



Remote Video Inspection Customer Procedures

At its discretion, the City of Campbell uses video on a conferencing platform (Zoom App) for certain types of remote building inspections (see *Types of Video Inspections* on page 2). In all cases:

- The Customer must ensure that the requirements and procedures outlined below are followed to facilitate a successful and efficient video inspection.
- A Qualified Person who is familiar with the scope of the project must facilitate the inspection; have knowledge of using the Zoom App; and be ready with tools and documents necessary to the inspection tasks.
- The Inspector may end the video inspection at his/her discretion at any time in the process if these requirements and procedures are not followed, and the Customer will need to reschedule the inspection.

TO SCHEDULE A REMOTE VIDEO INSPECTION

1. First verify that the Type of Project allows for remote video inspection (see page 2).
2. Visit MyProjectNow.org to schedule the inspection. Comments must state "Remote Inspection." You will be contacted by an Inspector, who will provide these procedures.

DEFINITIONS

Customer - Contractor or Homeowner for the project.

Inspector - Certified Campbell City Inspector.

Qualified Person - Contractor, Contractor's Representative, Owner-Builder, or Installer.

Remote Video Inspection - A remote inspection performed using the Zoom app.

Zoom App - A video conferencing platform that enables two or more participants. A free version may be downloaded from both iPhone and android app stores.

REQUIRED EQUIPMENT & ROLE

The Qualified Person facilitating the video inspection must:

1. Understand how to use the Zoom App, phone camera, and audio functions prior to the inspection. Find the Zoom App Guide at: [Getting Started with Zoom Phone](#)
2. Be familiar with the project and be physically capable of inspection tasks, such as entering crawlspaces and attics, and wearing coveralls and facemasks for such work. If the Qualified Person is unable to perform the tasks, the inspection will end, and the Customer will need to reschedule the inspection.
3. Ensure job-site safety measures are in place per OSHA guidelines. All County-mandated COVID-19 safety protocols are to be followed.
4. Be ready with the following equipment and documents:
 - Mobile phone or device with the Zoom App installed.
 - Charger or auxiliary battery pack.
 - Internet connection with minimum 1.5Mbps/1.5Mbps (up/down) at all locations of the project. A 4G mobile network is preferred unless a reliable Wi-Fi signal is available throughout the site.
 - Basic tools: tape measure, ladder, torpedo level, flashlight, wire gauge tool, GFCI tester, coveralls, etc.
 - Relevant documents and specifications: Permit Card, plans, manufacturer's installation instructions, etc.

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TYPES OF REMOTE VIDEO INSPECTIONS

Projects that qualify for Remote Video Inspection include:

- 1) Air conditioning replace or add
- 2) Main Water Service Replacement
- 3) Furnace Replacement
- 4) Sanitary Sewer Replacement
- 5) Water Heater Replacement
- 6) Property Line Sewer Cleanouts
- 7) Re-Roofs
- 8) Simple Bathroom Remodels Without Architectural Modifications
- 9) Simple Kitchen Remodels Without Architectural Modifications
- 10) Foundation Bolt and Brace Seismic Retrofit
- 11) Gas pressure test
- 12) Gas meter release
- 13) Temporary power pole (electrical specialty only)
- 14) [Electric service panel upgrade](#) (electrical specialty only)
- 15) Battery Storage Bracket Installation
- 16) Pre-approved correction re-inspection (must be noted on previous correction notice)

REQUIRED PROCEDURES & FLOW OF INSPECTION VIDEO

1. Upon receiving an email notification of the inspection time window, the Qualified Person shall email to the Inspector performing the inspection clear photographs of:
 - The most recent inspection notices
 - Both sides of the permit card the inspection
 - Any other information requested in the email notification, depending on your Scope of Work
2. Prior to the remote video inspection, the Qualified Person must:
 - Test their Zoom App readiness for the inspection by using <https://zoom.us/test>.
 - Ensure all required equipment is available on site (see *Required Equipment* section)
 - Silence all sources of noise that could interfere with the remote video inspection.
3. The Qualified Person will start the remote video inspection:
 - Start at the front curb of the house. Show the address on curb and the front of the house to establish the location of the inspection.
 - Proceed to show the Permit Card to verify the Permit Number, Address, and Scope of Work. Please have ready any previous inspection notices available.
 - The Inspector will next lead the inspection. The Qualified Person shall follow the Inspector's instructions.
4. Upon completion of the video inspection, the Inspector will email a completed "Building Inspection Notice" with either corrections or approvals to the Customer.
5. If required, the Inspector may ask you to email the following:
 - Self-Verification Form
 - [SMOKE-CO-ALARM-SELF-CERTIFICATION](#)