



City of Long Beach
Department of Development Services
Building and Safety Bureau

Information
Bulletin

BU-037

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Requesting Inspection Services

City Inspectors are charged with the duty to inspect buildings and structures for electrical, plumbing, mechanical, and building safety issues. Each inspector is certified and will work with you and your team to ensure that the construction of your building or structure complies with building standards.

HOW TO MAKE AN INSPECTION REQUEST

To make an inspection request, you can:

- Call the 24-hour Automated Inspection Request Line at (562) 570-6105.
- Call the Development Permit Center Help Desk at (562) 570-LBDS (5237) between 7:30 am - 3:00 pm on Monday, Tuesday, Thursday, and Friday **or** between 8:30 am - 3:00 pm on Wednesday.
- Request an inspection through any of the Development Permit Center staff.
- Request an inspection using the appropriate City form and fax it to (562) 570-6753.

Please provide the following information: project number, project address, type of building (i.e., residential or non-residential), type of inspection (i.e., building-dry wall, electrical-service panel, plumbing-groundwork, mechanical-rough, etc.), your full name and contact number.

Please note that:

- Requests must be received no later than 3:00 p.m. on the day prior to the requested inspection day.
- Requests received after 3:00 pm will be scheduled for the second business day following the day of the call.
- Due to the high volume of inspection requests received daily, staff will not be able to return calls confirming appointments. However, applicants may call the Development Permit Center Help Desk at (562) 570-LBDS (5237), Option 3, after 8:30 a.m. on the requested date of inspection to determine the approximate 2-hour window set for their inspection.
- No inspection requests received through an Inspector's direct line will be accepted.

INFORMATION ABOUT THE CITY'S INSPECTION PROCESSES AND SERVICES

- Residential Inspectors provide combined inspection services for all trades for one- and two-family dwellings and related accessory structures.
- Commercial Inspectors provide separate inspection services for each type of trade for multi-family residential buildings (i.e. apartments and condominiums) and commercial/industrial use buildings.
- Approved construction documents and a job inspection card shall be posted at the job site at all times and be made available to the Inspector upon request.
- All construction or work for which a permit is required shall be subject to inspection and such construction or work shall remain accessible and exposed for inspection until approved.

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- Every permit issued shall be valid for a maximum period of two (2) years from the date after its issuance.
- Every permit issued shall expire on the 90th day after its issuance if the work on the site, authorized by such permit, has not commenced or been inspected. The permit shall also expire if the work has been suspended, discontinued, or abandoned for a continuous period of 90 days.

WHAT YOU CAN EXPECT FROM THE INSPECTION SERVICES STAFF

- Consistent, predictable and timely inspection services.
- Service from knowledgeable, competent, cooperative staff who shall treat you with fairness and courtesy.
- Identification of alternative solutions during the inspection process.
- Consultation with staff about policies, interpretations, procedures or rules, and reference to their source or legal basis.
- Reliable and accurate inspection comments in writing.
- Consultation with supervisory staff upon request.
- Phone calls returned by the end of the next business day.
- The opportunity to provide feedback about our staff or services.

WHAT THE INSPECTION SERVICES STAFF EXPECTS AT THE JOB SITE

- Professional and courteous treatment of inspection staff.
- Posting of all construction permits at the jobsite.
- Availability of all necessary paperwork and approved construction documents (i.e., plans) available for required inspections.
- Providing City staff with timely and complete responses to information requests.
- Conformity with all City approvals and alerting staff as soon as possible if a project should change.
- Informing City staff if you are not satisfied with our service or if you are experiencing a problem.

PROVIDING FEEDBACK

Providing exceptional service is important to us. If you would like to provide a suggestion for service improvement, compliment one of our Inspectors, or if you did not receive the service you expected, please contact one of the following staff members:

- Loren Patten, Residential Inspection Supervisor, (562) 570-6451
- Raymond Woolhether, Commercial Inspection Supervisor, (562) 570-6287
- Evan Zeisel, Inspection Services Manager, (562) 570-6165
- David Khorram, Superintendent of Building and Safety, (562) 570-7713