



KENT, WASHINGTON
INSPECTION REQUEST LINE INSTRUCTIONS
253.856.5427

INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

The Interactive Voice Response (IVR) System is an automated telephone system that allows you to:

- Schedule, re-schedule, or cancel Permit Inspections.
- Leave voice messages for Inspectors.
- Obtain Inspection results and voice messages from Inspectors.

The IVR telephone number is 253.856.5427. IVR is designed to be available 24 hours a day, 7 days a week, excluding times when system maintenance is required.

WHAT YOU NEED IN ORDER TO USE IVR

To use the IVR system, you will need the following:

- Your IVR number. This number is now printed on your permit.
- The 4-digit inspection code(s) for the inspection(s) you would like to schedule.
- Pen and paper to record inspection information.

IVR CUTOFF TIMES

To schedule or cancel an inspection using IVR, you must call before 4:30 PM., the business day before the inspection.

To schedule or cancel an inspection on, call:

Monday	Monday before 4:30 p.m.
Tuesday	Tuesday before 4:30 p.m.
Wednesday	Wednesday before 4:30 p.m.
Thursday	Thursday before 4:30 p.m.
Friday	Friday before 4:30 p.m.

Confirmation is required

Please listen carefully to each prompt. You must hear your confirmation number in order for your inspection to be scheduled.

***** Please be sure to always call in a Final Building, Final Plumbing or Final Mechanical inspection on all Building, Mechanical or Plumbing permits (even when there is only rack, water heater, gas piping, etc. on the permit and you have called in that inspection). Your permit will only close with a FINAL INSPECTION. *****

City of Kent Website Information

www.kentwa.gov

Permit Information

<https://www.kentwa.gov/pay-and-apply/apply-for-a-permit>

REASONS WHY YOUR INSPECTION CANNOT BE SCHEDULED

You will not be able to schedule an inspection for your permit if any of the following is true:

- There are unpaid fees for your permit.
- There are holds on your permit.
- The specific inspection that you are requesting has already been scheduled and results have not been posted for that inspection.
- You have not completed a prerequisite inspection.
- You are calling after the inspection cutoff time.

ADDITIONAL IVR INFORMATION

You can press (0) at any time to transfer to a city employee between the hours of 8:00 a.m. to 5:00 p.m. and to voicemail at any other time. You can also press (*) at any time to hear an explanation of available options.

TALK WITH A BUILDING INSPECTOR

If you would like to speak with an inspector regarding a specific inspection time, you can call **253.856.5412** between 7:00 a.m. and 8:00 a.m. on the scheduled day of your inspection.

TALK WITH A PUBLIC WORKS INSPECTOR (Civil Work Only)

If you would like to speak with an inspector regarding a specific inspection time, you can call **253.856.5500** between 7:00 a.m. and 8:00 a.m. on the scheduled day of your inspection.

COMMUNICATION WITH THE FIRE INSPECTOR

You will be contacted between 7:00 a.m. and 8:00 a.m. by the fire inspector to schedule a time for your inspection. If you have not been contacted or would like to speak with an inspector, you can call **253.856.4400** after 8:00 a.m. on the scheduled day of your inspection.

PUBLIC WORKS

IVR INSPECTION CODES

CIVIL CONSTRUCTION PERMIT

2901 JOB START
2902 JOB FINAL
2150 DCVA, RPBA, OR DCDA – INSTALLATION

GRADE AND FILL PERMIT

2901 JOB START
2902 JOB FINAL
2910 GRADE AND FILL INSPECTION

HOUSE MOVE PERMIT

2901 JOB START

MINOR CIVIL CONSTRUCTION PERMIT

2901 JOB START
2902 JOB FINAL
2150 DCVA, RPBA, OR DCDA – INSTALLATION

SIMPLE GRADE AND FILL PERMIT

2901 JOB START
2902 JOB FINAL
2910 GRADE AND FILL INSPECTION

SEWER PERMIT

2200 SIDE SEWER
2210 TAP & INSTALLATION OF STUB TO PROP. LINE

STREET USE PERMIT

2901 JOB START
2902 JOB FINAL

TANK REMOVAL PERMIT

2901 JOB START
2902 JOB FINAL
2910 GRADE AND FILL INSPECTION

UTILITY PERMIT

2905 UTILITY JOB START
2906 UTILITY JOB FINAL

WATER SERVICE PERMIT

2100 WATER SERVICE 5/8 X 3/4"
2101 WATER SERVICE 3/4"
2102 WATER SERVICE 1"
2103 WATER SERVICE 1-1/2"
2104 WATER SERVICE 2"
2105 WATER SERVICE 3" OR GREATER
2106 SEWER RATE METER
2107 IRRIGATION METER
2110 INSTALLATION OF WATER SERVICE LINE
2124 INSTALLATION OF VAULT & METER
2133 INSTALLATION OF HYDRANT ASSEMBLY
2150 DCVA, RPBA OR DCDA-INSTALLATION

OTHER INSPECTIONS

2000 FINAL ENGINEERING INSPECTION FOR C.O.
2001 MISCELLANEOUS INSPECTIONS - PW
2002 TEMPORARY CERTIFICATE OF OCCUPANCY INSP.
2003 FLOW CONTROL/BMP'S **REQUIRED FOR NEW SFR**