

Remote Video Inspection Guide

Remote Video Inspection (RVI)

Helping to prevent the spread of COVID-19 and ensuring the health and safety of Edmontonians, contractors and inspectors is a top priority for the City. Remote Video Inspection (RVI) is an inspection option during the COVID-19 emergency for Safety Codes (Building, HVAC, Plumbing, Gas and Electrical) inspections where structure, elements or inspection components review can be satisfied by remote video inspection. It enables virtual inspections through smartphone devices: one operated at the building location by the permit holder or other qualified RVI participant and the other by a Safety Codes Officer (SCO) at a different location.

What projects qualify for inspection through the RVI method?

RVI is available for Safety Code building and trade permit inspections (Building, HVAC, Plumbing, Gas and Electrical) of occupied spaces within occupied residential and commercial locations. This includes, but is not limited to, Safety Codes inspections for Home Improvement Permits and Homeowner Trade Permits for interior alterations, basement developments, additions without a separate entrance, and occupied commercial locations where distancing or other safety protocols cannot be met.

In-person inspections continue to be required for unoccupied residential and commercial construction sites, and exterior structures (eg. decks), **with some exceptions** as practices around RVI become more routine. The Self Serve system is set up to offer RVI only where it is a current option; if the RVI option is not visible when requesting inspection on your Self Serve account, then it must be an in-person inspection at this time.

Re-inspection of corrected safety codes deficiencies from earlier in-person inspection or RVI **may** be conducted using the [Verification of Compliance \(VOC\) method](#), which involves photo evidence and a declaration that deficiencies identified at the previous inspection have been rectified.

How do I request RVI?

If RVI is an available option for your particular inspection type, the check box shows under **Inspection Method** for the project within your [Self Serve](#) account.

If the remote video inspection option is not visible, then the inspection must be in-person.

311 is not able to override this limitation. You may cancel an inspection for the project within your [Self Serve](#) account or, if necessary, by calling 311 (outside Edmonton: 780-442-5311). Cut off time for cancellation without reinspection fee is noon on the business day **prior** to the day the inspection is scheduled. Reinspection fees apply to cancellation requests received later.

Inspection Method

See [requesting an inspection](#) for requirements for each option.

- In-person inspection
- Remote video inspection

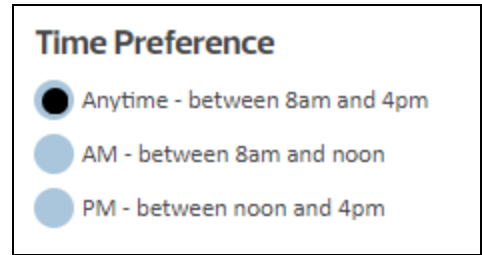
Remote video inspection is available for occupied spaces only.

Schedule

How will I know if my RVI request has been accepted?

If the RVI option is visible and you have chosen that option, the inspection will in most cases happen on the date and within the time window requested.

Homeowners have the ability to request an AM / PM time preference. An SCO will contact you only if the inspection needs to be rescheduled. Final suitability of the RVI option is decided by the SCO.



What are the next steps?

- Determine who intends to be the site RVI participant. The trade permit holder requesting the inspection is expected, however if necessary an alternate, such as the building permit holder (if there is one) or the owner, may be the site RVI participant.
- Download and familiarize yourself with the [Google Duo](#) app used by the City of Edmonton for RVIs.
- You must have a flashlight, large-print tape measure and multi-driver with you. For the electrical final inspection only, you must also have a GFCI/AFCI combination electrical tester in hand.
- The SCO will call the phone number provided in the inspection request on the date and time window requested.

How will the actual RVI work?

- The SCO will contact the RVI participant by phone call to, confirm readiness to commence the inspection. You are expected to be able to start the inspection at any time during the requested time preference. Immediately after the readiness confirmation, the SCO will connect via video, using [Google Duo](#). Some SCOs may use [Google Duo](#) for the first contact attempt.
- If the call is not answered or no satisfactory connection is established within 10 minutes, the inspection result is 'Unable to Access'.
- If connection is made but you choose to not proceed, the inspection result is 'Not Ready'.
- If the SCO discontinues the RVI due to 'too many infractions', 'unsafe condition' for the RVI participant, etc., the inspection result is 'Infraction'.
- Standard reinspection fees apply for any unsuccessful inspection terminated as listed above.
- The SCO may request to capture some still photos for City records, just as for physical inspection.
- If connection is not established due to issues arising on the part of the City of Edmonton, the RVI will be rescheduled at the permit holder's convenience and no re-inspection fee will apply.

How will I be informed about the outcome of the inspection?

After the RVI, an inspection report will be prepared by the SCO and emailed to the permit holder, just as it is for in-person inspections.

To maintain integrity of the RVI system, any RVI is subject to audit, up to and including physical site visit.