

City of Santa Rosa Special Inspector Code of Conduct Agreement

Inspection functions in the area of expertise:

- i) The special inspector shall be a qualified person who shall demonstrate competence, to the satisfaction of the Chief Building Official, for inspection of the particular type of construction or operation requiring special inspection. These inspections are in addition to the inspections specified in the 2007 California Building Code, Appendix Chapter 1, Section 109. Special inspectors shall keep records of inspections and furnish inspection reports to the Chief Building Official and the design professional in responsible charge. A final report documenting required special inspections and correction of any discrepancies noted in the inspections shall be submitted to the Chief Building Official prior to building permit final.
- ii) All code requirements established by the California Model Codes adopted by the City shall be under the authorization of the Chief Building Official or designee to enforce. The special inspector's authority is limited to the area of expertise they are qualified for and authorized to inspect by the Chief Building Official. Special inspector's shall not make any code interpretation, identify areas of concern regarding the status of a building permit, or sign off project approval of any inspection required to be inspected by City staff unless authorized by the Chief Building Official.

Provide Quality Customer Service that exemplifies the goals of the Community Development Department:

- i) Be Available to City staff and clients/stakeholders
 - (a) Adhere to the Building Division policy of doing all inspections on the day the inspection has been requested.
 - (b) Attend and be on time for all scheduled appointments and meetings.
 - (c) Return all phone calls within 24 hours from when they are received.
- ii) Be Accurate
 - (a) Take responsibility to find answers or direct an inquiry to the proper person for questions outside your scope of expertise.
 - (b) Provide accurate information on all written comments, reports, and written correspondence.
 - (c) Provide all reports to the Building Division in a format and timeframe established by the Building Division Special Inspection Coordinator.
- iii) Provide partnership service to stakeholders (public/citizens, other staff, policy makers, development community)
 - (a) Work with clients and City staff to identify areas where the process of inspecting in your area of expertise can be improved for better customer service.
 - (b) Cooperate and work in coordination with all City of Santa Rosa staff.

- iv) Improve/provide advice to stakeholders (public/citizens, City staff, policy makers, development community)
 - (a) Within your area of expertise, explain and interpret standards, requirements, and restrictions for architects, contractors, engineers, builders and the general public.
 - (b) Coordinate with City departments and divisions and outside agencies in the inspection approval process.
 - (c) Identify and inform the public of inspection requirements, time frames for inspections, and issues involved in approval for your area of expertise.

Adhere to the City Organizational Values:

- i) Providing quality service.
- ii) Encouraging accessibility, open communication and participation in decision making.
- iii) Developing an environment of mutual trust, fairness, sensitivity and dignity.
- iv) Promoting confidence in individual capabilities and cooperation throughout the organization.
- v) Adapting to the changing circumstances of the community.

Be conscious of and maintain the City of Santa Rosa Basic principles of conduct:

- i) Focus on the situation, issue or behavior, not on the person.
- ii) Maintain the self-confidence and self-esteem of others.
- iii) Maintain good relationships with City staff, contractors and property owners that you work with during the process of doing special inspections in your field of expertise.
- iv) Take initiative to make things better in the area of your expertise.
- v) Lead by example.

I hereby acknowledge that I have reviewed the Special Inspector Code of Conduct with the Chief Building Official or his designated representative. I understand the importance of providing excellent customer service that exemplifies the goals of the Community Development Department and I understand the role I have in the building permit process for the area of expertise I am qualified to inspect. I understand that my status as an approved special inspector in the City of Santa Rosa may be revoked by the Chief Building Official for failure to adhere to this code of conduct.

Name (print) _____ Field of Expertise: _____

Signature: _____ Date: _____

Chief Building Official: _____ Date: _____