



City of Kitchener Building Division Voice Permits

Available for scheduling inspections 7 days a week at (519) 741-2761

To use voice permits you will need:

- a) A telephone
- b) Your permit numbers. If you don't have one contact building@kitchener.ca
- c) The Inspection Codes – Choose from the codes listed on your permit or at the end of this document.

The Voice Permits system will prompt you through the steps listed below. You may perform multiple transactions during each call. You will be issued a confirmation number to be used for any reference to your inspection. Your inspection is not booked until you receive the confirmation number.

Press 1 to: Schedule an Inspection

Press 2 to: Cancel an Inspection

Press 0 to: Speak to a customer service representative

TO SCHEDULE AN INSPECTION:

- 1. Enter 8 Digit Permit Number** – The system will confirm this permit by speaking back the site address.
- 2. Enter 2 Digit Inspection Code** – Listed on your permit or choose from list below.
- 3. Enter # of Business Days** – You may schedule up to 9 business days in advance. The cut off for next day inspection requests is 3:00PM. Before 3:00 PM pressing #1 will schedule your inspection for the following business day. After 3:00 PM pressing #1 will schedule your inspection for two days business days after. Pressing #3 will book three days ahead and so on.
- 4. Enter Time of Day** – We offer two timeslots. For an inspection anytime between 9AM and 1PM press #1. For an inspection anytime between 12PM and 3 PM press #2. If you do not have a preferred time press #3.
- 5. After receiving a confirmation number you may now:**
 - Request another inspection, for the same permit
 - Request another inspection, for a different permit
 - Return to main menu or hang up

TO CANCEL AN INSPECTION:

You will be transferred to speak with a Customer Service Representative or asked to leave a message. If you rebook your inspection the current inspection is automatically cancelled.

INFORMATION:

You can press 0 at any time to transfer to a Customer Service Representative or leave a message.

We will do our best to complete the inspection during the requested date and time however due to the unpredictable nature of inspections you may experience a service delay. AM inspections may be pushed to the PM or rescheduled for the next day. If the inspection is rescheduled for the next day we will contact the applicant or site contact and let them know. We appreciate your understanding.

Quick Book Process for Residential Customers: (519) 741-2761

<p>1. Enter 5 during the main men</p> <p>2. When prompted enter the following in this order:</p> <p>a) 8 digit permit number</p> <p>b) 2 digit inspection code</p> <p>c) 1 digit inspection date (enter 1-9)</p> <ul style="list-style-type: none"> - entering 1 <u>before</u> 3pm= next day inspection - entering 1 <u>after</u> 3pm will be two business days later etc <p>d) 1 digit time of day</p> <ul style="list-style-type: none"> - 1=AM (9am-1pm) - 2=PM (12pm-3pm) - 3= anytime (9am-3pm) <p>3. Listen while the system reads back your request</p> <p>4. Wait for confirmation #</p>	<p>Code</p> <p>02</p> <p>03</p> <p>12</p> <p>16</p> <p>17</p> <p>19</p> <p>21</p> <p>23</p> <p>47</p> <p>49</p> <p>87</p> <p>88</p>	<p>Inspection Description</p> <p>Excavation Footing</p> <p>Foundation Pre-Backfill</p> <p>Sanitary & Storm Sewer</p> <p>Underground Rough-in</p> <p>Above Ground Rough-in</p> <p>Final Plumbing Inspection</p> <p>Structural Wood Frame</p> <p>Insulation Inspection</p> <p>Occupancy Only</p> <p>Final Building Inspection</p> <p>Deck Footing Inspection</p> <p>Deck Structural Wood Frame</p>
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Quick Book Process for ICI Customers: (519) 741-2761

<p>1. Enter 5 during the main men</p> <p>2. When prompted enter the following in this order:</p> <p>a) 8 digit permit number</p> <p>b) 2 digit inspection code</p> <p>c) 1 digit insp. date (enter 1-9)</p> <ul style="list-style-type: none"> - entering 1 <u>before</u> 3pm= next day inspection - entering 1 <u>after</u> 3pm will be two business days later etc <p>d) 1 digit time of day</p> <ul style="list-style-type: none"> - 1=AM - 2=PM - 3= anytime <p>3. Listen while the system reads back your request</p> <p>4. Wait for confirmation #</p>	<table border="0"> <tr> <td>Code</td> <td>Inspection Description</td> </tr> <tr><td>02</td><td>Excavation Footing</td></tr> <tr><td>03</td><td>Foundation Pre-Backfill</td></tr> <tr><td>04</td><td>Steel Reinforcing</td></tr> <tr><td>09</td><td>Water Service Main</td></tr> <tr><td>10</td><td>Sanitary Sewer</td></tr> <tr><td>11</td><td>Storm Sewer</td></tr> <tr><td>12</td><td>Sanitary and Storm</td></tr> <tr><td>13</td><td>On-Site Fire Hydrant</td></tr> <tr><td>14</td><td>Back Flow Preventor</td></tr> <tr><td>16</td><td>Underground Rough-in</td></tr> <tr><td>17</td><td>Above Ground Rough-in</td></tr> <tr><td>19</td><td>Final Plumbing</td></tr> <tr><td>25</td><td>HVAC Rough In</td></tr> </table>	Code	Inspection Description	02	Excavation Footing	03	Foundation Pre-Backfill	04	Steel Reinforcing	09	Water Service Main	10	Sanitary Sewer	11	Storm Sewer	12	Sanitary and Storm	13	On-Site Fire Hydrant	14	Back Flow Preventor	16	Underground Rough-in	17	Above Ground Rough-in	19	Final Plumbing	25	HVAC Rough In	<table border="0"> <tr> <td>Code</td> <td>Inspection Description</td> </tr> <tr><td>26</td><td>HVAC Final Inspection</td></tr> <tr><td>27</td><td>NFPA 96 Inspection</td></tr> <tr><td>29</td><td>Fire Stopping</td></tr> <tr><td>30</td><td>Fire Separation</td></tr> <tr><td>31</td><td>Fire Wall Inspection</td></tr> <tr><td>32</td><td>Fire Proofing</td></tr> <tr><td>33</td><td>Steel Stud Partitions</td></tr> <tr><td>36</td><td>Fire Route</td></tr> <tr><td>47</td><td>Occupancy Only</td></tr> <tr><td>49</td><td>Final Building</td></tr> <tr><td>59</td><td>EIFS Inspection</td></tr> <tr><td>82</td><td>Structural Frame</td></tr> </table>	Code	Inspection Description	26	HVAC Final Inspection	27	NFPA 96 Inspection	29	Fire Stopping	30	Fire Separation	31	Fire Wall Inspection	32	Fire Proofing	33	Steel Stud Partitions	36	Fire Route	47	Occupancy Only	49	Final Building	59	EIFS Inspection	82	Structural Frame
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Complete List of Inspection Codes:

01 Pre-Construction	18 Septic Tank	33 Steel Stud Partitions
02 Excavation Footing	19 Final Plumbing	35 Fireplace Woodstove Insert
03 Foundation Pre-Backfill	20 Structural Steel Frame	36 Fire Route
04 Steel Reinforcing	21 Structural Wood Frame	47 Occupancy Only
05 De-Watering	22 Masonry	49 Final Building
08 Erosion Control	23 Insulation	59 EIFS
09 Water Service Main	24 Air Barrier	82 Structural Frame Inspection
10 Sanitary Sewer	25 HVAC Rough-in	83 Pre-Construction Sewage System
11 Storm Sewer	26 HVAC Final	84 Sewage System Pre-Backfill
12 Sanitary and Storm Sewer	27 NFPA96	87 Deck Footing Inspection
13 On-Site Fire Hydrant	29 Fire Stopping	88 Deck Structural Wood Frame
14 Back Flow Preventor	30 Fire Separation	
16 Underground Rough-in	31 Fire Wall	
17 Above Ground Rough-in	32 Fire Proofing	