

Check Plan Review Status

1. Select **Option #4 – Plan Review Status**.
2. Enter the plan review number.
3. The system will retrieve the information. The site address will be spoken. Press [1.] if the site address is correct or [2] to re-enter the plan review number.
4. Next, the plan review status will be spoken.
5. After the plan review status is given, you will be given the option to:
 - [1] End this call and hang up
 - [3] Hear info on a different plan number
 - [4] Return to the main menu
 - [9] Repeat this information



Inspection Types

BUILDING

010 Bldg-Footing-Residential
011 Bldg-Footing-Commercial
020 Bldg-Slab-Residential
021 Bldg-Slab-Commercial
030 Bldg-Framing-Residential
031 Bldg-Framing-Commercial
032 Bldg-Framing-Multi Family
040 Bldg-Sheetrock
050 Bldg-Tenant Separation
060 Bldg-Meeting Onsite
070 Bldg-Progress
080 Bldg-Other
090 Bldg-Reinspection
370 Bldg-Certificate of Occupancy
380 Bldg-Certificate of Completion
390 Bldg-FINAL

GAS

700 Gas-Underground
710 Gas-Water Heater
720 Gas-Rough-in
730 Gas-Temporary Cut-in
735 Gas-Meeting Onsite
740 Gas-Progress
745 Gas-Other
750 Gas-Gas Piping Only
760 Gas-Notify Utility OK to Conn
765 Gas-Certificate of Completion
770 Gas-FINAL

MECHANICAL

500 Mech-Underground
510 Mech-Rough-in
520 Mech-Duct Work Only
525 Mech-Progress
530 Mech-Other
535 Mech-Meeting Onsite
585 Mech-Certificate of Completion
590 Mech-FINAL

SIGN

850 Sign-Footing
855 Sign-Spacing
865 Sign-Meeting Onsite
870 Sign-Progress
875 Sign-Other
880 Sign-Final for Certificate

PLUMBING

600 Plum-Underground
610 Plum-Rough-in
620 Plum-Sewer
630 Plum-Sewer Repair
635 Plum-Water Service
640 Plum-Water Heater
646 Plum-Grease Interceptor
647 Plum-Oil Interceptor
648 Plum-Sand Trap
649 Plum-Hub Drain
650 Plum-Storm Drain
651 Plum-Ice Machine
655 Plum-Progress
660 Plum-Other
665 Plum-Meeting Onsite
685 Plum-Certificate of Completion
690 Plum-FINAL

ELECTRICAL

400 Elec-Slab
410 Elec-Ditch
420 Elec-Wall Rough-in
430 Elec-Ceiling Rough-in
440 Elec-Early On
445 Elec-Signs
450 Elec-Pool Bonding
455 Elec-Progress
460 Elec-Other
465 Elec-Meeting Onsite
470 Elec-Temporary Meter Center
480 Elec-Notify Utility OK to Conn
485 Elec-Certificate of Completion
490 Elec-FINAL

City of Knoxville

Plans Review & Inspections

This Division promotes quality development and preserves neighborhood integrity and safety through Plans Review, Building Permits, Building and Fire inspections, and other regulatory activities. The division activities fall into three areas:

Plans Review

Permits

Inspections

Department of Operations & Engineering

IVR

Interactive Voice Response (865) 215-4830

Call the automated IVR System for all of your Inspections/Plans Review needs



Department of Operations & Engineering

Plans Review & Inspections Division

P.O. Box 1631

Knoxville, TN 37901-1631

Phone: 865-215-2999

Fax: 865-215-2627

IVR: 865-215-4830

Bill Haslam, Mayor

Jerry Ledbetter, P.E., Senior Director

Welcome to IVR

In an ongoing commitment to improve customer service, your Plans Review & Inspections Division has installed an Interactive Voice Response System for inspections.

IVR Line: (865) 215-4830

Contractors can use this system to:

- **Schedule an Inspection,**
- **Cancel an Inspection,**
- **Obtain Inspection Results, &**
- **Check Plans Review Status.**

The IVR system will prompt you through the process during your call. Once you learn the menu, you can select your choices without having to listen to the whole menu prompt.

Before Calling You will Need:

1. A touch-tone telephone (cell phones – OK)
2. A site-specific Permit Number
3. An Inspection Type (Choose from types listed inside this brochure)
- **Daily Cut-off time for inspections is 7:30 am for current day inspections.**
- **If inspection is scheduled for today, use IVR to cancel up to 7:30 am. Otherwise, call your inspector to cancel an inspection.**

IVR Menu

- [1] - Schedule an Inspection
- [2] - Cancel an Inspection
- [3] - Obtain Inspection Results
- [4] - Plan Review Status
- [0] - To Speak with an Operator
- [*] - Listen to General Information
- [#] - Disconnect and Hang Up

You may perform multiple transactions during each call. At the end of the call, you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

Schedule an Inspection

1. Select **Option #1 – Schedule an Inspection.**
2. Select permit type:
 - [1] Building
 - [2] Gas
 - [3] Mechanical
 - [4] Plumbing
 - [5] Electrical
 - [6] Sign
 - [7] Final Fire Inspection
3. Enter your 6-digit permit number.
 - *The system will confirm permit by speaking the site address.*
4. Enter inspection type (see list in this brochure).
 - *If desired, press [*] to hear list of inspection types.*
 - *If desired, press [#] to back up & re-enter permit number, if necessary.*
 - *The system will confirm inspection type by repeating it.*
5. Select inspection date by pressing:
 - [1] Next available business day
 - [2] 2nd available business day
 - [3] 3rd available business day
6. Select time preference by pressing:
 - [1] No time preference
 - [2] AM
 - [3] PM
7. To leave a message for the inspector, press [1]. Otherwise, press [2] to continue without recording a message.
8. The inspection will be scheduled. If leaving a message, record message after the tone & press any key when finished. If not, you will hear a confirmation message indicating that the inspection has been scheduled.

If Recording a Message
After message is recorded, press:
 - [1] To accept message
 - [9] To re-record message
 - [#] To cancel recording.
9. When finished, press:
 - [1] Hear confirmation number & hang up
 - [2] Schedule another inspection for this permit
 - [3] Schedule inspection for a different permit
 - [4] Return to the main menu
 - [9] Repeat this menu

Cancel an Inspection

1. Select **Option #2—Cancel an Inspection.**
2. Select permit type:
 - [1] Building
 - [2] Gas
 - [3] Mechanical
 - [4] Plumbing
 - [5] Electrical
 - [6] Sign
 - [7] Final Fire Inspection
3. Enter your 6-digit permit number.
 - *The system will confirm permit by speaking the site address.*
4. Enter inspection type (see list in this brochure).
 - *If desired, press [*] to hear list of inspection types.*
 - *If desired, press [#] to back up & re-enter permit number, if necessary.*
 - *The system will confirm inspection type by repeating it.*
5. Next, the inspection date will be spoken.
Press:
 - [1] Cancel the inspection.
 - [2] Reschedule the inspection, or
 - [#] Exit without canceling & return to main menu
6. The inspection will be canceled. Press:
 - [1] Hear confirmation number & hang up
 - [2] Cancel another inspection on this permit
 - [3] Cancel inspection on a different permit
 - [4] Return to the main menu
 - [9] Repeat this menu

Transfer to Staff & Additional Information

The Plans Review & Inspections Division is open 8:00 am–4:30 pm, Monday–Friday. To reach a staff member during these hours, press [0] when prompted in the IVR System. After-hours and holidays, you will be transferred to a voice message.

When prompted, you can also press [*] to hear an explanation of your current options.

Obtain Inspection Results

1. Select **Option #3—Obtain Inspection Results.**
2. Select permit type:
 - [1] Building
 - [2] Gas
 - [3] Mechanical
 - [4] Plumbing
 - [5] Electrical
 - [6] Sign
 - [7] Final Fire Inspection
3. Enter your 6-digit permit number.
 - *The system will confirm permit by speaking the site address.*
4. Enter inspection type (see list in this brochure).
 - *If desired, press [*] to hear list of inspection types.*
 - *If desired, press [#] to back up & re-enter permit number, if necessary.*
 - *The system will confirm inspection type by repeating it.*
5. The system will retrieve any inspection results posted to this permit number. If there are results, they will play.
6. If the inspection has failed, the failure codes will also play.
7. If there are messages left for you from the Inspector, they will play. New messages will play first. After messages play, press:
 - [1] Hear message time/date
 - [2] Save message
 - [3] Re-play message
8. When finished, press:
 - [1] End this call
 - [2] Hear another result on this permit
 - [3] Hear inspection result on a different permit
 - [4] Return to main menu
 - [9] Repeat this menu