Planning & Development Department

Building Inspections

# VIRTUAL INTERACTIVE INSPECTION PROGRAM

The City of Corona, Planning and Development Department is offering a new opportunity for virtual interactive inspections for various types of building inspections. This new program uses the latest interactive inspection software called Camino, and allows the inspector to be virtually present at the location, providing several benefits:

- Allows customers to schedule specific day and time window requests (2 hour time windows available Mon - Thu from 8am to 5:00pm)
- Inspector does not have to physically enter the home or business
- Allows construction to continue during any pandemic related shutdowns due to the ongoing Covid-19 crisis as it maintains physical distancing. Note that this program may be subject to change rapidly as the environment changes

To utilize this technology, all you need is a smartphone or tablet with cellular service (voice, text or data rates may be applied by your service carrier.) The eligible inspections offered through this program are listed below and the contractor or owner-builder responsible for the work will need to be able to access and show all work performed. This may include climbing ladders, crawling, opening panels and moving wiring as necessary, walking on uneven surfaces, using tape measures and other required tools, etc. Using interactive technology, a building inspector will participate in a live session with the contractor or owner-builder to perform the inspection(s) remotely through the use of a mobile device or computer. We hope that this program will allow for convenience, efficiency, and a safer environment through the use of the latest inspection software technology.

## VIRTUAL INTERACTIVE INSPECTIONS OFFERED

- Water heater replacement
- Interior lath / shower pan test
- Window / door replacement
- Bathroom remodel (non-structural)
- Kitchen remodel (non-structural)
- Sewer lateral / cleanouts
- Reroofs
- Block walls (city standard)
- Patio covers (city standard)
- HVAC changeouts
- Signs
- Light poles
- Water re-pipe
- Underground electrical
- Fences
- Balconies (city standard)
- Electrical main service panel changeouts for single family dwellings
- Water service
- Gas line for BBQ
- Wall furnace
- Reinspections of previously provided corrections on any of the above types of projects

You can schedule a virtual interactive inspection by logging into your permit on eTrakit at www.CoronaCA.gov/Permits and selecting the inspection type of "**Virtual Miscellaneous**", or if the inspection will be a Final please select "**Virtual Final**". Alternatively you may also email the request to BuildingInspection@CoronaCA.gov or fax it to 951-279-3561. In any case, please make sure to indicate it's a virtual inspection and to leave the phone number of the actual device that you'll be using for the inspection. Inspection requests must be made at least one business day prior to the day of the inspection and if you'd like a specific 2-hour time window please make sure to indicate that in the notes. In order to participate in a virtual interactive inspection you will need the following:

- Reliable cellular service with data/internet connection
- Fully charged smartphone or tablet device with webcam capability
- Ability to receive text message on your wireless device
- You will need all construction documents ready on hand at the location such as permit, approved plans, inspection or engineering reports, as well as safe access to the area being inspected and any tools such as tape measure, level, wire gauge, etc.

On the scheduled date, at any point within the 2-hour time window of the virtual inspection you will receive a call from your inspector at the phone number you provided. The inspector will confirm your availability and that they have the correct number to send the inspection invite. You will then receive a text message with a link to join the inspection - you do not need to download any special apps or software to your device. The inspection will automatically open and ask for your permission to use your microphone and camera. Select yes and the inspection will begin, at which point the inspector will then walk you through the inspection process, directing you where to point the camera. At the conclusion of the inspection the inspector will inform you if the inspection passed or what the next step is, as applicable.

## VIRTUAL INTERACTIVE INSPECTION PREPARATION

1. Prior to the start of the inspection please have all necessary tools available (such as a tape measure, screwdriver, level, GFCI tester, wire gauge, ladder, etc…) that may be necessary to perform the inspection.
2. Make sure the area to be inspected is well illuminated or the inspection may not be able to be performed virtually.
3. Make sure your smart phone / tablet is fully charged, with phone notifications turned off that may interrupt the inspection.
4. Be ready to receive and respond to a call from the City inspector at the scheduled day and time. Having ear buds with a microphone greatly improves communication.
5. Ensuring no unnecessary sounds are present (power tools, radio, etc…) helps improve communication clarity as well.

6. When plans reviewed by the City are involved in the project, these City approved plans will be required for all virtual interactive inspections.

## VIRTUAL INTERACTIVE INSPECTION PROCESS

1. Each inspection will begin at the front of the property to verify the location by showing the structure and property address.
2. To ensure consistency please walk directly from the front of the property to the area to be inspected and follow directions from the inspector. If the inspection entails a large area or room please walk the camera around slowly in a clockwise direction and focus in closer to any specific area or feature as directed by the inspector.
3. The inspector will inform you if any corrections were found during the inspection and provide them to you by e-mail or, if there were no corrections identified, a written approval by e-mail to let you know the inspection passed. Please print and attach the inspector's email to the job card.
4. Once the inspection is completed and the call ends the inspector will enter the results into our permitting system. Note that if you'd like the city to physically sign the job card for your records and a Corona Building Inspector will not be physically present on the job site throughout the course of inspections, you may bring it to the front counter along with all inspection records for signatures.
5. Once any required corrections are made you may then schedule a re-inspection.

* Please be aware that virtual inspections are not available for all types of projects and may not work for the types of inspections offered, based on the location's service coverage, lighting, camera quality, etc., but we will make every effort to provide an explanation should this not be a successful attempt. The inspection may not function properly on your smart phone or tablet if the device settings are not configured correctly - in those cases some basic troubleshooting may be done using the methods below or an alternative method such as Facetime may be attempted, but if a full inspection is not successful a traditional in-person inspection may be needed at the discretion of the building inspector.

** The use of virtual inspection technology is voluntary and by participating in the use of this virtual inspection method, the customer consents to the building inspector receiving audio and video footage of the property. By participating, the customer also acknowledges that they are responsible for their own safety and that if they are unfamiliar with proper safety procedures they should opt for a traditional in-person inspection by the building inspector.

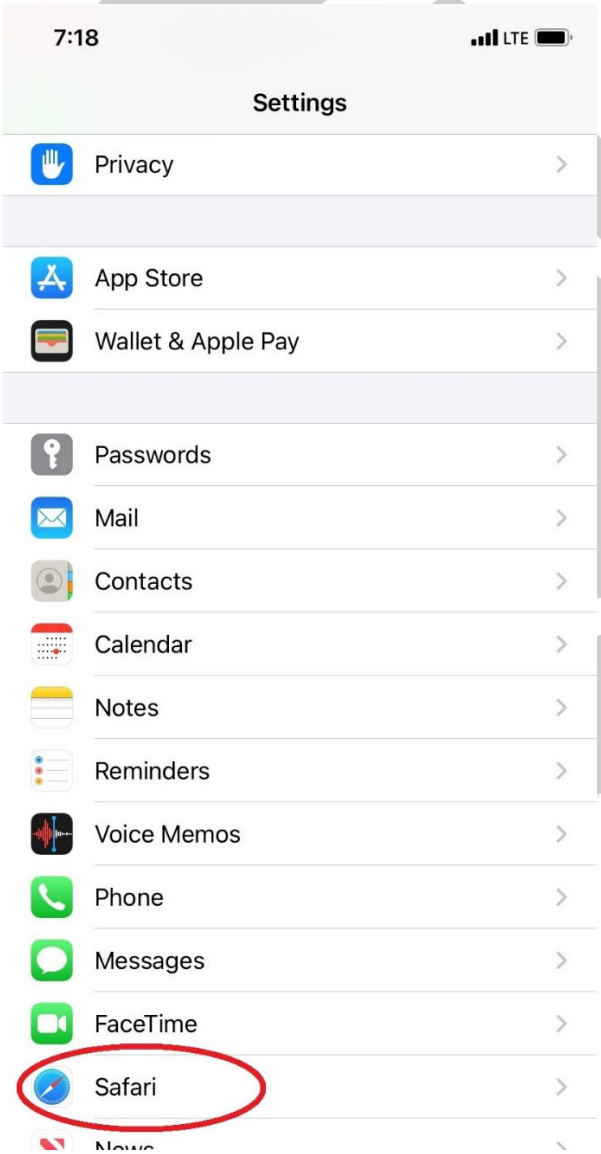
## TROUBLESHOOTING

Below are some basic troubleshooting methods that may be used if encountering any difficulty (i.e. audio not working, video not working, inspection does not start, etc.) Camino does not require the download of any special apps or software and runs off of your device's web browser (typically Safari or Chrome). For the inspection to function

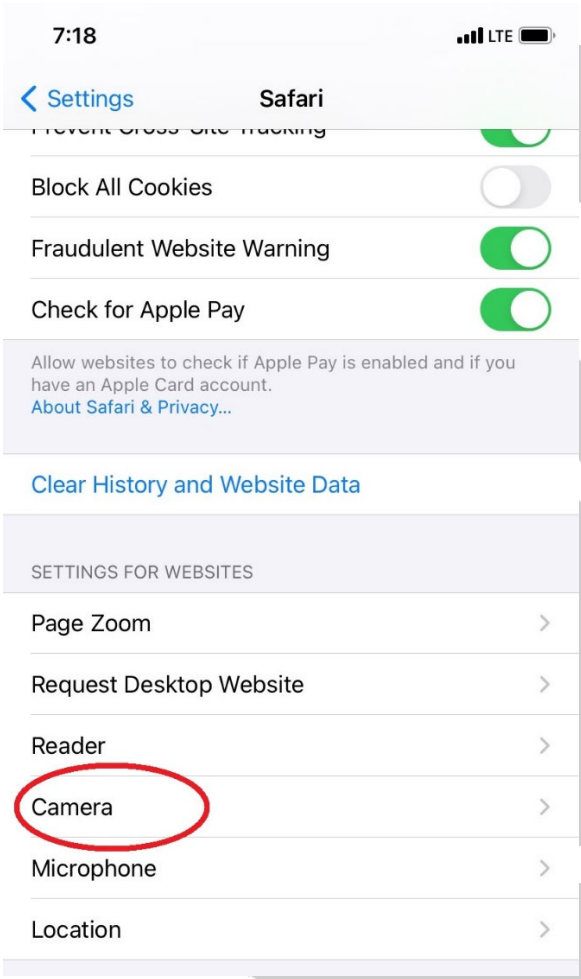
properly it needs access and permission to use your device's camera, microphone, and location, so most issues can be resolved by setting up the proper permissions in your web browser's settings or general device settings.

For example, if using an iPhone or iPad you can enable the proper permissions by going to the settings in Safari as follows:

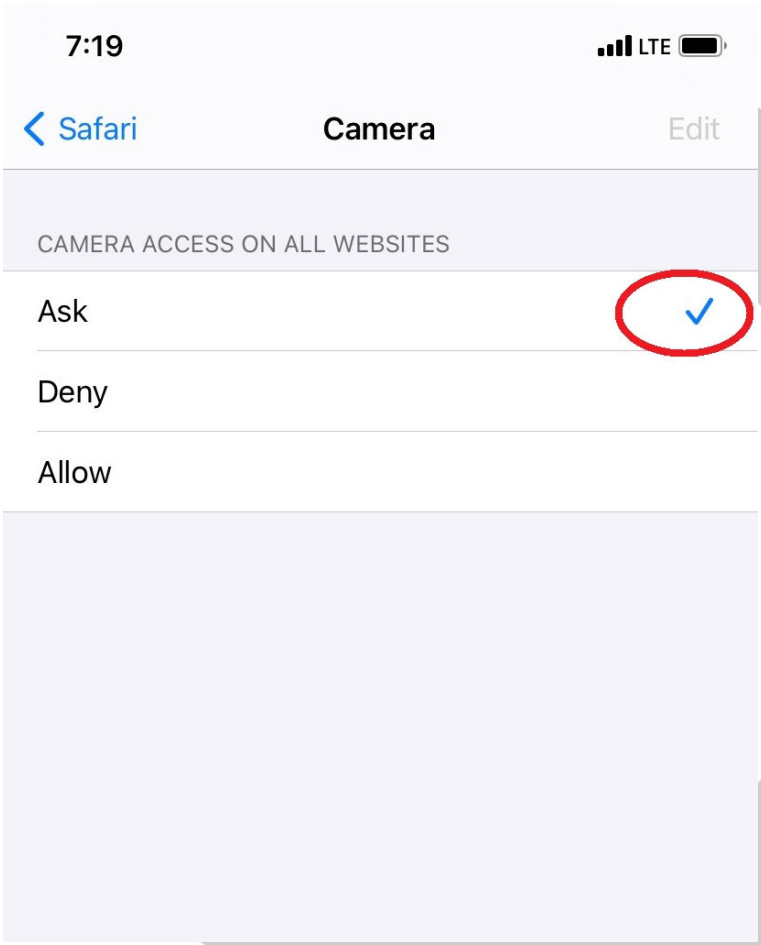
**Step 1 - Go to your device's Settings and scroll down to "Safari"**



**Step 2 - Scroll down to “Camera”**



**Step 3 - Make sure either “Ask” or “Allow” is checked for camera access by websites.**




**Step 4 - Repeat the same procedure for the Microphone and Location by making sure either “Ask” or “Allow” is checked.**

A similar procedure may be followed if using other web browsers or if using an Android device.