

Scheduling & Cancelling Inspections



Requirements

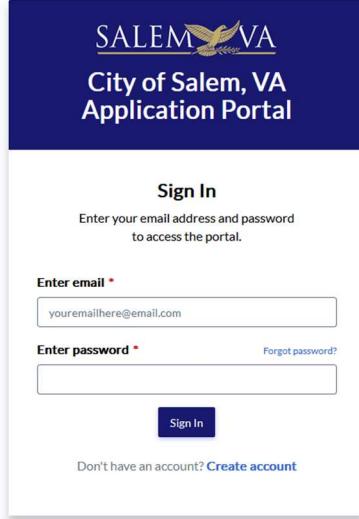
- Application Portal Account
- Issued Permit with Active inspections
- Project at the appropriate stage for the inspection to be completed

Important!

When scheduling an inspection please ensure that you are selecting the correct inspection for the correct permit.

If the City Inspector cannot complete the inspection due to inability to access the site, the inspection will need to be rescheduled.

Scheduling an Inspection

1. Log into the Application Portal	
2. Click on My Inspections	

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3. Select the Permit you wish to schedule an inspection for by clicking the calendar icon	<p>My Inspections</p> <p>Available Scheduled</p> <p><small> ⓘ The table below contains a list of all of your applications that have available inspection requests. To request an inspection click the 📅 icon.</small></p> <p>Show 10 entries Search: <input type="text"/></p> <table border="1"><thead><tr><th>Permit Number</th><th>Project Name</th><th>Location</th><th>Permit Type</th><th>Actions</th></tr></thead><tbody><tr><td>E25-2000</td><td>Electrical for Demo 2.19</td><td>200 BLK COLLEGE ALY</td><td>Electric Permit</td><td></td></tr><tr><td>M25-4000</td><td>HVAC & Gas Line Demo 2.19</td><td>200 BLK COLLEGE ALY</td><td>Mechanical New Work</td><td></td></tr><tr><td>P25-6000</td><td>Plumbing New House</td><td>200 BLK COLLEGE ALY</td><td>Plumbing New Connections</td><td></td></tr><tr><td>R25-1000</td><td>New Home for Demo 2.19</td><td>200 BLK COLLEGE ALY</td><td>Residential New Building</td><td></td></tr></tbody></table>	Permit Number	Project Name	Location	Permit Type	Actions	E25-2000	Electrical for Demo 2.19	200 BLK COLLEGE ALY	Electric Permit		M25-4000	HVAC & Gas Line Demo 2.19	200 BLK COLLEGE ALY	Mechanical New Work		P25-6000	Plumbing New House	200 BLK COLLEGE ALY	Plumbing New Connections		R25-1000	New Home for Demo 2.19	200 BLK COLLEGE ALY	Residential New Building	
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4. Select your inspection Type	<p>Select Inspection Inspection Details</p> <p><small> ⓘ Select your inspection by clicking on the radio button in the left column of the table and then click Next.</small></p> <p>Show 10 entries Search: <input type="text"/></p> <table border="1"><thead><tr><th></th><th>Inspection Type</th></tr></thead><tbody><tr><td><input checked="" type="radio"/></td><td>Footing Inspection (B)</td></tr><tr><td><input type="radio"/></td><td>Foundation Inspection (B)</td></tr></tbody></table> <p>Showing 1 to 2 of 2 entries 1 row selected 1</p> <p>Previous Close Next</p>		Inspection Type	<input checked="" type="radio"/>	Footing Inspection (B)	<input type="radio"/>	Foundation Inspection (B)																			
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5. Click Next	<p>Next</p>																									

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<p>6. Select an Available Date Inspection days will be shown in the calendar. Inspections cannot be scheduled same day. Next-day inspections can be scheduled until 4pm on the previous working day.</p>	<p>Request a Date *</p> <p>Select Date</p> <div style="border: 1px solid #ccc; padding: 5px; width: 100%; text-align: center;">March ▼ 2025 ></div> <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"><tr><td>Sun</td><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td></tr><tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>1</td></tr><tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr><tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr><tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr><tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr><tr><td>30</td><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	Sun	Mon	Tue	Wed	Thu	Fri	Sat	23	24	25	26	27	28	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5
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<p>7. Select a time. Available windows are AM, PM, or all day.</p>	<p>Select a Time *</p> <p><input type="radio"/> 7:00 am - 12:00 pm <input type="radio"/> 12:00 pm - 4:00 pm <input type="radio"/> 7:00 am - 4:00 pm</p>																																																	
<p>8. Provide contact information</p>	<p>Requestor Name *</p> <p>Enter your name</p> <p>Requestor Phone Number *</p> <p>Enter your phone number</p> <p>Requestor Email *</p> <p>Enter your email address</p>																																																	

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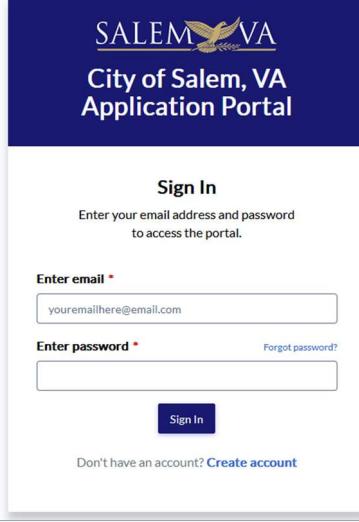
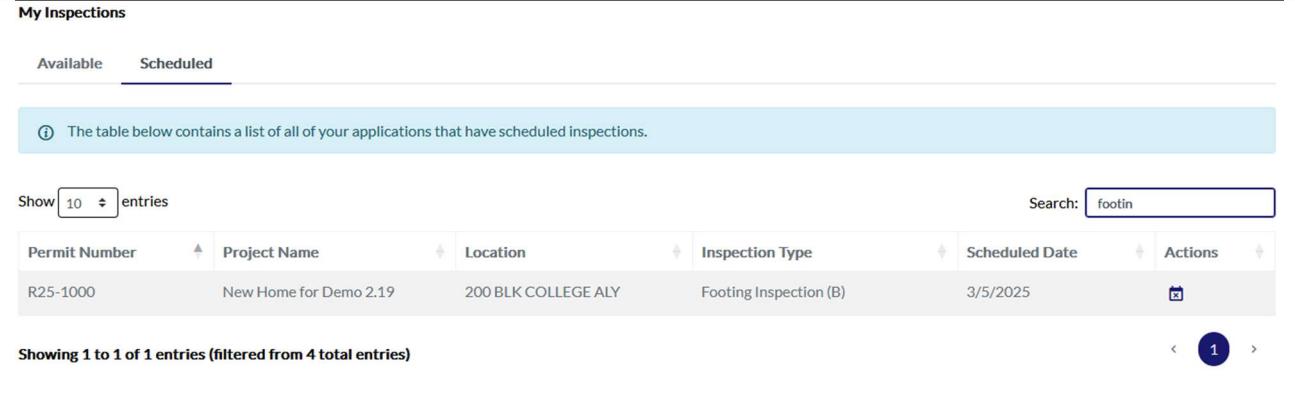


9. Add any special instructions This could include on-site contacts, lock box codes if applicable, or other site requirements.	Comments/Special Instructions <input type="text"/>
10. Click Submit	Submit
11. Success! You will see the following message	<p>✓ Inspection successfully requested. We've received your request for the Footing Inspection (B) for Permit # R25-1000 on 3/5/2025.</p>
Important!	<p><i>Submitting a request for inspection does not guarantee an inspection at that timeslot. If inspections are rescheduled or cancelled the permit applicant will be notified by email.</i></p>

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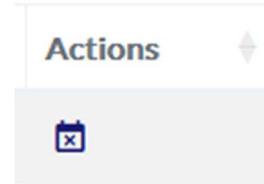
Cancelling an Inspection

1. Log into the Application Portal	
2. Click on My Inspections	
3. Click on the Scheduled Tab to view inspection requests	

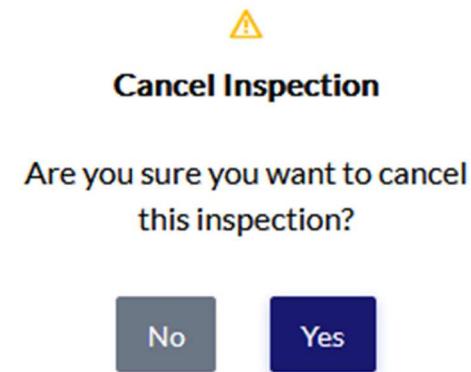
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4. Click the calendar icon to cancel the inspection



5. If you are sure you want to cancel your inspection, click Yes.



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6. You will see the following notification.



Inspection successfully canceled.

Close

Important!

Inspections cannot be cancelled on the date of inspection.

If there is some reason that the inspection cannot be completed at the scheduled time, please call Community Development to cancel.

Once the inspection has been cancelled and is no longer showing up on your Scheduled list, you can reschedule the inspection by following the steps in the "Scheduling an Inspection" section of this guide.

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Frequently Asked Questions

Can I schedule inspections for the same day?

No, Inspections can only be scheduled for the next working day until 4pm.

Office closures will affect inspection schedules, please consult the City Calendar available at salemva.gov for scheduled closures.

If you have further questions about inspections, please call Community Development to discuss.

Can I schedule multiple inspections for the same permit at the same time?

Yes, it is possible to request multiple inspections of different types for the same permit on the same day and timeslot. Where possible please note this in the comments/special instructions section to help us more easily identify these items.

I can't schedule my inspection for the following day, what do I do?

This may be due to an office closure, a scheduling issue, or the date or time you are trying to schedule is filled. Please select the next available day.

When will I get the result of my inspection?

The inspector may share the result of the inspection and any feedback with you at the time of the inspection, however the result of the inspection will be emailed to the permit applicant.

What happens if the inspection does not pass?

If the inspection does not pass, details can be found on the application portal for the permit in question. The permit portal will be the best source of information at any time and will contain corrective action instructions.

Once the corrective actions have been completed, you can schedule a new inspection.

Please note if the same inspection type fails twice, a reinspection fee will be assessed which must be paid before a follow-up inspection can be scheduled.

Fee schedule information can be found at salemva.gov.