

VIRTUAL INSPECTION GUIDELINES

The purpose of the City of Carrollton Virtual Inspection Program is to provide an alternative for eligible residential and commercial inspections. The Photo/Video Inspection Certification must be signed and submitted when scheduling the inspection.

Eligible Construction Projects:

- **Water Heater**
- **Under-slab Water/Sewer Line**
- **Gas Relay/Repair**
- **HVAC Replacement**
- **Electrical Service Upgrades/Reconnects**

How to submit PHOTO/VIDEO for inspection:

- Record the photos/video, please review them for focus and content.
- Upload the photos/video via the [CityServe Portal](#) to the correct permit.
 - Please name each file you upload to identify the type of document, such as, Photo, Video, or type of Letter.

Example: Photo1, Photo2, Engineer, PhotoCert, Underslab

TIP: If you upload all pictures and letters in one document name it DocPkg

- Take high quality color photos or video so that a proper determination can be made by the Inspector. DO NOT SUBMIT PHOTOCOPIES OF PHOTOS
- If the inspection requires a measurement, a picture of the distance verified by tape measure must be included. If the inspection requires a check of proper slope, a picture with a level showing proper slope must be included.
- For inspections that require systems to be on test, the installation work may be inspected with photos. All tests **must** be inspected with video.

- If you are unable to upload your photos/video through the CityServe Portal, please email them to bldginsp@cityofcarrollton.com. Include the address and permit number when emailing.

NOTE:

Photos will be reviewed during business hours. The approval or correction will be sent via email. The inspector may call you to discuss the photos or video, request additional information or to schedule an on-site or live video inspection, if needed.

Video is required for:

- Plumbing Top Out
 - Water must be shown to top of standpipe
 - Sewer line repairs must be shown to top of clean out

(Tip: Float something on top of the water as a visual aid for water level)
- Electrical Systems
 - A tester must be used to check and verify correct wiring and installation system, which includes the GFCI outlets
- Gas Tests
 - Start by showing the calibration sticker and then the gauge face must be shown while releasing a ½ pound of pressure