

# BUILDING INSPECTION SCHEDULING UPDATES – FALL 2022



## What's new?

**Beginning October 8, 2022**, the City of Arlington Planning and Development Services Department will launch **Phase 1** of Inspection Scheduling process improvements on [ArlingtonPermits.com](https://ArlingtonPermits.com). These improvements will assist our contracting customers and their clients who schedule building inspections for issued permits.

1. We have streamlined the requests for all building inspections related to Commercial, Residential, Trade inspections, (e.g. mechanical, electrical, plumbing), Irrigation, Fences, and Certificates of Occupancy.

Many customers provided feedback that the inspections menu was too long, confusing, and didn't apply to their specific project. The improvements to the Inspections menu will streamline the display for the contractor's ease of use, with quicker identification, and by grouping inspections by phases for commercial and residential permits. Trade permits (e.g. mechanical, electrical, plumbing) will typically have only one or two required inspections.

The ArlingtonPermits.com system will display red asterisks (\*) by each required inspection that must be successfully passed by the inspector before the next phase of inspections will display for scheduling. This will help the contractor in requesting inspections in the correct sequence. To learn more about inspections:

[Technical Bulletins](#) –commercial, residential phasing and the inspection process

[Building Inspection FAQs](#) – how to schedule an inspection

2. We are excited to announce a new feature that will allow the contractor to view the estimated time of arrival (ETA) online at [ArlingtonPermits.com](https://ArlingtonPermits.com) on inspection day after the inspector routes the inspections for the day.

### How does this work?

Contractors will request an inspection as usual on [ArlingtonPermits.com](https://ArlingtonPermits.com) and add a comment for their desired time of day, either AM or PM. Once the inspector routes the inspections for the day an Estimated Time of Arrival window (ETA) will be assigned to the requested inspection. The ETA provides a timeframe that the inspector will perform the inspection. Initially, this will appear as a three-hour window, such as 10:00 AM – 1:00 PM or 2:00 PM – 5:00 PM. The contractor will be able to view their ETAs for the entire day on [ArlingtonPermits.com](https://ArlingtonPermits.com) beginning at 9:00 AM.

3. In addition, a standard email notification will be sent to the project contractors with the ETA window as the inspector is heading out in the field. Contractors can “Opt-In” to also receive text messages.

### How and when do I “Opt-In” to receive text messages?

Log into [ArlingtonPermits.com](https://ArlingtonPermits.com) to update your Profile. Click Yes to Opt-In. Enter and/or Select Mobile for the Mobile Phone Number that will receive the text message. Save your changes. You can Opt-In now in preparation for the inspection scheduling improvements that begin October 8<sup>th</sup>.

**Coming Soon - Phase 2** - Starting in January 2023, the City of Arlington will launch a “next-in-line” feature to notify the contractor when the inspector is en route to perform the inspection.

**By adding these new technology communication features, contractors will no longer need to call our customer service representatives to ask what time the inspector will be arriving at your site. This also means the inspector does not need to spend time at the office making calls, either. Instead, the inspector will be out in the field quicker performing needed inspections! As a reminder, ArlingtonPermits.com is a mobile friendly site and these new features are easily used on your smart phone device in the field!**

Planning and Development Services Department