



**Community Development
Development Services Division**
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March 12, 2008

Important upcoming change to inspection scheduling procedures

The City of Corvallis Development Services Division will be implementing a new 24-hour interactive voice response (IVR) system on our inspection request line on **Monday, March 31, 2008**.

The IVR system will prompt you each step of the way. You may perform multiple transactions during each phone call (scheduling, cancelling, rescheduling). At the end of the call you will be issued a confirmation number; we recommend keeping a record of that number until the inspection results have been posted in our permitting system.

To schedule an inspection, phone **541.766.6745** by 7:00 a.m. for a "same day" inspection. You will need to provide:

- **The appropriate permit number** for the scope of work covered by your inspection request (e.g., your plumbing permit number will be needed to schedule a plumbing inspection). Your permit number can be found on your permit or the conditions of approval if your project has approved plans. You can also find your permit number on-line at www.corvallispermits.com (click on "check case status"). Press the pound key [#] after entering the permit number.
- **The date** you would like your inspection (you can schedule up to two weeks in advance). You will be able to request an AM or PM inspection.
- **A 10-digit phone number** where you can be contacted if necessary.
- **The IVR code for the inspection type you are requesting**. A list of codes is included in the enclosed brochure.



If you would like assistance learning the system, please visit our office in the lower level of City Hall at 501 SW Madison Avenue. If you would like for an inspector to visit your place of business for a walk-through of the system, please call our office in advance to make arrangements (541.766.6929).

If you are a contractor with many active permits, or have a complex project with multiple permits, please contact our office and we will be happy to provide you with a list of active permits for your company or your project. Please call our office if you have any questions.

Sincerely,

Greg Hall
Inspection Services Manager