

## **What is the IVR?**

IVR is an interactive voice response system that allows citizens and contractors, with a touch tone telephone, to call the Planning & Development Services and access the following menu choices 24 hours a day, seven (7) days a week:

English and Spanish options are now available:

- Press "1" for English
- Press "2" for Spanish

### Permitting Menu Choices:

- Permit Status
- Plan Review Status
- Fees Due & Make Payments

### Inspection Menu Choices:

- Schedule an inspection
- Cancel an inspection
- Receive inspection results

Press "0" to speak to a Customer Service Rep.  
Press "1" to schedule an inspection.  
Press "2" to cancel an inspection.  
Press "3" to get the results of an inspection.  
Press "4" for Plan Review Status.  
Press "6" to make a payment.  
Press "\*" to get general information.

The IVR will then ask for your 10 digit permit number (i.e. 18 123456 00). If scheduling an inspection, then enter the 3-digit inspection code. For a list of inspection types press "\*", and then one of the following:

- 1 — Structural
- 2 — Electrical
- 3 — Gas & Mechanical
- 4 — Plumbing
- 6 — Tree Final, Culvert, Row, and Sign
- 8 — Resource Protection

Follow the remaining IVR prompts.

## **CALL BACKS:**

At the end of scheduling an inspection, you will have the ability to get an automatic call back after the results of the inspection have been posted by the inspector.

## **Payment of Fees and Violations**

You can pay all fees and violations associated with a permit using your credit card. You will need to enter the 16-digit credit card number, the 3-digit security code found on the back of the card and your zip code. Once the account has been verified and the transaction has been processed you will receive a confirmation number.

## **Other available options for Inspection Scheduling, payments, etc. are:**

- Website—[www.building.scgov.net](http://www.building.scgov.net)
- Contractor App  
Download from the Apple or Google Play Stores
- Inspection Hotline—861-3271, 861-3273  
Hours: Mon-Fri 7:30am-4:30pm

## **Permit Center Contact Information:**

- **Sarasota Office**  
Phone: 941-861-6678  
Fax: 941-861-6471
- **Venice Office**  
Phone: 941-861-3029  
Fax: 941-861-3282
- **Emal:** [building@scgov.net](mailto:building@scgov.net)
- **Hours:** Mon, Tues, Wed, & Fri 7:30am-4pm  
Thursday 7:30am—3:30pm

## **PLANNING & DEVELOPMENT SERVICES**

1001 Sarasota Center Blvd., Sarasota, FL 34240  
4000 S. Tamiami Trail, Venice, FL 34293

Inspection Hotline available  
Monday—Friday 7:30 am—4:30 pm  
(941) 861-3271 or 861-3273  
E-Mail: [InspHotline@scgov.net](mailto:InspHotline@scgov.net)



**Planning &  
Development Services**

# IVR

*Interactive Voice Response*

# INSPECTIONS SCHEDULING 24/7



# (941) 861-6441

## PERMITTING & INSPECTIONS

### Structural

100—Footer  
101—Monolithic  
102—Floor  
103—Lintel  
104—Roof Sheathing  
105—Framing  
106—Wall Sheathing  
107—Roof Dry-in/Flashing  
108—roof In Progress  
109—Window/Door Buck  
110—Insulation  
111—Shutters  
112—Truss  
113—2nd/3rd Floor Tie-Down  
114—Stem Walls  
115—Rated Assemblies  
116—Columns  
117—Pool Steel  
118—Pool Deck  
119—Pool Final  
120—Tie-Down—mobile homes only  
121—Pool Cage  
122—Fill Cell  
123—Building Final  
124—Pool Safety  
125—Lath  
126—Soffit/Facia  
250—Sea Wall Cap  
251—Window/Door Replacement

### Electrical

200—Elec. Tug/T-Pole  
201—Elec. Underground/Slab  
202—Elec. Service Change  
203—Elec. Ceiling Rough  
204—Elec. Wall Rough  
205—Elec. Temporary Power  
206—Pool Electrical  
210—Commercial Electrical Final  
207—Residential Electrical Final  
208—Residential Electrical Rough  
209—Commercial Electrical Rough  
249—Photovoltaic Electric Final

## PERMITTING & INSPECTIONS

### Gas

220—Gas Rough  
221—Gas Final  
227—Gas In Ground Tanks

### Mechanical

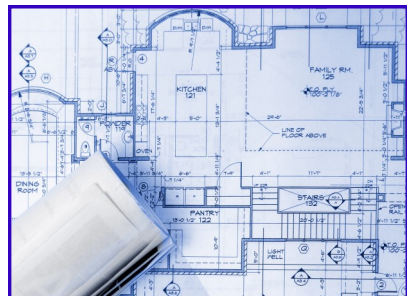
230—Mech. Rough  
231—Changeout/Replace  
232—Mech. Final  
233—Mech. Underground  
234—Mech. Hood Rough  
235—Mech. Hood Final  
236—Refrigeration Rough  
237—Refrigeration Final

### Plumbing

240—Plumbing Rough  
241—Plumbing 2nd Rough  
242—Plumbing Water  
243—Plumbing Sewer  
244—Plumbing Backflow Water  
245—Plumbing Backflow Irrigation  
246—Plumbing Final  
247—Pool Plumbing

### Resource Protection

700—WNCA—Pre-Construction  
701—WNCA Construction / Final  
702—WNCA Mitigation  
703—Tree PR / Initial Inspection  
704—Final Tree Permit  
705—Earthmoving



## HELPFUL HINTS

If at any time, during our regular working hours, you wish to speak to a Customer Service Representative while using the IVR, just press “0” at a menu choice.

Inspections may be scheduled within seven (7) days of the requested inspection date until the day of the inspection. However, you will NOT be able to schedule or cancel any “same day” inspections. The IVR will not accept any inspection requests for Saturdays, Sundays, or holidays.

You may schedule or cancel inspections on multiple permits by choosing that option after completing the first request.

The IVR will tell you the permit status and the permit fees due. You can also access other fees due like Re-Inspection and Impact Fees.

Always have the following ready before calling the IVR:

- Permit number (ex. 18 123456 00)
- Inspection type and inspection code directory (listed on the permit card)
- If you need help or training with our interactive voice response system, please call our Inspections Hotline staff at (941) 861-3271 or 861-3273.

**Fire Inspections can only be scheduled through the Fire Marshal's office at (941) 861-2290.**