



# Inspection Request Procedure

## Building and Neighborhood Services

109 3<sup>rd</sup> Avenue South  
Franklin, TN 37064  
615-794-7012 OFFICE 615-591-9066 FAX

### Online Inspection Scheduling

Pro Tip: Online Inspections can be scheduled up to 5:00am for same day inspections service.

The City of Franklin offers online access to scheduling inspections and managing your permits. To get started, please contact either Doug Bright at 615-550-6632 or email ([doug.bright@franklintn.gov](mailto:doug.bright@franklintn.gov)) or Melodie Brady at 615-550-6643 or via email ([melodie.brady@franklintn.gov](mailto:melodie.brady@franklintn.gov)) You will receive an email with login information within 2 business days.

Login at our website at [www.franklintn.gov](http://www.franklintn.gov) and go to our Building and Neighborhood Services site under the Departments tab or follow the link below.

<http://dynamicportal.franklin-gov.com/CDR/Views/>

### Call-In Phone Scheduling

The call-in inspection line (615.591.5603) is a voice mail line available 24 hours a day.

- Inspection requests via the phone line should be made by 12:00 p.m. each day in order to receive next day inspection service.
- The inspections that are scheduled for the day are posted on our website each morning. Do not call the office to ask if your inspection is scheduled as the volume of calls can be overwhelming. If you call asking about scheduled inspections, we will refer you to check the website.

Below are the two (2) items we need to schedule your inspection on the call-in inspection line. Extraneous information is not documented. Contact the inspector assigned to your area for special cases.

1. Permit number
2. Type of inspection requested (use the list of inspection types below)

For example, if you wish to schedule a Final inspection on Building permit 99999, say only the following:

### **“99999, Final”**

- ✓ Mistakes in reciting the permit number and inspection type will usually result in the inspection not being performed.
- ✓ Double check the Daily Scheduled Inspections list on our website to ensure the correct inspection is scheduled.
- ✓ Coordinate any special instructions through your inspector. We will enter any special requests you make from the recording, but you must also confirm these requests with the inspector. The inspector's time is limited and the procedures are designed to ensure everyone gets inspection service with a minimum of delay.
- ✓ It is usually not practical to make time-specific appointments.



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List of Inspection Types (use these phrases exactly when scheduling inspections)

<p><b>Building Permit</b></p> <p> <b>Footing</b>  <b>Foundation</b>  <b>Slab</b>  <b>Wall</b>  <b>Firewall</b>  <b>Frame</b>  <b>Insulation</b>  <b>Above Ceiling</b>  <b>Floodplain</b>  <b>Final</b> </p>	<p><b>Plumbing Permit</b></p> <p> <b>Rough-In</b>  <b>Above Ceiling</b>  <b>Slab</b>  <b>Water Line</b>  <b>Sewer Line</b>  <b>Gas Line</b>  <b>Backflow</b>  <b>Final</b> </p>
<p><b>Mechanical Permit</b></p> <p> <b>Rough-In</b>  <b>Above Ceiling</b>  <b>Gas Line</b>  <b>Fireplace</b>  <b>Final</b> </p>	<p><b>Electrical</b></p> <p> <b>Slab Rough-In</b>  <b>Rough-In</b>  <b>Above Ceiling</b>  <b>Underground Rough-In</b>  <b>Service Release</b>  <b>Temporary Service</b>  <b>Final</b> </p>