

REMOTE VIDEO INSPECTION PROGRAM

BUILDING INSPECTION SERVICES

CITY OF LEWISVILLE



LEWISVILLE
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Purpose:

The purpose of the Remote Video Inspection (RVI) program is to provide an alternative to field inspections for minor residential projects and other projects approved for the program by the City's Building Official. The program allows a contractor to use a smart device (4G or greater smart phone, tablet or appropriate compatible device) with a video streaming app that includes geolocation and audio capabilities in order to interact with the building inspector in real time. The program allows for a more timely inspection, thereby increasing the efficiency and effectiveness of Building Inspection Services.

Eligible Permits:

- Water heater replacement (gas or electrical)
- HVAC changeouts
- Slab leaks
- Gas line repairs and extensions
- Foundation repairs
- Window & door replacement
- Electric panel upgrades
- Plumbing and electrical repairs and replacements
- Reroofs
- Solar panels
- Follow-up inspections if approved in advance by the Building Inspector that performed the initial inspection
- Individual permits or inspections approved for participation in the RVI program by the Building Official

If you feel your project would benefit from this program but is not on the list above, please contact us at (972) 219-3470 to discuss the opportunity to use this program.

RVI program process:

1. Contractor schedules inspection through normal process and indicates an RVI is requested in the comments field. If permit is not eligible for RVI, Contractor will be notified, and an on-site inspection will be scheduled. For permits and inspections requiring the Building Official's approval for participation in the RVI program, approval must be obtained in writing before scheduling inspection.
2. Chief Building Inspector will contact Contractor to schedule a time for the remote video inspection, confirm software app being used, the phone number of the smart device used for inspection, and name and title of person that will be on-site.
3. The inspector initiates a call/message to the contractor at the time scheduled.
4. The inspector directs the contractor via the live streaming video through the steps needed to verify location, work to be inspected, and any additional video needed to confirm compliance.
5. If the inspection is completed through RVI, the inspector communicates the results of the

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inspection including any items that need addressed. Inspection results will also be entered into the City software and available on the permit portal.

- a. If the inspection cannot be completed through RVI due to technical issues, as determined by the inspector, the inspection may be rescheduled for another RVI inspection on the same day or the next business day. If technical issues continue, the inspector may require Contractor to request a field inspection.
- b. Based on the complexity of the project it may not be possible to complete the inspection with the RVI program. In that case, the inspector will inspect what is possible and then make every effort to perform a field inspection the same day. If same-day inspection not possible, the inspector will schedule the field inspection for the next business day.

Contractor Responsibilities:

1. Ensure 4G or greater wireless service:

Ensure your inspection location has at least 4G connectivity available for your smart device. Less than 4G connectivity may not provide the speed and clarity required to complete the inspection. If this is the case and the inspector is unable to perform the inspection request, the inspection status will be changed to not-ready, conditional, partial, or failed as applicable. See item 7 below.

2. Set up software that includes geolocation and audio:

Download video streaming software that includes geolocation and audio on the smart device and create an account or join meeting. Eligible software includes Zoom, Skype, FaceTime, and ProTech Direct. Other apps may be eligible if approved in advance by Building Services.

3. Prepare for the inspection:

a. Schedule the Inspection:

- Request the inspection through normal procedures
- The Chief Building Inspector will contact contractor to schedule the time of the inspection. The contractor shall provide the phone number of the smart device that will be used for the inspection and the name and title of the person who will be conducting the video streaming on the site during the RVI.

b. Before start of inspection:

- Make sure the smart device is charged.
- Turn off notifications that may interrupt/freeze the video inspection, which would cause delays in the inspection.
- Ensure that the necessary tools based on type of inspection are readily available. For example, tape measure, level, GFCI tester, step ladder, etc.
- Be at the site and ready to provide the live video streaming at the scheduled time. Prerecorded video is prohibited as part of the inspection. The person that performed the work or a representative that can answer technical questions related to the work must be on the jobsite during the inspection. A homeowner or tenant is not allowed to complete the inspection in lieu of the contractor.
- Respond to any pre-inspection instructions from the inspector.
- Recommend using ear buds with microphone to improve communication.
- Make sure power tools and equipment are not running so that the streaming audio will be clear.
- Set your phone so that the small screen-in-screen of what the inspector sees is

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visible.

- 4. During the inspection:**
 - a. Begin inspection at the street view looking at the structure.
 - b. The address must be shown in the initial view. If address cannot be shown, be prepared to provide other visual information in the video livestream so that inspector can confirm inspection location.
 - c. Follow the directions of the inspector.
 - d. Make notes of any correction items.

- 5. After the inspection:** Check the City's permit portal for official results of inspection or reschedule as directed.

Indemnification/Hold Harmless/Duty to Defend:

BY PARTICIPATING IN THE REMOTE VIDEO INSPECTION (RVI) PROGRAM, THE CONTRACTOR AGREES TO DEFEND, INDEMNIFY AND HOLD THE CITY, ITS OFFICERS, AGENTS AND EMPLOYEES, HARMLESS AGAINST ANY AND ALL CLAIMS, LAWSUITS, JUDGMENTS, COSTS AND EXPENSES FOR PERSONAL INJURY (INCLUDING DEATH), PROPERTY DAMAGE OR OTHER HARM FOR WHICH RECOVERY OF DAMAGES IS SOUGHT, SUFFERED BY ANY PERSON OR PERSONS, THAT MAY ARISE OUT OF OR BE OCCASIONED BY CONTRACTOR'S BREACH OF ANY OF THESE TERMS AND CONDITIONS OR BY ANY NEGLIGENT OR STRICTLY LIABLE ACT OR OMISSION, INTENTIONAL TORT, INTELLECTUAL PROPERTY INFRINGEMENT, OR FAILURE TO PAY A SUBCONTRACTOR OR SUPPLIER COMMITTED BY CONTRACTOR, ITS OFFICERS, AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THIS AGREEMENT; EXCEPT THAT THE INDEMNITY PROVIDED FOR IN THE PARAGRAPH SHALL NOT APPLY TO ANY LIABILITY RESULTING FROM THE SOLE NEGLIGENCE OR FAULT OF THE CITY, ITS OFFICERS, AGENTS, EMPLOYEES OR SEPARATE CONTRACTORS, AND IN THE EVENT OF JOINT AND CONCURRING NEGLIGENCE OR FAULT OF THE CONTRACTOR AND THE CITY, RESPONSIBILITY AND INDEMNITY, IF ANY, SHALL BE APPORTIONED IN ACCORDANCE WITH THE LAW OF THE STATE OF TEXAS, WITHOUT WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW AND THE CITY'S REASONABLE ATTORNEY'S FEES SHALL BE REIMBURSED IN PROPORTION TO THE CONTRACTOR'S LIABILITY. THE PROVISIONS OF THIS PARAGRAPH ARE SOLELY FOR THE BENEFIT OF THE PARTIES HERETO AND NOT INTENDED TO CREATE OR GRANT ANY RIGHTS, CONTRACTUAL OR OTHERWISE, TO ANY OTHER PERSON OR ENTITY.