

CITY OF ALBUQUERQUE

PLANNING DEPARTMENT
BUILDING SAFETY DIVISION
600 2nd Street NW Room 190
Albuquerque, NM 87102
Tel: (505) 924-3320



Virtual Inspection Strategy Program

Purpose:

The purpose of the Virtual Inspection Strategy Program (VISP) is to provide an alternative to on-site, residential occupied inspections ONLY during the COVID-19 stay-at-home order. The program requires a client to utilize a device with video calling capability. The client must provide their own device, as the City will provide no equipment to a client to facilitate a remote inspection. Acceptable platforms may include iPhone Facetime, Android Google Duo, and Skype with video and audible abilities to interact with the inspector.

This is a voluntary program. Onsite inspections may be required by the inspector or the contractor.

Criteria for the VISP:

- The inspection must be located inside a residence (or partially inside or access is only available through an occupied space)
- The home is not vacant

Note: Based on the complexity of the project it may not be possible to complete the inspection with the VISP. In such case, the remote inspector will inspect what is possible and will make every effort to route a field inspector to complete the inspection the same day. If this is not possible, the inspector will schedule the field inspection as soon as reasonably possible with the goal of the next business day. All inspections meeting the VISP criteria must be conducted virtually unless authorized by the assigned inspector.

Indemnification/Immunity from Civil Liability: By using the VISP, the user agrees to defend, and hold harmless the City of Albuquerque, as well as their officials, officers, agents, volunteers, and employees from any claims, damages, and expenses, including attorney's fees, arising out of the use or the user's account for the VISP service, whether by negligence or otherwise.

VISP process:

1. The contractor obtains a permit and requests an inspection, as usual.
2. On the day of the inspection, the contractor calls 505-924-3320 to confirm the assigned inspector and receive the inspector's phone number, if needed.
3. Prior to calling, the contractor or agent will:
 - a. Ensure that the necessary tools are readily available (e.g., flashlight, tape measure, level, GFCI tester step ladder, etc.) based on the type of inspection.
 - b. Test the device to be used during the inspection to ensure that video calling/conferencing is functioning.
 - c. Make certain background noise does not hinder the inspection.
 - d. Turn off notifications that may interrupt/freeze the video inspection that would cause delays in the inspection.

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4. The contractor or agent calls the assigned inspector from the inspection site using an acceptable call/conference platform system to conduct the inspection by following the inspector's instructions. All inspections will begin at the street to verify the location.
5. The inspector will make notes of any cited code violations.
6. Inspection results, pass or fail, will be shared with the phone operator during the call and will be entered into the POSSE system for viewing on the website: <http://posse.cabq.gov/posse/pub/lms>
7. If the inspection does not pass, the contractor is responsible for rescheduling the inspection.

Please contact Javier Urban, Planning Research Coordinator, 505-924-3315, if you have questions or need assistance.

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cabq.gov/planning/building-safety-permits