inspection time.

Preparing for and Conducting the Inspection

1. Schedule the Inspection

- Email lkennedy@clearview.ca or call 705-428-6230 ext. 232
- A minimum of two business days is required to schedule a building inspection as mandated by the Ontario Building Code.
- You will need your permit number and inspection type, and a working e-mail address or cell phone number to be able to participate in a Remote Video Inspection (RVI).

2. Prepare for the Inspection

Prior to your scheduled inspection time, ensure that you have gathered and have accessible all the necessary tools to conduct the inspection. For example, carry or have available a tape measure, level, step ladder, flashlight etc. or any other tool necessary to verify the work meets code requirements. Remote video inspection may require moving from point to point at the work location to capture video views of the completed work.

It is also preferred and highly recommended that the Remote Video Operator (RVO) have a “spotter” who can advise the person conducting the RVI of any health & safety hazards during the RVI as operating a remote device can be distracting. For example, tripping hazards such as construction debris, extension cords, etc.

By agreeing to use this service, you assume all risk related to it, including risks posed by obstacles or trip hazards on your property. **So please be safe; before your inspection, please review the route you will follow during the inspection to remove any hazards or obstacles.**

3. Prepare to Receive the Facetime Inspection

- Remember to download the Facetime app **PRIOR** to your inspection.
- Make sure the smart phone or tablet is fully charged.
- Be ready to accept the video call at the scheduled time.

Begin the inspection

1. Follow the directions of the inspector.
2. Begin the inspection at the street view looking at the structure. The address number must be visible in the video view so the inspector can verify the location. This may not be required as the Inspector may be conducting the inspection from the driveway of the property.
3. Walk the inspection from bottom to top vertically (if multiple floors)
4. Make note of any correction items.

After the Inspection

1. The inspector will tell you verbally if the inspection passed and any corrections required and next steps
2. An inspection report will be completed as per usual inspections protocol.