

## How to Access IVR

The phone number is **530-538-4365**. The system is available 24/7, 365 days a year. If the IVR is unable to complete your request, you will be notified that the system is unavailable or you will be transferred to the reception desk during normal business hours.

## IVR Cutoff Times

To schedule, reschedule or cancel next day inspections, you must call before 2:00PM (the cutoff for Monday is 2:00PM Friday). Calls after that time will be scheduled for the next business day.

Important Inspection Information:

Inspections in Butte Meadows, Jonesville, Feather Falls, Berry Creek, Brush Creek, Clipper Mills, Stirling City, Forbestown and Inskip are only offered on Tuesdays and Thursdays.

## When Inspections Are Not Allowed To Be Scheduled

The IVR system will not allow you to schedule an inspection if any of the following situations apply to your permit:

- Fees Are Owing.
- There Is A "HOLD" Status On Your Permit.
- Your Permit Is Expired.

Instead, you will be prompted to either re-enter the permit number or press the pound (#) key to return to the main menu.

## Some Inspections Not on the IVR

Inspections for other offices such as Public Works, Cal Fire, Ag, etc., will not be scheduled. Please call these agencies directly during normal business hours.

## How To Check Inspection Results

At the time of scheduling your inspection, you can request a call-back notification of your results when they are posted. You can also call and enter your permit number and inspection code to get the results when posted, leave a message for the inspector or check the history of inspections and results on the permit number.

## How To Find Inspection Codes

These 3-digit inspection codes are available on our web site ([www.buttecounty.net/dds](http://www.buttecounty.net/dds)), in our office, and a partial listing is written on your inspection card.

You may also press the star (\*) key when calling the IVR for a recording of all the 3-digit building inspection codes.

## What Is Needed To Utilize The IVR Options

- Your Permit Or Case Number.
- The 3-Digit Inspection Code Number.
- Your Call-Back Phone Number If You Want An Automatic Notification Of Your Inspection Results.

## General IVR Use Information

- Pressing the pound (#) key at any time during the recording will take you back to the previous menu.
- Pressing 0 at any time during the recording will connect you to the reception desk during normal business hours.
- Be sure to get the confirmation number for your transaction to ensure your request was completed.
- Please listen carefully to the IVR prompts. If the address or any other information is not correct even after reentering your request, press zero (0) to speak with the reception desk.
- If you need to reschedule or cancel a same-day inspection, please do so immediately to avoid correction notices or reinspection fees.
- Using IVR is the fastest and most reliable way to request your permit inspection needs. The reception desk is available during normal business hours for any assistance you may require, but using this system will be much quicker for scheduling, inquiring and receiving your results.