



CITY OF GLENDALE

Procedure for Calling Inspection Requests and Important information regarding your inspections

How do I call for an inspection?

The following list has been created for your convenience in calling for inspections.

Please note, **DO NOT call for inspections from a cellular phone.** Any interruption in service, whether perceivable to you or not, may cause the inspection to be dropped from the list.

1. Dial **623-915-3263** from a touch-tone phone, **not** a cellular phone.
2. Press **1** for English or press **2** for Spanish.
3. Press **1** to schedule and inspection.
4. Enter the numeric portion of your permit number followed by the pound key (#),
5. Verify that the correct site address was spoken.
6. Enter the three-digit inspection code you wish to schedule (please refer to list at the end of this document).
7. Verify that the correct inspection type was spoken.
8. Press **1** to schedule an inspection for the next business day (only if calling after 4:00 am) or to schedule an inspection for a different day listen to the recorded message for further options.
9. Press **2** to continue.
10. Verify that the correct date for the inspection has been spoken.
11. Press **1** to hear your confirmation number if this is the only inspection you will be scheduling for this call **OR** press **2** to schedule another inspection on the **same** permit number **OR** press **3** to schedule another inspection on a **different** permit number.
12. Verify that your confirmation number is spoken.

If you do not follow all instructions above, your inspection request may be lost. Please be sure to follow the process to the end to insure your inspection will be made.

How can I be sure my inspection process will be successful?

- All inspection requests must be made through the IVR and must be called before the cut off time of 4:00 am daily. No inspections will be set up through the inspection department staff and no calls will be accepted to add inspections to the list after the 4:00 am cut off time.
- The field inspectors will document all deficiencies with red tags and correction notices. The inspector will not provide solutions to code deficiencies, only notification. The developer is responsible to research all deficiencies as noted and make all corrections prior to recalling the inspection. If the work has not been corrected prior to the field inspector's site visit, a re-inspection fee will be charged per the latest Community Development Fee Schedule.