



AUTOMATED INSPECTION REQUEST SYSTEM (IVR) INSTRUCTIONS

Inspection requests will automatically be scheduled for the first available business day.

Permits expire if work is not started within 365 days of permit issuance, or 365 days from the last passed inspection.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Dial 1-408-615-2400	To schedule inspections			
<p>Select option 1 to request an inspection. This Interactive Voice Response (IVR) system provides you with 24-hour access to schedule, cancel or check your inspection status. You may also use our online system at www.santaclaraca.gov</p>	<p>Enter your permit number (without the dash or BLD) then # (pound button). Wait for a response confirming the address.</p> <p>Note: Your permit number is in the upper right-hand corner of your permit. Do not pause when entering the numbers or the system may not accept your entry.</p>	<p>Enter your phone number beginning with the area code, then the # button. If the number was entered correctly, press #.</p> <p>(Do not enter the number 1 before the area code.)</p>	<p>Enter the inspection code number followed by the # button. e.g.: for rough frame inspection enter 118#.</p> <p>NOTE: All final inspections should be scheduled for the same day for Single Family Residential projects only. Categories marked with an X on your permit indicate which final inspections must be scheduled.</p>	<p>The system will ask you if you would like the inspection on the soonest available date. Press # to confirm inspection type and date.</p>
STEP 6	STEP 7	STEP 8	Inspection Time Window	To Cancel Your Inspection
<p>You will hear, "Inspections Scheduled." You may hang-up after hearing the confirmation number. If you do not hear this, your inspection has NOT been scheduled.</p>	<p>To schedule additional inspections on the same permit number enter * (star button). Enter the next 3-digit inspection code and the # button.</p>	<p>To schedule additional inspections on a different permit number press 7.</p>	<p>A two-hour time window will be available on the IVR system after 8:45 a.m. on the day of the inspection. Repeat steps 1 and 2. Then press 5. If you do not hear your time window <u>and</u> it is after 9:00 a.m., please call the office at 408-615-2440.</p>	<p>Repeat steps 1 and 2. Press 2 to cancel your inspection.</p> <p>Cancellations must be called in to the IVR system the day prior to the inspection before 2:00 p.m.</p>



HOW TO SCHEDULE BUILDING INSPECTIONS

You can schedule inspections by using our automated phone system at (408) 615-2400 or our online system at <http://www.santaclaraca.gov/permits> (see website for instructions [scheduling inspections online](#)). Inspection requests and permit information are available 24 hours a day. Inspection requests will automatically be scheduled for the **first available business day**. Due to the unpredictability of inspection volume, it is recommended to schedule inspections as soon as possible.

Inspection Code List:

Concrete and Masonry

- 101 Foundation
- 104 Rebar

Framing

- 111 Underfloor framing
- 112 Floor nailing
- 113 Holddowns
- 114 Interior shear
- 115 Exterior shear
- 116 Roof nailing
- 118 Rough frame

Miscellaneous

- 501 Storage racks
- 502 Insulation
- 599 Building final*

*For Single Family Residential –
All final inspections should be
scheduled for the same day.

Drywall and Int. Finish

- 131 Drywall
- 132 Exterior lath
- 133 Interior lath
- 134 T-Bar ceiling grid

Electrical

- 201 Temp pole
- 202 Service ufer ground
- 203 Underground electrical
- 204 Underfloor electrical
- 205 Service bond grounding
- 206 New electric service
- 207 Transformer
- 208 Service upgrade
- 209 T-Bar electrical
- 210 Rough electrical
- 211 Main switch board
- 212 Panel boards
- 213 Equipment hook-up
- 299 Electrical final*

Plumbing

- 301 Underground plumbing
- 302 Underfloor plumbing
- 303 Storm drains
- 304 Water heater
- 305 Shower pan test
- 306 Underground water service
- 307 Rough plumbing
- 308 Gas test
- 399 Plumbing final*

Mechanical

- 401 Underground mechanical
- 402 Underfloor mechanical
- 403 Type I hood
- 404 Type II hood
- 405 Fire dampers
- 406 T-Bar ceiling mechanical
- 407 Rough mechanical
- 408 Gas test
- 499 Mechanical final

Automated Phone System Scheduling – (408) 615-2400

Listen carefully to the prompts and remember to hit the pound key (#) after entries if requested to do so. **Always wait to hear the confirmation “Inspection scheduled” and your confirmation number before hanging up.** If you do not hear “Inspection Scheduled” your inspection has not been scheduled. CALL (408) 615-2400 AT 8:45 A.M. ON THE DAY OF YOUR INSPECTION TO HEAR YOUR SCHEDULED TWO-HOUR INSPECTION TIME WINDOW. THE INSPECTORS WILL NOT CALL YOU. You must be at the job site during this two-hour period.

Final Inspections

A. **For Single Family Residence Projects, all final inspections should be scheduled to occur together – same day.** Check your permit under the “Permit Validation Type” section at the top right. You must schedule a final inspection on the same day for each category marked with an “X”. (Note: Photovoltaic permits always have two finals, a 299 and a 599.)

B. The following groups must give their approval prior to the release of utilities:

1. Engineering Clearance (408) 615-3000 (If Required)
2. Fire Department Clearance (408) 615-4970 (If Required)
3. Planning and Zoning Clearance (408) 615-2450 (If Required)

Buildings cannot be occupied without final inspection approval from the Building Division.