



Touchtone Inspection Booking Service

With Coquitlam's new Touchtone Inspection Booking Service, you can now schedule, cancel and reschedule permit inspection appointments or check on your inspection results 24 hours a day, seven days a week.

To request, schedule or reschedule a permit inspection, simply call **604-927-3426**.

Inspections must be booked by at least **4:15 p.m.** the day before your preferred inspection date. You can choose a date from the next five business days.

The City of Coquitlam reserves the right to postpone your inspection to a later date, depending on inspector availability and workload.

To schedule an inspection, you will need:

- ▶ Your Permit Number - located at the top right-hand corner of the printed permit. Please enter the 10 digits of the permit number, as shown in bold here e.g. **03 123456 00** SF (The two letters at the end indicate the permit type). Please note that the last two numbers you enter may not always be 00. Please contact Building Inspections at 604-927-3426 for more information.
- ▶ The Inspection Code - the three-digit inspection code indicates the type of inspection required for your permit. (e.g. A building permit has different inspection codes than a plumbing permit.) The list of inspection codes is available on the back of the detachable Reference Guide. (see below)
- ▶ Pen and paper to write down the confirmation number and date of your inspection.

What if the service rejects your three-digit inspection code?

- ▶ If your three-digit inspection code is rejected, you may be using the wrong inspection code for your permit type. (e.g. If you have a building permit, you cannot use a plumbing inspection code – you must use the building inspection code.)

You will not be able to schedule an inspection if your permit has not been issued.

To access Coquitlam's Touchtone Inspection Booking Service call **604-927-3426**

Main Menu, press:

- 1 Schedule an inspection or a re-inspection.
- 2 Cancel or re-book an inspection.
- 3 Obtain inspection(s) results.
- 0 Speak to staff during office hours.
- # Hang up or go back one step.

Office hours are 8:00 a.m. to 5:00 p.m. Monday to Friday except Statutory Holidays and between Christmas & New Years.

Notes:

The permit number is located on the top right-hand corner of the printed permit. Please enter the 10 digits of the permit number as shown in bold here.

e.g. **03 123456 00** SF (The two letters at the end indicate the permit type.)

Inspection codes are listed on the back of this Guide.

Coquitlam

City of Coquitlam Touchtone Inspection Booking Service

Reference Guide



604-927-3426

Coquitlam City Hall
3000 Guildford Way, Coquitlam
www.coquitlam.ca

TIPS

- ▶ You do not need to wait for the welcome message to complete before making your selections. You can choose Option 1, 2, 3 or 0 anytime during the message.
- ▶ You do not need to press the # key after entering the three-digit inspection code.
- ▶ If you would like to book a 10-minute training session on how to use Coquitlam’s Touchtone Inspection Booking Service, please call 604-927-3441.

MORE INFORMATION

For copies of the Reference Guide or more information, please contact:

Building Permits and Inspections
 Coquitlam City Hall
 3000 Guildford Way,
 Coquitlam, BC, V3B 7N2
 Phone: 604-927-3441



Quick Tips User Guide - 604-927-3426

Greeting - “Welcome to Coquitlam’s Touchtone Inspection Booking Service...”

Please follow the instructions as prompted.

Press **1** to schedule an inspection or a re-inspection:

- ▶ Enter your 10-digit permit number, e.g. 03 123456 00.
- ▶ Enter your three-digit inspection code.
- ▶ Select the day you would like for your inspection – you can choose from the next five business days.

Press **2** to cancel or to re-book an inspection:

- ▶ To cancel an inspection, you must call in no later than 8:30 a.m. on day of scheduled inspection.

Press **3** to hear Inspection Results.

- ▶ Enter your permit number and inspection code.

Press **0** for assistance.

City of Coquitlam staff are available to assist you from 8:00 a.m. to 5:00 p.m., Monday to Friday.

How to schedule a re-inspection:

If an inspector has completed an inspection but has determined that sufficient deficiencies exist to warrant recalling the inspection, you will need to book a re-inspection. There is no separate code for this – simply Press 1 and follow the steps for scheduling an inspection.

Building Permit Codes

For Residential Permit Types:

- GA** - Garage, Carport, Shed
- SF** - Single Family
- TF** - Two Family
- RO** - Residential Other
- RD** - Residential Deck
- RL** - Retaining Wall
- 100 Excavation, Footings, Survey, Forms
- 105 Drain Tile, Backfill, Damp Proofing
- 110 Slab
- 115 Sheathing
- 120 Stucco / Cladding
- 125 HVAC, Frame, Roof
- 130 Insulation
- 135 Fire Separations
- 140 Secondary Suite
- 145 Final Building

All Other Building Permits

- 200 Excavation
- 205 Footings, Foundations
- 210 Forms / Survey
- 105 Drain Tile, Backfill, Damp Proofing
- 110 Slab
- 115 Sheathing
- 215 Frame, Roof
- 130 Insulation
- 240 NFPA 96 Ducts
- 135 Fire Separations
- 250 Fire Stops
- 120 Stucco
- 260 HVAC Systems
- 265 Fireplace, Chimney
- 270 Fire Alarm
- 275 Final Interior Building
- 280 Final Exterior Building
- 295 Pool Bracing
- 300 Pool Security

Plumbing Inspection Codes

- 365 Final Gas
- 400 Pool Connections
- 405 Final Pool Plumbing
- 410 Sprinkler Rough-in
- 415 Trip Test (Dry System)
- 420 Final Sprinkler
- 425 Inside Plumbing Rough-in (includes DWV)
- 430 Final Interior Plumbing
- 435 Outside Services Rough-in (includes Sump and Rain Water Leaders)
- 440 Final Exterior Services
- 445 Hydronic Heating
- 450 Final Hydronic Heating