

# CITY OF TOLEDO INSPECTION LINE 936-2720

FOR PLUMBING & HYDRONIC HEATING INSPECTIONS

In an ongoing commitment to improve customer service, we have installed an Interactive Voice Response System for inspections, 24 hours a day, 7 days a week!

You will be prompted through the entire process. Press \* at any time for more information. If you know the codes, you may proceed without waiting for presentation of the options.

## BEFORE CALLING you will need:

- A touch-tone telephone
- A site-specific Permit Number
- An Inspection Code (listed in this brochure)

## CHOOSE FROM THE FOLLOWING OPTIONS:

Press 1 - Schedule an inspection  
Press 2 - Cancel an Inspection  
Press 3 - Obtain Inspection Results  
Press 0 - Be transferred to an operator  
Press \* - Hear information on how to use this system  
Press # - End this call

## SCHEDULE AN INSPECTION:

1. Enter the **permit type**:
  2. Enter the **Permit Number**.  
The system will confirm this permit by speaking back the site address.
  3. Enter the **Inspection Code** from the list.
  4. **You must enter a call back phone number**
  5. Enter the **Inspection Date**.
- After you have scheduled the inspection, you will be able to:
- 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

## CANCEL AN INSPECTION

1. Enter the **Permit Type**
2. Enter the **Permit Number**
3. Enter the **Inspection Code** from the list.

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

- Cancel another inspection, same permit
- Cancel another inspection, different permit
- Get a Confirmation Number and hang up.
- Return to Main Menu

## OBTAIN INSPECTION RESULTS

1. Enter the Permit Type.
2. Enter the Permit Number
3. **Enter the Inspection Code from the list, followed by a # sign.**

**The inspection results pertains only to the requested inspection, not the permit – i.e. Approval can be granted on the footer, rough, underground rough, etc. Final means that the permit is final.**

After you have listened to the inspection results, you will be able to:

- Listen to more results, same permit
- Listen to more results, different permit
- Get a Confirmation number and hang up.
- Return to Main Menu.

## TRANSFER TO STAFF

You can press 0 at any time to transfer to a live staff member. You can also press \* to hear an explanation of your current options.

## INSPECTION REQUEST CODES

### Plumbing (type 04)

910 – **Underground**      920 – **Partial Rough**      930 – **Rough**      940 – **Final**  
960 – **Temporary C of O**

### Boiler (type 07)

1010 – **Rough**      1020 – **Final**      1030 – **Temporary C of O**