



# *Memphis and Shelby County* *Office of Construction Code Enforcement*

6465 Mullins Station Road - Memphis, Tennessee 38134  
901.222-8300 – website: [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov)

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## **Remote Video Inspection (RVI)**

The Office of Memphis Shelby County Construction Code Enforcement is concerned about the health of its employees and customers. For this reason, we are offering inspections for **occupied** single family residences to be performed via **Remote Video Inspection (RVI)**. This will replace the use of the inspection waiver form. The waiver form will no longer be valid beginning on April 13, 2020 but will be valid for inspections scheduled prior to this date. **All other inspections are being performed as normal.**

RVI uses a video call on a 4G smartphone or tablet in order to interact with the inspector.

### **Customer Responsibilities**

- Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity.
- Be prepared and be onsite at the scheduled time. We will make every attempt to perform the video inspection at the appointment time. In order to keep to the schedule as best we can, if the contractor receiving the video call is not onsite and ready for the video call at the appointment time, it will have to be rescheduled.
- You must **download Google Duo** prior to the Remote Video Inspection.

### **Schedule through the IVR system:**

- Dial (901) 222-8400 and enter the inspection through the system as usual and be sure to leave a message for the inspector with the contact information as mentioned above if requesting a video inspection, or you still have the option to leave a message as before for an in person inspection (when an in-person inspection is available).
- The inspector will take your information and email you with an appointment time for your video inspection. **If you are unsure or have questions about your video inspection and/or to receive video inspection procedures, call the appropriate section using the numbers below:**
- **Department Phone Numbers**
- **Building** (901) 222-8394
- **Electrical** (901) 222-8395
- **Mechanical** (901) 222-8396
- **Plumbing** (901) 222-8398