

# Remote Video Inspection Customer Procedures

The Building Division staff may conduct certain types of inspections remotely through video on a conferencing platform, such as Zoom. This bulletin explains how to schedule and conduct a remote video inspection.

## QUALIFYING TYPES OF PROJECTS

Projects that qualify for Remote Video Inspection include:

- Battery Storage Bracket Installation
- Furnace Replacement
- Main Water Service Replacement
- Property Line Sewer Cleanouts
- Sanitary Sewer Replacement
- Water Heater Replacement

## HOW TO REQUEST A REMOTE VIDEO INSPECTION

- Call 408-535-3555
- Or email us: [Remote\\_Inspect@sanjoseca.gov](mailto:Remote_Inspect@sanjoseca.gov) - Type "Remote Video Inspection Request" in the subject line. Please provide the following information:
  - a. Street address
  - b. Contact person name and phone number
  - c. Type of project
- Staff will review your request. If eligible for a remote video inspection, staff will email you a scheduled date, time, Zoom link, and instructions for the inspection. You may use the above phone number or email address for questions or to check on the status of your request.

## HOW TO CONDUCT A REMOTE VIDEO INSPECTION

1. Prior to the inspection, the Customer must ensure that the requirements and procedures outlined below are followed to facilitate a successful and efficient video inspection.
2. A Qualified Person who is familiar with the scope of the project must facilitate the inspection; have knowledge of using the Zoom App; and be ready with tools and documents necessary to the inspection tasks.
3. The City Inspector may end the video inspection at his/her discretion at any time in the process if these requirements and procedures are not followed, and the Customer will need to reschedule the inspection.

## DEFINITIONS

**Customer** - Contractor or Homeowner for the project.

**Qualified Person** - Contractor, Contractor's Representative, Owner-Builder, or Installer.

**Zoom App** - A video conferencing platform that enables two or more participants. A free version may be downloaded from the iPhone and android app stores.

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## REQUIRED EQUIPMENT & ROLE

The Qualified Person facilitating the video inspection must:

1. Understand how to use the Zoom App, phone camera, and audio functions prior to the inspection. Find the Zoom App Guide at: <https://bit.ly/3aAEqKE>.
2. Be familiar with the project and be physically capable of inspection tasks, such as entering crawlspaces and attics, and wearing coveralls and facemasks for such work. If the Qualified Person is unable to perform the tasks, the inspection will end, and the Customer will need to reschedule the inspection.
3. Ensure job-site safety measures are in place per OSHA guidelines. All County-mandated COVID-19 safety protocols are to be followed.
4. Be ready with the following equipment and documents:
  - Mobile phone or device with the Zoom App installed.
  - Charger or auxiliary battery pack.
  - Internet connection with minimum 1.5Mbps/1.5Mbps (up/down) at all locations of the project. A 4G mobile network is preferred unless a reliable Wi-Fi signal is available throughout the site.
  - Basic tools: tape measure, ladder, torpedo level, flashlight, wire gauge tool, GFCI tester, coveralls, etc.
  - Relevant documents and specifications: Permit Card, plans, manufacturer's installation instructions, etc.

## REQUIRED PROCEDURES & FLOW OF INSPECTION VIDEO

1. Prior to the remote video inspection, the Qualified Person must:
  - Test their Zoom App readiness for the inspection by using <https://zoom.us/test>.
  - Ensure all required equipment is available on site (see *Required Equipment* section)
  - Silence all sources of noise that could interfere with the remote video inspection.
2. The Qualified Person will begin the video inspection as follows:
  - Start at the front curb of the house. Show the address on curb and the front of the house to establish the location of the inspection.
  - Proceed to show the Permit Card to verify the Permit Number, Address, and Scope of Work.
  - The Inspector will next lead the inspection. The Qualified Person shall follow the Inspector's instructions.
3. If required, the Inspector may ask you to email the following:
  - [Affidavit of Smoke and Carbon Monoxide Alarm Installation](#)