

Residential Video Inspection Program

The City of Carlsbad Residential Video Inspection Program has been created to provide a convenient alternative for completing in-person building inspections using remote video technology such as a smartphone or tablet. This program has been designed to provide convenience, save time and resources and help implement the city's Climate Action Plan by reducing greenhouse gas emissions generated by vehicle trips. Please contact the Building Counter at 760-602-2700 to learn more.

ELIGIBLE PERMIT INSPECTION TYPES

The property owner, contractor or representative can use a smartphone or tablet computer to communicate with the city building inspector in completing the following inspection types:

- Correction items approved by the Inspector
- Drywall
- Utility trenching for electrical, water, gas, or sewer
- Exterior gas pressure tests
- Insulation
- Patio covers
- Others deemed appropriate by the Inspector

The following video inspections must be completed by the contractor of record.

- 100 or 200-amp electric panel upgrades
- EV charging stations
- Plumbing re-pipe
- Remodel finals
- Rooftop solar of 10kW or smaller
- Wall heater
- Water heater
- Water softener

Additional inspection types may be added as the program matures and interest increases. If an inspection type is not listed above, please contact your inspector to see it could qualify under this program.

INSPECTION REQUIREMENTS

The following is needed to ensure a successful inspection:

- A minimum 4G wireless internet access speed.
- FaceTime, Microsoft Teams, or Zoom preloaded onto a smart phone or tablet. Devices must be fully charged with the camera and microphone turned on.

- Approved permit and project documents/plans received with the permit must be on site and readily available for reference. If you have any questions about needed documents, please ask the building inspector at the time the appointment is made.
- Prior to scheduled inspection please ensure that all necessary tools are readily available (i.e., tape measure, ladder, level and flashlight). Additional tools may be requested by the building inspector at the time the inspection date is set.

REQUESTING AN INSPECTION

- Go to the city's website and request a building inspection [online](#). Make sure to type in "video inspection request" for the "Type of Inspection" requested.
- Alternatively, you can email requests to bldginspections@carlsbadca.gov. Type in "video inspection request" in the subject line. In the body of your email, please include the following:
 - Permit number
 - Project address
 - Type of inspection
 - List which platform (i.e., FaceTime)
 - Special notes/comments/questions

INSPECTION PROCESS

- Inspection requests received before 3 p.m. will be scheduled for the next business day.
- The inspector will call you on the day of your inspection between 7 a.m. and 8 a.m. to walk through the video inspection process.
- Video inspections will occur Monday through Thursday. On the date assigned, please be available within this time frame to receive a call or meeting invitation from the inspector.
- Please ensure that the project site is clean and clear of debris that could cause a tripping hazard.
- Turn off notifications that may interrupt the call. This is an important step, because notifications can freeze the meeting and will cause delays to the inspection and a possible failed inspection. Also, please move the camera slowly and walk slowly to avoid tripping.

- The inspections will start at the front of the property for address verification. The inspector will walk you through the inspection process from start to finish.
- If for any reason the inspector is not able to complete the inspection via the Residential Video Inspection Program, the inspector will schedule a field inspection for the next available business day.

INSPECTION RESULTS

- The inspector will inform you if the inspection receives a pass, partial or fail and will update the permitting system with results at the completion of the call.
- A list of corrections will be emailed to you by the inspector after the inspections and the steps needed to schedule for a reinspection.
- A final inspection report, generated by the cities permitting software, will be emailed to you upon final inspection. This will list all inspections that were completed and passed by the city.

