WELCOME TO IVR PERMIT SYSTEM

In an ongoing commitment to improve customer service, your building department has installed an Interactive Voice Response System for inspections, **24 hours a day, 7 days a week!**

IVR Permits Line
214-509-4149

Schedule Inspections
Cancel Inspections
Retrieve Inspection Results
Check Plan Review Status

You will be prompted through the entire process. Press (*) at any time for more information.

Before Calling You Will Need:

1. **A touch-tone telephone**
2. **A site-specific Permit Number**
3. **An Inspection Code – *Choose from the codes listed inside this brochure***

Choose From the Following Options:

Press (1) Schedule an Inspection
Press (2) Cancel an Inspection
Press (3) Obtain Inspection Results
Press (O) Emergency assistance
Press (*) General Additional Information

The IVR Permit Voice User system will prompt you through the steps below during your call. You may perform multiple transactions during each call. At the end of the call you will be issued a **Confirmation Number**. *We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.*

Schedule an Inspection

1. Enter the **Permit type.**
2. Enter the **Permit Number.**
The system will confirm this permit by speaking back the site address.
3. Enter the **Inspection Code** from the list on the outside of this brochure.
4. Enter the **Inspection Date.** The cut-off time is **8:00PM** for the next day inspection. Any call after 8:00PM will be scheduled for the following day.

After you have scheduled the inspection, you will be able to:

- **Leave a message** for the inspector
- **Request another inspection,** same permit
- **Request another inspection,** different permit
- **Get a Confirmation Number and hang up.** Use this Confirmation Number when inquiring about this telephone request.
- **Return to Main Menu**

Cancel an Inspection

1. Enter the **Permit Type.**
2. Enter the **Permit Number.**
3. Enter the **Inspection Code** from the list on the outside of this brochure.

After you have cancelled the inspection, you will be able to:

- **Cancel** anther inspection, same permit
- **Cancel** another inspection, different permit
- **Retrieve Inspector Message**
- **Get a Confirmation Number and hang up.** *Use this Confirmation Number when inquiring about this telephone request*.
- **Return to Main Menu**

Obtain Inspection Results

1. Enter the **Permit Type.**
2. Enter the **Permit Number.**
3. Enter the **Inspection Code** from the list on the outside of this brochure.

After you have listened to the inspection results, you will be able to:

- **Listen to more results,** same permit
- **Listen to more results,** different permit
- **Get a Confirmation Number and hang up.** *Use this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**

Transfer to Staff & Addition Information

You can press **(O)** at any time to transfer to a live staff member **in case of an emergency only.** You can also press **(*)** to hear an explanation of your current options.

IVR INSPECTION CODES

CATEGORY: **PLUMBING**

CODES		DESCRIPTION
100	(RP)	Plumbing Rough
110	(TO)	Plumbing Top Out
120	(GL)	Gas Line
125	(SL)	Sewer Line
135	(WL)	Water Line
140	(PT)	P-Trap
150	(WH)	Water Heater
160	(GS)	Gas Install & Test
170	(GM)	Gas Meter Release
197	(IRR)	Irrigation Residential Final
198	(IRRC)	Irrigation Comm. Final
199	(PFLN)	Plumbing Final

CATEGORY: **ELECTRICAL**

CODES		DESCRIPTION
200	(TP)	Temporary Pole
210	(ER)	Electrical Rough
220	(ELGR)	Electrical Underground
230	(EMCM)	Electric Meter Commercial
240	(EMSF)	Electric Meter Single Family
299	(EFL)	Electric Final

CATEGORY: **MECHANICAL**

CODES		DESCRIPTION
300	(HRF)	HVAC Rough Duct
310	(GDFW)	Grease Duct Fire Wrap
320	(GRHD)	Grease Hood Duct
330	(DFEX)	Down Flow Exhaust
399	(HACF)	HVAC Final

CATEGORY: **BUILDING**

CODES		DESCRIPTION
400	(FDN)	Foundation
410	(FR)	Framing Residential
420	(FF)	Framing Commercial
425	(SHEA)	Sheathing Inspection
430	(FWRK)	Flat Work
435	(PIER)	Pier Inspection
440	(BCLG)	Ceiling Commercial
450	(FW)	Fire Rated Wall
470	(MDFL)	Model Home Inspection
480	(FNL)	Final
490	(SFDF)	SFD Final/Elect/Energy/Termite
499	(CFNL)	Commercial Final

CATEGORY: **SWIMMING POOLS**

CODES		DESCRIPTION
500	(SPG)	Swimming Pool Ground
510	(SPD)	Swimming Pool Deck
599	(SPF)	Swimming Pool Final

CATEGORY: **MISCELLANEOUS**

CODES		DESCRIPTION
900	(FENC)	Fence Final
910	(ACC)	Accessory Building Final
920	(RF)	Roof Final
930	(SELE)	Sign Electrical
940	(SFDN)	Sign Foundation
960	(SF)	Sign Final

EFFECTIVE
DECEMBER 1, 2012

CITY OF ALLEN

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BUILDING INSPECTIONS

CONTRACTOR IVR PERMIT
VOICE USER GUIDE

YOU MUST CALL
214-509-4149
FOR YOUR INSPECTION

Call the Automated Voice IVR System for all of your Building Inspection transactions 24 Hours a day

305 Century Parkway
Community Development
Building & Code
Allen, TX. 75013
214-509-4130

www.cityofallen.org