

CITY OF GREENVILLE INSPECTIONS DIVISION 252-329-4466

AUTOMATED INSPECTION AND PERMITTING PHONE SYSTEM THAT PROVIDES 24 HOUR INTERACTIVE SERVICE

Use the steps below to schedule an inspection before, during, or after normal business hours

Step 1

Locate and reference IVR Number. This is located on the printed permit or available in Citizen Self Service (CSS).

IMPORTANT NOTE: For projects that include a BUILDING permit with trade permits such as for a home or commercial construction or renovation, you will need the Building Permit number and associated IVR number from the General Contractor. In these cases, do not use the trade permit number or associated IVR number.

Step 2

Dial (844) 381-8756

Step 3

Select 1 for English; 2 for Spanish

Step 4

When prompted for pin number, enter the IVR number

Step 5

Verify permit number and address and select the appropriate option (1 = yes, 2 = no)

Step 6

Press option 3 – Schedule New Inspection

All options:

- 1 – Check Permit Status
- 2 – Check Inspections Status
- 3 – Schedule New Inspection
- 4 – Review Associated Plans
- 5 – Switch Permit

Step 7

System will list available inspections and the associated number to enter. Enter appropriate number.

NOTE: Again, if this is part of a BUILDING permit with trade permits such as for a home or commercial construction or renovation, you will need the Building Permit number and associated IVR number from the General Contractor. In these cases, do not use the trade permit number or associated IVR number.

Step 8

System will prompt for list of available dates. Enter number for selected date.

Step 9

System will prompt for verification of inspection and date. Press 1 for Yes; 2 for No.

Step 10

System will prompt for a call back number for the inspector. Enter contact phone number.

Step 11

System will prompt for verification of call back number. Press 1 for Yes; 2 for No.

Step 12

Do Not Hang Up until the automated system tells you your inspection has been scheduled. If you hang up before your inspection is scheduled it will not be received into the system.

Step 13

You can then hang up or press 1 to schedule another inspection for this permit or press 2 to switch to another permit.