

County of San Diego - Land Use & Environment Group

Permitting System Help Guides

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

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Help Contact:

If you have any questions or need assistance please contact:

Building Services (858) 565-5920

or Toll Free at (888) 336-7553