TOPIC:  Inspection Hotline (How to schedule inspections via the new IVR)

The County of San Diego, Planning & Development Services (PDS) Building Division has implemented a new Interactive Voice Response (IVR) system for the Inspection Hotline. We encourage you to use the IVR system to manage your inspections. You can use the system 24 hours a day, 7 days a week to schedule or cancel inspections and obtain inspection results. Same day inspections or cancellations cannot be requested via the IVR system.

The phone number for the Inspection Hotline has not changed and remains (800) 351-2551.

Directions:

Before calling the Inspection Hotline you will need the following:

a. A touch-tone telephone
b. The IVR Tracking # for your Record ID
   NOTE: The tracking number is written on the Inspection IVR card provided when you submit your permit application or when the building permit was issued. If you do not have the card, please call (858) 565-5920 and our staff will provide you with the tracking.
c. Inspection Code
d. When scheduling inspections you will need to provided the phone number of the Inspection contact

To use the Inspection Hotline, dial (800) 351-2551.

When the Inspection Hotline answers your call, you will hear the following options:

- Press [1] Schedule an Inspection
- Press [2] Cancel an Inspection
- Press [3] Obtain Inspection Results
- Press [0] Transfer to Staff

The Inspection Hotline system will prompt you each step of the way. Press [*] at any time for more information on how to use the system. To return to the previous menu at any time, press the [#] key. You may perform multiple transactions during each call.

More Information:

Building Inspection Codes for use with the Inspection Hotline:

- 102 - Building Site Inspection
- 103 - Grading Site Inspection
- 104 - Rough Grading
- 105 - Keyway/Stormwater/BMP Inspection
- 106 - Underground Plumbing
- 108 - Underground Water
- 110 - Underground Mechanical
- 112 - Underground Electrical
- 113 - Foundation/Steel/Holdowns/AB’S/1st
- 114 - Foundation/Steel/Holdowns/AB’S/2nd+
- 116 - Subfloor Frame
- 117 - Subfloor Misc/Plumbing/Elect/Mech
- 118 - Water Proofing
- 120 - Rough Frame
- 121 - Combo Frame
- 122 - Rough Electric
- 124 - Rough Plumbing
- 126 - Rough Mechanical
- 127 - House Gas 1st
- 128 - House Gas 2nd
- 130 - Yard Gas 1st
- 131 - Yard Gas 2nd
- 132 - Roof Nail
- 133 - Exterior Shear
- 134 - Lath/Drywall - Interior
- 135 - Drywall - Exterior
- 136 - Water Service
- 138 - Building Sewer/Backwater Valve/Ejection Pump
- 140 - Sewer/Septic Connect
- 144 - Pool/Steel Bond
- 145 - Equipotential Bonding Grid
- 146 - Temporary Power/TSPB
- 152 - Shower($)/Hot Mop/Liner/Lath
- 156 - Compliance Survey
- 162 - Energy Insulation/Sound/1st
- 163 - Energy Insulation/Sound/2nd
- 164 - Mobile Home Setup/Ringout
- 166 - Mobile Home Installation
- 175 - Masonry/Grout/1st Lift
- 176 - Masonry/Grout/2nd Lift
- 177 - Masonry/Grout/3rd Lift
- 178 - Masonry/Grout/4th+ Lift
- 185 - T-Bar 1st
- 186 - T-Bar 2nd
- 187 - T-Bar 3rd
- 188 - T-Bar 4th+
- 195 - Block Geo-Grid 1st
- 196 - Block Geo-Grid 2nd
- 197 - Block Geo-Grid 3rd
- 198 - Block Geo-Grid 4th+
- 199 - Final
Help Contact:
If you have any questions or need assistance please contact:

Building Services (858) 565-5920
or Toll Free at (888) 336-7553