

REFRIGERATION

CITY OF TOLEDO

BUILDING INSPECTION

419-936-2720

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

Refrigeration (type 06)

- 1100 – Partial Rough**
- 1110 – Rough**
- 1180 – Final**
- 1130 – Temporary C of O**