



## MECKLENBURG COUNTY Code Enforcement Department

August 2, 2010

Memo: Auto notification (optional program)

To: all Customers

Customers wishing to be notified when an inspector is en route to their requested inspections may provide an electronic address to which notice will be sent. Notice may be either by e-mail, Nextel or other electronic media. An electronic button on the appropriate inspector computer screen will be clicked when the previous inspection is completed and inspector is en route to your jobsite. The designated customer will be automatically sent a text message as such:

*"At (time) today, inspector (number) indicated that they are en route to your inspection request at (address)."*

Considering travel time and inspection time, this should give the customer **20-30 minutes lead-time** to meet the inspector on the site, if they so desire.

**A.** This program requires agreement on expectations of service provided as follows:

Inspector is expected to click the button to provide contractors with advance notice of their presence on site. Notice goes to the inspection requestor (permit holder or their designee)

**B.** Customers have the option of voluntarily meeting the inspector on site

**C.** If the customer meets the inspector on site the following must be understood:

- 1) The inspector's first responsibility is to conduct the inspection
- 2) The inspector's second responsibility is to explain the defects to the related discipline contractor within reasonable time limits. If greater instruction is needed, a referral to the appropriate code section will be provided.
- 3) M/E/P inspectors deal with the M/E/P contractors, instead of General Contractor.

### **Steps to subscribe to Auto-notification and to designate Point of Contact:**

- 1) Go to [www.meckpermit.com](http://www.meckpermit.com) and click on Get Your Permit Online on the right side of the screen.

If already registered, the contractor would click on User Sign In. (If they are NOT registered, they may use the self-registration process by clicking on the Create a New Login link under the blue Contractors heading in the center of the screen. To self register, they must know their account number. Account Numbers can be obtained by contacting Revenue Collection at 704-336-3801.)

After clicking User Sign In, the contractor will login as usual entering their USER ID (which is always their account number) and their assigned PASSWORD.

After successful login, the contractor will see their home page. To add or edit their e-mail address, they should click on the **Account Info** link on the left under the Contractor heading. The Account Info screen contains links on the right side of the screen under the last payment date. To see Contact Information click the **Edit Contact Information** link. If the contractor self registered, their Contact Name and etc. will already be filled in at the top of the screen. If the contractor was manually registered, this screen will be blank as in the example below. To enter Auto-notification/Point of Contact information, all the contractor has to do is complete the fields noted in red and click the submit button. The contact information will also appear at the top of this screen where before the information was blank.

The contractor can then click on any link on the left or use the User Sign Out link to exit the system.