



253-856-5427

Call the automated IVR System for all of your
Building Services inspections 24 hours a day.
KentWA.gov/Pay-and-Apply/Apply-for-a-Permit

Interactive Voice Response User's Guide

Building Services Inspection Codes

- 1001 Auger Piles
- 1002 Ceiling Grid
- 1004 Double Sheer
- 1005 Draft Curtains
- 1006 Draft Stops
- 1007 Exterior Lath
- 1008 Exterior Sheathing
- 1009 Final Building
- 1010 Final Mechanical
- 1011 Final Plumbing
- 1012 Fire Penetration
- 1013 Footings
- 1014 Gas Piping/Gas Test
- 1016 Grout
- 1017 Gypsum Wallboard (*Interior*)
- 1018 Gypsum Wallboard (*Exterior*)
- 1020 Insulation Ceiling
- 1021 Insulation Roof
- 1022 Insulation Underfloor
- 1023 Insulation Wall
- 1024 Interior Shear Walls
- 1025 Masonry/Rebar
- 1026 Mechanical Ceiling Cover
- 1027 Mobile Home Set-Up - Final
- 1028 Pool
- 1029 Pre-Construction Meeting
- 1030 Pressure Test
- 1032 Racks
- 1033 Ramps
- 1034 Rain Leaders
- 1035 RC Channels
- 1038 Retaining Wall
- 1039 Rockery
- 1040 Roof Nailing
- 1041 Roof Tear Off
- 1042 Rough Framing
- 1043 Rough Mechanical
- 1044 Rough Plumbing
- 1045 Slab Closure
- 1046 Slab Pour
- 1047 Smoke Shutdown Test
- 1049 Stem Walls
- 1050 Tilt-Up Panels
- 1051 Underfloor
- 1052 Underground Plumbing
- 1053 Vapor Barrier
- 1054 Water Service-Property Line to Structure
- 1055 Miscellaneous
- 1058 Fire/Smoke Dampers
- 1059 Grease Trap
- 1060 Hood
- 1061 Fire Stopping/Fire Spray
- 1062 Pre-Rock
- 1063 Rebar
- 1064 Strap Inspection
- 1065 Sewer & Water Hookup (*Mobile Home Only*)
- 1066 Sign Footing &/or Rebar
- 1068 Tie Downs & Blocking (*Offsite-built Structures*)
- 1070 Door Drop Test
- 1998 Temporary Certificate of Occupancy
- 1999 Certificate of Occupancy

Welcome to IVR

In an ongoing commitment to improve customer service, your Building Services division has installed an Interactive Voice Response (IVR) System for inspections, 24 hours a day, 7 days a week!

Inspection Request Line 253-856-5427

Schedule Inspections

Cancel Inspections

Retrieve Inspection Results

You will be prompted through the entire process. Press [*] at any time for more information.

Before Calling You Will Need:

1. A touch-tone telephone
2. The IVR # printed on the top right corner of your permit
3. An Inspection Code - Choose from the codes listed on the outside of this brochure.

Choose from the Following Options:

- Press **1** Schedule an inspection
- Press **2** Cancel an inspection
- Press **3** Obtain inspection results
- Press **5** Repeat main menu
- Press **0** Transfer to staff
- Press **#** Disconnect and hang up
- Press ***** Additional information

The IVR system will prompt you through the steps below during your call. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

If you have an older permit without an IVR#, email PermitCenter@KentWA.gov or call **253-856-5300** to obtain your IVR #

1 Schedule an Inspection

1. Enter the IVR # printed on the top right corner of your permit. The system will confirm this permit by speaking back the site address.
2. Enter the Inspection Code from the list on the outside of this brochure.
3. Select the Inspection Date using the system prompts. The cut-off time is 4:30 pm for an inspection on the following day.

After you have scheduled the inspection, you will be able to:

- Leave a message for the inspector.
- Request another inspection, same permit.
- Request another inspection, different permit.
- Get a confirmation number and hang up. Use this Confirmation Number when inquiring about this telephone request.
- Return to Main Menu.

2 Cancel an Inspection

1. Enter the IVR# printed on the top right corner of your permit.
2. Enter the Inspection Code from the list on the outside of this brochure.

After you have cancelled the inspection, you will be able to:

- Cancel another inspection, same permit.
- Cancel another inspection, different permit.
- Retrieve Inspector Message(s).
- Get a Confirmation Number and hang up. Use this Confirmation Number when inquiring about this telephone request.
- Return to Main Menu.

3 Obtain Inspection Results

1. Enter the IVR # printed on the top right corner of your permit. The system will confirm this permit by speaking back the site address.
2. Enter the Inspection Code from the list on the outside of this brochure.

After listening to the inspection results, you will be able to:

- Listen to more results, same permit
- Listen to more results, different permit
- Return to Main menu

0 Transfer to Staff

Press [0] at any time to transfer to the main office number.

***** Additional Information

Press [*] to hear an explanation of your current options.