

During the Covid-19 epidemic, **we are not entering occupied dwellings**. However, we are providing some virtual inspections. This can be by live remote or by submitting pictures of the job to the inspector at his discretion. Please keep in mind that all projects cannot be done by remote inspection due to the complexity of the project. You must first schedule the inspection through our online portal or call for more information: 919-496-2281 ext. 1300 or tharris@franklincountync.us

Remote Video Inspection (RVI) Policy and Procedure:

When requesting an RVI Inspection by phone or email, please provide the following:

Permit Number and address

Type of Inspection

Cell phone number for the field technician/homeowner

Email address for the field technician

Inspections Eligible for RVI:

HVAC Changeout Inspections for residential 1-2 family dwellings and townhomes:

- If system is a package unit outside: OK
- If system is split system with condenser outside and AHU in crawlspace: OK
- If system is split system with condenser outside and AHU in attic or house: NO
- If system involves gas: NO

Electrical service changeouts:

- This could be handled by a case by case basis. Verify with field inspector if this can be done remotely

Bonus rooms/renovations/additions to house:

- If we can enter the area without having to enter the house: OK
- Simple framing/HVAC/electrical/plumbing: OK, but you will need to verify with field inspectors if job can be done remotely. Every project will be different.

Client Responsibility

It is the client's responsibility to arrange a ZOOM meeting between the inspectors and representative of the project. The client will set up the meeting and send the inspector a notice with the approximate time he (the inspector) will join the meeting or inspection. The inspector will instruct the client as to what he needs to look at and inspect. If at any time the inspector feels like the project is too complex to look at; he will notify the client as to what other options are available. Bad connections, slow internet speeds and the ability not to see in detail what is needed will hinder the RVI.

The inspection:

The inspector must be able to see the front of the house and the address. Starting from the front of the house, walk towards the site for the inspection and follow the inspector's directions.

*Disclaimer: We reserve the right to determine during the RVI that a site visit will be required for the inspection to be completed.