



City of Nashua
Department of Building Safety
Community Development Division
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Remote Inspections Program

Client Guidelines

Purpose:

The purpose of the Remote (Virtual) Inspections Program is to provide an alternative to on-site inspections for situations requiring more prompt service and to provide for “distancing” to limit exposure to Coronavirus. The program requires a client to use an acceptable video meeting tool; **Zoom, Skype, Google Dou or Webex**, on a 4G smart phone or tablet in order to interact with the City of Nashua inspectors. Additional video meeting providers may be considered based upon the situation and provided the inspector can accommodate the request. The inspection process is as follows:

- Clients make a request for a remote inspection through our Permit Technicians. A contact email **MUST** be provided. Remote inspections are not available without a contact email
- The request is forwarded to the appropriate inspector who will contact the client by telephone or email to schedule date and time of inspection.
- A meeting invite will be initiated by the inspector and forwarded to the client through provided email. Client must accept the meeting invite.
- On the date/time of inspection the inspector initiates a video meeting call with the client.
- The inspector directs the client to send video images of the building front with address. The property address **MUST** be prominently displayed.
- The client then will video the work that needs to be inspected. The client must, to the best of their ability, video all aspects of the permitted work or work area as requested by the inspector.
- Upon conclusion of inspection the client is verbally advised of the results of inspection.
- The inspection results are entered in our permitting and inspections software.

Note: Poor connectivity, poor lighting, poor video quality, inability for the inspector to communicate with the client or to see the scope of the inspection, etc. or not providing necessary inspection tools will result in the remote inspection being discontinued and the client will need resolve the issues or arrange for an on-site physical inspection by the inspector prior to work continuing.

Eligible Permits:

The following work and permits are eligible for the Remote Inspections Program:

- Replacement mechanical equipment (furnaces, boilers, water heaters, air condition units)
- Gas service reconnection
- Plumbing repairs, including electric water heater replacement.
- Sewer repair/replacement

- Electrical repairs and service upgrades.
- Electrical service reconnection
- Non-structural interior alterations/renovations up to 1,000 square feet
- Rough electrical, plumbing and mechanical alterations/renovations up to 1,000 square feet

Permits/projects falling outside the above bullet parameters may be considered.

Note: Based on the size and/or complexity of the project it may not be possible to complete the inspection via the Remote Building Inspection Program. In that case, the remote inspector will partially approve the inspection and make every effort to route a field inspector to complete the inspection the same day. If this is not possible the inspector will schedule a field inspection for the next business day.

Note: A remote inspection may be used as a re-inspection to verify any corrections noted during the field inspection.

Client Responsibilities

Must provide a smartphone or tablet with video and voice capabilities

Requires 4G wireless service

Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity.

Note: 3G connectivity may not provide the speed and clarity required to complete the inspection. If this is the case, the inspector may change the inspection request status to not-ready, partial, or failed as applicable.

Note: Poor connectivity, poor lighting, poor video quality, inability for the inspector to communicate with the client or to see the scope of the inspection, etc. or not providing necessary inspections tools will result in the remote inspection being discontinued and the client will need resolve the issues or arrange for an on-site physical inspection by the inspector prior to work continuing.

Set up video meeting capabilities

Download **Zoom, Skype, Google Dou or Webex** or other pre-approved video meeting application on to your smart phone or Tablet

Prepare for the inspection

Prior to scheduling, ensure that the necessary tools based on type of inspection are readily available. For example, carry a tape measure, level, GFCI tester, Thermometer, flashlight or step ladder (for close ups of ceiling), etc.

To Schedule the inspection

- Contact our Permit Technicians (Permittechnicians@nashuanh.gov or 603-589-3080) and request a virtual inspection. One of our inspectors will contact you to schedule a date/time for a virtual inspection.
- You will be asked to provide the permit number and the address for the inspection. This information is located on your permit.

- The inspector will contact you to discuss inspection request and to verify it is eligible for the Remote Inspections Program
- The inspector will send you a remote inspection meeting request to the email you provided. Please accept this request prior to your scheduled inspection time
- You may also receive a contact request each time a different inspection is requested. Please respond to these requests prior to your scheduled inspection time.
- Make sure the smart phone or tablet is fully charged.
- Turn off phone notifications that may interrupt the remote inspection call. This is an important step because notifications freeze the video call and will cause unnecessary delays to the inspection.

Most iPhone iOS: in Settings:

Tap on "Do Not Disturb"

Set the "Manual" slider button to be green

Scroll down to "Silence"

Tap next to "Always" to add a check mark

Most Android OS: in Settings:

Tap Sounds and Notifications,

Under Notifications section, "Do Not Disturb, tap "Off"

(Remember to turn back on after your inspection.)

- Respond to any remote inspection meeting contact request received from City of Nashua inspectors.
- Prepare to join the remote inspection meeting at the scheduled time

Requirements for conducting the Remote Inspection:

- Have the required tools (See Prepare for Inspection above).
- Use ear buds with microphone to improve communication
- Make sure back ground noise is minimal and that power tools and equipment are not running so that the call audio is clear.
- Set your phone so that you have the small screen of what the inspector sees

Start the inspection

- Begin inspection at street view looking at structure
- The physical address must show in the initial view
- Follow the directions of the inspector

- Walk inspection in clockwise direction horizontally.
- Walk inspection from bottom to top vertically (if multiple floors).
- Make note of any correction items.
- Receive Inspection results verbally (Pass or Fail)

Inspection Results

- The inspector will update our permitting system with inspection results after the Remote Inspection meeting is completed.
- The inspector may assess an additional fee for re-inspections, if applicable
- If applicable, pay fee by credit card prior to scheduling re-inspection by contacting our permit technicians
- Scheduling of same day re-inspections is based on availability of inspector.
- Your inspector may provide the option for you to send a correction video or photos in lieu of another inspection date/time

These guidelines may be altered as needed and without notice to address changing needs of the Department of Building Safety and/or the construction industry.

Effective: April 13, 2020