WRITE YOUR PERMIT NUMBER(S) HERE:

WHAT IS THE AUTOMATED BUILDING INSPECTION SYSTEM?

The City of Santa Rosa Automated Building Inspection Request System (SELECTRON) is an automated system that allows callers to use a touch tone phone to schedule and cancel inspections from 6:00 a.m. to 11:59 p.m. seven days a week.

- If using VOICE: Call the “voice” number above and respond to the prompts accordingly.
- If using TEXT: Text “menu” or any key word to the text number above and respond to the prompts accordingly.

Be sure to listen for and write down your confirmation number before disconnecting from this system. The confirmation number ensures your inspection is scheduled.
INSTRUCTIONS

SELECTRON is an automated system that allows callers to use a touch tone phone to schedule and cancel building department inspections.

SELECTRON is available seven days a week from 6:00 a.m. to 11:59 p.m. to request inspections. Because of the area our inspectors must cover each day, there is no guarantee that specific time requests can be honored. We recommend scheduling inspections a couple days in advance to ensure scheduling for the desired day.

SELECTRON schedules inspection requests for the next five business days.

REQUESTING AN INSPECTION

(Listen while "SELECTRON" repeats your entries back to you. Please stay on the line until the process is complete. If there are any problems, you will be given further information.) Below is a summary of choices on the system.
1. To schedule a building inspection, press 1. To cancel an inspection, press 2. To hear inspection results, press 3.
2. Please enter the numeric portion of your permit number followed by the # key; i.e., 050001 for building permit number B05-0001. The building permit number and address will be spoken back as a confirmation of your permit entry.
3. Enter the three (3) digit inspection code(s). For a listing of inspection codes, see page 4 of the handout or the inspection card.
4. At the end of the inspection request process, you will be given a confirmation number. Be prepared to write down the confirmation number as a verification of your inspection request.

The cutoff time for next working day inspection requests or cancellations is 2:00 p.m. on the previous day. Inspections can be requested on weekends and holidays for the next working day. Any inspections requested after 2:00 p.m. will be processed as though they were received the following day.

CANCELING AN INSPECTION

All inspection cancellations must be requested prior to the cutoff time of 11:59 p.m. Inspections requested for work which is not ready may result in the assessing of re-inspection fees. Canceling an inspection is virtually the same as scheduling except that you will press 2 to cancel instead of 1 to request.

If you need to cancel an inspection request after the cutoff time, please call the office at (707) 543-3200, and select Option 1, then Option 2, between the hours of 7:30 and 8:30 a.m. to reach staff.

USING THE SYSTEM

You will soon find that you can enter information as soon as SELECTRON begins to request it. While this makes the process much shorter, it is suggested that you listen to the entire dialogue until you are familiar with the system. Inputting an out-of-area phone number may cause an error with the system when leaving a message.

Please be sure to listen to the entire message in the event that your inspection rolls to another day due to closure or a full calendar and to obtain your confirmation number. If you are not given a confirmation number, your inspection may not have been scheduled.

When the computer is not in service, you can only schedule inspections by calling (707) 543-3200 or by faxing an inspection request to (707) 543-3219.

PLEASE BE ADVISED THAT INSPECTIONS MAY ROLL TO ANOTHER DAY IF THE INSPECTION CALENDAR IS FULL. BE SURE TO CALL (707) 543-3200, OPTION 1, THEN OPTION 2 THE MORNING OF THE SCHEDULED INSPECTION TO CONFIRM THE TIME FRAME WITH STAFF.

JULY 2023