



## VIRTUAL INSPECTIONS

**GENERAL:** The City of Henderson Building and Fire Safety division (COH) offers a virtual inspection experience for qualified inspections. This document details the customer responsibilities and current process.

### 1) What is a virtual inspection?

- a. A virtual inspection is an inspection that takes place over video conferencing technologies with a City of Henderson Building Inspector.
- b. The COH Building and Fire Safety division has identified 1531 – Water Heater and 1541 – HVAC inspections as inspections that can be completed virtually. *No other inspection types* are eligible for the virtual experience.  
\*Note: Currently, the COH requires all attic or occupied home inspections to be performed virtually.

### 2) Customer Responsibilities

- a. A mobile device, such as a smartphone, tablet or laptop computer with a built-in camera.
- b. An active 4G wireless cellular service or a Wi-Fi internet connection.
- c. An account with either Apple Facetime, Microsoft Skype or Google Duo. (Find support links for each of these video conferencing applications below Section 5.)
- d. It is your responsibility to ensure that your technology is functioning. The inspectors will not provide technical support.

### 3) Current virtual inspection process

- a. The permit holder will schedule an inspection via [DSC Online](#).
- b. The "Contact Name" & "Contact Phone" needs to be for the person performing the virtual inspection.
- c. The morning of the inspection, the contact will reach out to the assigned Inspector. As part of the coordinated effort, the Inspector will schedule a time and confirm the video conferencing method. See [DSC Online](#) for inspection and inspector contact info under "Today's Inspections."
- d. If the inspection is unable to be completed virtually (live), the permit holder shall coordinate all potential exceptions with the inspector.

### 4) Preparing for and conducting the virtual inspection

- a. Prior to the scheduled inspection time coordinated by your inspector, please ensure all necessary items are ready and available. Examples include access to the installed equipment, flashlight or other lighting, any specs or paperwork from the product installed, etc.
- b. You must be at least 18 years old to conduct the virtual inspection.
- c. Ensure your smartphone, tablet or laptop is charged and has a working internet/cellular connection.
- d. Turn off any notifications or applications that could interfere or interrupt your inspection.
- e. Expect to start your inspection outside, with the building address number in clear view.
- f. Follow the directions given by the inspector.
- g. Upon completion, the inspection results are available through [DSC Online](#).

### 5) Application Support

- a. Apple FaceTime: [Use FaceTime with your iPhone, iPad, or iPod touch - Apple Support](#)
- b. Microsoft Skype: [How do I get started with Skype? | Skype Support](#)
- c. Google Duo: [Learn about Google Duo - Google Duo Help](#)