

# CITY OF ASHLAND



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## Policies / Interpretations / Procedures

### BD-PP-0011

#### TIMED INSPECTIONS

##### **Policy Summary:**

Defines division policy related to the acceptance and scheduling of timed inspection requests.

##### **Background:**

The Community Development Department offers inspection services provided that the inspection request is received prior to 12 noon the previous day. There have been questions related to the policy of this Division with respect to the acceptance and scheduling of inspections requested for a specific hour (i.e. "timed inspections").

##### **Discussion:**

Inspections requested often contain a request for an inspector to be on the site at a specific hour of the day. While the Community Development Department makes every effort to facilitate construction and meet customer service requests, it becomes inefficient and costly to create inspection schedules based solely on requests by contractors for a specific inspection time. Priorities are given to some inspection requests; however, because of competing demands, not all requests for timed inspections can be met.

##### **Policy:**

The Community Development Department policy on timed inspection requests is as follows:

1. In order to allow the most efficient inspection routes to be planned, timed inspections are not scheduled except in the following cases:

- Inspection requests from homeowners who have other competing commitments;
- Inspection requests from contractors who must provide access to a building for inspection purposes;
  
- Inspection requests from an individual who is requesting a meeting with the inspector to discuss issues;
- Inspections involving the scheduling of concrete, concrete pumps, or other services requiring advance notice;
- Other requests specifically approved by the inspector involved.

In all of the above cases, the time of the inspection must be confirmed with the inspector who is assigned the request. If the requested time is not acceptable, the inspector will make every attempt to contact the requester and reschedule the time prior to the time originally requested. If the requested time is acceptable and the requester asked for confirmation, the inspector will insure that the time is confirmed with the requester.

2. All other inspection requests for AM or PM should be made in the specified time frame if possible. The inspector will make every reasonable attempt to notify the requester if the preferred AM or PM time cannot be met.