



CITY OF
NORTH LAS VEGAS

AUTOMATED INSPECTION SCHEDULING SYSTEM

A Helpful Guide to Scheduling Inspections
Using the Automated System



PUBLIC WORKS DEPARTMENT

Building Safety Division
2266 Civic Center Drive
North Las Vegas, NV 89030
(702) 633-2328

ADA Accommodations (702) 633-1510
TDD (800) 326-6868

The City of North Las Vegas Building Safety Division proudly presents a new automated inspection scheduling system. The system is designed to provide a fast and convenient method of scheduling inspections using the telephone. The system is equipped with ample telephone lines to receive all calls simultaneously. Once customers become familiar with the system, the City is confident customers will find it convenient and friendly to use. The system is also available in Spanish.

Please be reminded that while the automated system is available to receive calls 24-hours a day, inspection requests must be called in before 4:00 p.m. to receive inspections on the following day. Calls made after 4:00 p.m. will receive inspections two business days later. For example: a call made at 4:30 p.m. on Monday will schedule inspections for Wednesday; and calls made at 4:30 p.m. on Thursday will schedule inspections on Monday.

USING THE SYSTEM

To use the automated system, call **633-2328**. Callers are prompted to select English or Spanish, then asked to select the following:

1. Inspection Options: This option allows customers to schedule, reschedule, cancel, and check status of inspections.

Note: Option for checking the status of inspections may not be available at this time. This feature is being developed and will be available soon.

2. General Information. This option provides general information on the Building Safety Division; location, office hours, best practices on working with the inspection office, and the option to speak to a customer service representative (available during business hours).

SCHEDULING AN INSPECTION

1. Enter the permit number and press the "#" button. Listen to the prompt and press "1" to confirm.
2. Enter property address number only and press the "#" button. (Example: If the address is 1225 Main St., enter only 1225.) Listen to the prompt and press "1" to confirm.
3. Listen to voice reply to confirm that the correct permit was accessed. If correct, press "1".
4. Press "1" to schedule an inspection. Press "1" again to enter the four-digit inspection code from the inspection card. Enter inspection code for desired inspection. (Example: enter code "2222" for "footing inspection")

Listen to prompt, press "1" if the correct code was entered.

5. Listen to confirmation of inspection date, press "1" if correct.
6. Enter a contact phone number and press the "#" button (including area code, in case the inspector needs to make contact. i.e. 702-555-1212). Listen to final confirmation.

* Follow directions to schedule additional inspections.

BUILDING SAFETY HOURS OF OPERATION

PERMIT APPLICATION CENTER (PAC)

Mon - Thur: 8am - 5:45pm
(Building Permits, Plans Examination, Research, Cert. of Occupancy)

INSPECTIONS DIVISION

Automated Inspection Scheduling System:
Lines open 24 hours/7 days
Calls made by 4:00pm receive next business-day inspections

**Inspections are conducted
Monday through Friday.**

Customer service can be reached at 633-1576
Mon - Fri: 7:30am - 3:30 pm

Mayor & Council

Michael L. Montandon, Mayor
William E. Robinson
Stephanie S. Smith
Shari Buck
Robert L. Eliason

City Manager

Gregory E. Rose

