

Welcome to VoicePermits™

In an effort to streamline our operations and improve customer service, the City of Garden Grove has implemented an Interactive Voice Response (IVR) system.

We encourage you to use the IVR system to fulfill many of your needs. You can use the system 24 hours a day, 7 days a week, 365 days a year to do many things:

- Schedule an Inspection
- Reschedule an Inspection
- Cancel an Inspection
- Obtain Inspection Results

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GARDEN GROVE

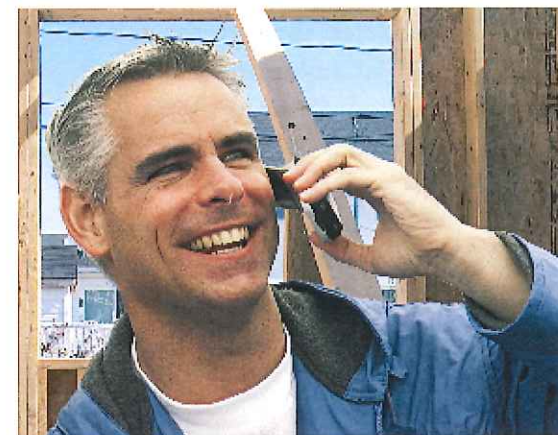
City of Garden Grove
11222 Acacia Parkway
Garden Grove, CA 92840

Schedule, Reschedule or
Cancel an Inspection...
Just a Phone Call Away!



GARDEN GROVE

Garden Grove Building Inspection Request Line



Quick Reference Guide

(855) 380-8758

Manage Your Inspections

To use the Garden Grove Building Inspection Request Line, just follow these simple steps:

1. Call the Garden Grove Building Inspection Request Line at
(855) 380-8758
2. When the system answers, choose which option.
3. Enter your Permit Number when prompted.
4. Enter the inspection code for the type of inspection needed.

You will be prompted through the entire process. Press [*] at any time for more information on how to use the system. To return to the previous menu at any time, press the [#] key.



Choose Your Option

When the Garden Grove Building Inspection Request Line answers your call, you'll hear the following options:

- | | |
|-----------|---------------------------------|
| Press [1] | Schedule an Inspection |
| Press [2] | Cancel/Reschedule an Inspection |
| Press [3] | Obtain Inspection Results |
| Press [0] | Transfer to Staff |
| Press [#] | Return to Previous Menu |
| Press [*] | Additional Information |

You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number that we recommend you keep for your records.

Live customer service staff can be reached between the hours of 7:30 a.m.–5:30 p.m. Monday through Thursday and Friday 7:30 a.m.–5:00 p.m.

How to Access IVR

Calls received up to 4:00 PM will be scheduled for the following business working day. Calls after 4:00 PM will be scheduled for the second business working day. To reschedule or cancel a same-day inspection, you must call before 7:00 AM.

Inspection Codes

BUILDING

105 Foundation/Footings
110 Slab
115 Subfloor Frame
120 Subfloor Insulation
125 Roof Sheathing
130 Shear Walls/Pre-Wrap
135 Framing
140 Insulation
145 Drywall
150 Exterior Lath
155 Shower Lath/Tile Backer
160 Brown Coat
165 T-Bar & Roughs
170 Windows
175 Track & Ledger

PLUMBING

205 Plumb Soil Groundwork
210 Plumb Water
Groundwork
215 Water Main/Lateral
220 Sewer
225 Rough Plumbing
230 Underground Gas Piping
235 Water Heater
240 Shower Pan/Test
245 Gas Test

MECHANICAL

305 Rough Mechanical
310 Air Conditioning/Heating
315 Kitchen Hood
950 Utility Safety Inspection

ELECTRICAL

405 Underground Conduit
410 UFER Ground
415 Electric Service
420 Rough Wiring
425 Solar Panels/Photovoltaic
Systems
430 Temp Power Pole

RE-ROOFING

505 Pre-Inspection/Sheathing

POOL & SPA

605 Pre-Gunite
610 Gas/Test
615 Underground Electric
620 Underground Plumbing
625 Backwash P-Trap
630 Pre-Deck/Bonding
635 Pre-Plaster/Fence & Gates

MASONRY

705 Foundation
710 Pre-Grout

DEMOLITION

805 Building Demo/Sewer Cap
810 Pool Bond Beam
815 Pool Bottom
820 Plumb/Elect Removed

FINAL

905 Reroof Final
910 Pool Final
915 Masonry/Grout Final
920 Pool Demo
925 Plumbing Final
930 Electrical Final
935 Mechanical Final
940 Building Final