



City of Covington  
Community Development Department  
16720 SE 271st Street • Suite 100 • Covington, WA 98042  
Phone: (253) 480-2400 • Fax: (253) 480-2401  
www.covingtonwa.gov  
For appointments: PermitServices@covingtonwa.gov or call (253) 480-2400, ext. 0.



## COVINGTON INSPECTION GUIDE FOR VIRTUAL/VIDEO INSPECTIONS



### VIRTUAL INSPECTIONS ARE HERE TO STAY:

When Covid-19 hit America in January 2020, Covington's Building and Safety Department had to adapt quickly to this pandemic and take full use of modern technology. Since last year Covington has been doing Virtual Inspections with professional contractors and homeowners. Virtual inspections have allowed construction to continue without interruption and the city has also benefited with operational efficiencies.

### EMBRACE THE CHANGE:

Welcome to the "NEW NORMAL" of virtual/video building inspections. Virtual/video inspections have quickly become the gold standard for inspections across the nation. These types of inspections have been trending up for a while due to the efficiencies and time savings they afford. Inspections are done in real time at the inspector's workstation, giving them full access to the approved plans and building codes, allowing them to provide a more thorough inspection.

Keep in mind that some permitted projects may not qualify (yet) for a remote inspection due to their complexity or the ability to be observed by a live time video medium. The Building Official shall have the authority to authorize which inspection will be done virtually and set the requirements for the permit holder to comply.

### SCHEDULING YOUR VIRTUAL INSPECTIONS:

All inspections need to be scheduled online. To schedule any building, mechanical or plumbing inspection you can start by clicking here: [CITIZENS CONNECT](#) During the scheduling process, you will be required to add which virtual medium you're requesting for your inspection i.e. **FaceTime** (Apple iOS devices only) or Google **DUO**. Scheduled inspections may be moved to accommodate staff availability.

### PROCEDURES AND TIPS ABOUT YOUR VIRTUAL/VIDEO INSPECTION:

First and foremost is safety. The person at the job site must be able to perform the virtual inspection safely. Prior to the virtual/video inspection, the necessary tools based on the type of inspection must be readily available. For example, a tape measure, level, step ladder, flashlight, etc. Please be ready to accept a video call during the scheduled time frame. Remember, the inspection itself has not changed, *only the delivery method*.

- ✓ The person who is guiding the portable device should have basic knowledge regarding the inspection and be able to walk through the work that is requested for inspection. **Homeowners** will have no issues performing virtual/video inspection for Water Heaters or Heating/Venting/Air-Conditioner (HVAC) replacements.
- ✓ Please make sure one of the following is available: Contractor, permit holder or homeowner is present at the job site at least 10 minutes early and ready for the inspector to call.
- ✓ Please have all approved plans and supporting documents on site and ready for review.
- ✓ Please make sure your smartphone/tablet is fully charged with a clean screen and camera lens.
- ✓ Please turn off all notifications for your device during the video inspection. Notifications can freeze the video and disrupt the inspection and could require your inspection to be re-scheduled.

- ✓ Please keep background noise to a minimum and be ready to respond to instructions from the City inspector. Remember the inspection is not complete until the city inspector has verified all the work and is satisfied the installation meets the requirements under the code in which the permit was issued.
- ✓ Once the inspection is complete the City inspector will either approve or write a correction notification. All correction notifications will be posted on your permit by the end of the business day.

Your electronic building permit information and the work completed under your building permit will be accessible for the lifetime of the building. To check on the results for any actions taken under your permit, please visit [CITIZENS CONNECT](#)

#### HELPFUL LINKS FOR SETTING UP YOUR MOBILE DEVICE FOR VIRTUAL/VIDEO INSPECTIONS:



**GOOGLE DUO**

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=K4EH8SRT8LG](https://www.youtube.com/watch?v=k4EH8SRT8LG)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=W1IQNioVhNO](https://www.youtube.com/watch?v=W1IQNioVhNO)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=HGTHEQS\\_BKC](https://www.youtube.com/watch?v=HGTHEQS_BKC)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=K20AW31c76Y](https://www.youtube.com/watch?v=k20AW31c76Y)



**iPhone FACETIME**

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=KYTW5TEzXIY](https://www.youtube.com/watch?v=KYTW5TEzXIY)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=INXLZTG0FRl](https://www.youtube.com/watch?v=INXLZTG0FRl)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=I4FKtBl3R6U](https://www.youtube.com/watch?v=I4FKtBl3R6U)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=WLC-T\\_NTQ30](https://www.youtube.com/watch?v=WLC-T_NTQ30)

#### COVINGTON HELP DOCUMENTS:

[REGISTER WITH CITIZENS CONNECT](#)

[STEP BY STEP GUIDE TO SCHEDULING INSPECTIONS](#)

#### THESE TWO VIDEOS ARE FOR REFERENCE ONLY – THEY DO DIFFER FROM COVINGTON’S POLICIES

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=CA-1XBRH8TC](https://www.youtube.com/watch?v=CA-1XBRH8TC)

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=YS6U7YSIFPY](https://www.youtube.com/watch?v=YS6U7YSIFPY)