



Planning, Development and Code Enforcement
16220 Wausau Ave. | South Holland, Illinois 60473
Phone: 708-210-2915 | Fax: 708-210-2959
www.southholland.org

Customer/Contractor Responsibilities

4G Wireless Service

Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity.

Have Face Time or Skype on your phone or tablet for the Remote Video Inspection

Remote Video Inspection Steps

1. Schedule Remote Video Inspection

IMPORTANT NOTES

Contact our Planning Development and Code Enforcement Department via email at buildingandcode@southholland.org to schedule your inspection. When providing the contact information for scheduling: Be sure to use the phone number of the individual on the job site who will be working through the inspection is provided. **If we do not have this person's phone number, we will be unable to call them and conduct your inspection** and a re-inspection fee may apply. Please provide the following information as well:

1. Permit Number
2. Address of proposed inspection
3. Type of inspection requested
4. Contact information of the person making the inspection request

Our inspector will contact you directly through the information we have to confirm the appointment time once the inspection has been approved. Same day inspections should not be expected. Times may change due to unforeseen circumstances.

2. Prepare for Remote Video Inspection

Prior to the inspection, ensure that the necessary tools based on type of inspection are readily available. For example, carry a tape measure, level, GFCI tester, step ladder, thermometer, flashlight etc...

3. Prepare to Receive Remote Video Inspection Call

1. Make sure the smart phone or tablet is fully charged

2. Be ready to accept a video call at the scheduled time and respond to requests from the Village inspector
3. Have the required tools (tape measure, level, GFCI tester, step ladder, etc.)
4. Turn off phone or tablet notifications during the video call. Notifications freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled
5. Ensure that all work and noise on the jobsite has been eliminated
6. Provide adequate lighting for the conditions

4. The Inspection

1. Begin inspection at street view looking at structure with the address showing
2. Follow the directions of the inspector
3. Walk inspection from bottom to top (if multiple floors)
4. Make note of any items that need correction
5. Keep a steady hand while capturing the video

5. Inspection Results

The inspector will tell you in the video call if the inspection has passed. If your inspection does not pass, your inspector will inform you of what needs to be corrected and the comments will be available via email by the next day

Inspection failure

1. The inspector will update our permitting system after the video call is completed. An email will be sent with failure information. Please ensure the inspector has your current email address
2. The inspector will assess if an additional fee for re-inspections is required
3. If a re-inspection fee is required, it must be paid prior to us signing off on the project.
4. If you would like a same-day re-inspection, tell your inspector during your call and they will inform you of any available times.

If you've scheduled an inspection and have questions

Please send all questions via email to: buildingandcode@southholland.org