

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.



Plans Review & Building Inspections Division

400 W. Main Street, Suite 475
Knoxville, TN 37901-1631

Phone: 865-215-2999

IVR: 865-215-4830

Fire Inspections: 865-215-2283

Inspection Types

BUILDING	PLUMBING
010 Bldg-Footing-Residential	600 Plum-Underground
011 Bldg-Footing-Commercial	610 Plum-Rough-in
020 Bldg-Slab-Residential	615 Plum-Insulation
021 Bldg-Slab-Commercial	620 Plum-Sewer
030 Bldg-Framing-Residential	630 Plub-Sewer Repair
031 Bldg-Framing Commercial	635 Plum-Water Service
032 Bldg-Framing-Multi Family	640 Plum-Water Heather
035 Bldg-Insulation	646 Plum-Grease Interceptor
036 Bldg-Sound Attenuation	647 Plum-Oil Interceptor
040 Bldg-Sheetrock	648 Plum-Sand Trap
050 Bldg-Tenant Separation	649 Plum-Hub Drain
055 Above Ceiling	650 Plum-Storm Drain
060 Bldg-Meeting Onsite	651 Plum-Ice Machine
070 Bldg-Progress	655 Plum-Progress
080 Bldg-Other	660 Plum-Other
090 Bldg Reinspection	665 Plum-Meeting Onsite
370 Bldg-Certificate of Completion	685 Plum-Certificate of Completion
390 Bldg-FINAL	690 Plum-FINAL
ELECTRICAL	
400 Elec-Slab	
410 Elec-Ditch	
420 Elec-Wall Rough-in	
430 Elec-Ceiling Rough0in	
440 Elec-Early On	
445 Elec-Signs	
450 Elec-Pool Bonding	
455 Elec-Progress	
460 Elec-Other	
465 Elec-Meeting Onsite	
470 Elc-Temporary Meter Center	
480 Elec-Notify Utility OK to Conn	
485 Elec-Certificate of Completion	
490 Elect-FINAL	
SIGN	
850 Sign-Footing	
855 Sign-Spacing	
865 Sign-Meeting Onsite	
870 Sign-Progress	
875 Sign-Other	
880 Sign-Final for Certificate	
MECHANICAL	
500 Mech-Underground	
510 Mech-Rough-in	
520 Mech-Duct Work Only	
521 Mech-Insulation	
525 Mech-Progress	
530 Mech-Other	
535 Mech-Meeting Onsite	
555 Mech-Electrical Wiring	
585 Mech-Certificate of Completion	
590 Mech-FINAL	

City of Knoxville
Plans Review & Building 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

New Feature

A web-based application is now available to citizens (applicant, contractor, developers, etc.) to review plans review and inspection results online. To access this new feature, go to the City’s website at www.knoxvilletn.gov.

On the Plans Review & Inspections main page, click **Plans Review and Permits Inquiry >>** link (located in the grey menu area.) The CITY SERVICES PORTAL page will open. Click **Plans Review and Permit Inquiry**.

Enter the complete plans review or permit number (including the dash) and then click Go.

You can also do a license search by clicking **Switch to License Search** button and then entering your complete Contractor License Number.



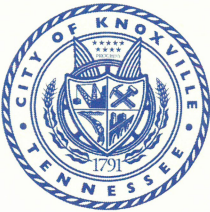
Division of Plans Review
& Building Inspections

IVR

Interactive Voice Response

(865) 215-4830

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



Welcome to IVR

In an ongoing commitment to improve customer service, your Plans Review & Building 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 2:00 pm for next day inspections.
 - If inspection is scheduled for today, use IVR to cancel up to 7:30am. Otherwise, call your inspector to cancel an inspection.

IVR Menu

- [1] - Schedule an Inspection
- [2] - Cancel and 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 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] 8:00 am - 12:00 noon
 - [3] 1:00 pm - 4:30 pm
 - *If you specified an AM or PM time preference, leave message (including your name & phone number) for Inspector with specified time. Inspector will call to confirm time of inspection.*
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 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 & Building 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 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