



Codes, How to Handle Building Officials/Inspectors, Environmental Issues (When Things Aren't So Green or Clean)

Presented To: AAGO

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Typical scenarios prompting an agency inspection:

- Changes to Property/Changes to Code



- Routine/Programmed
(either required or
process driven)



- Disgruntled Tenant OR Employee



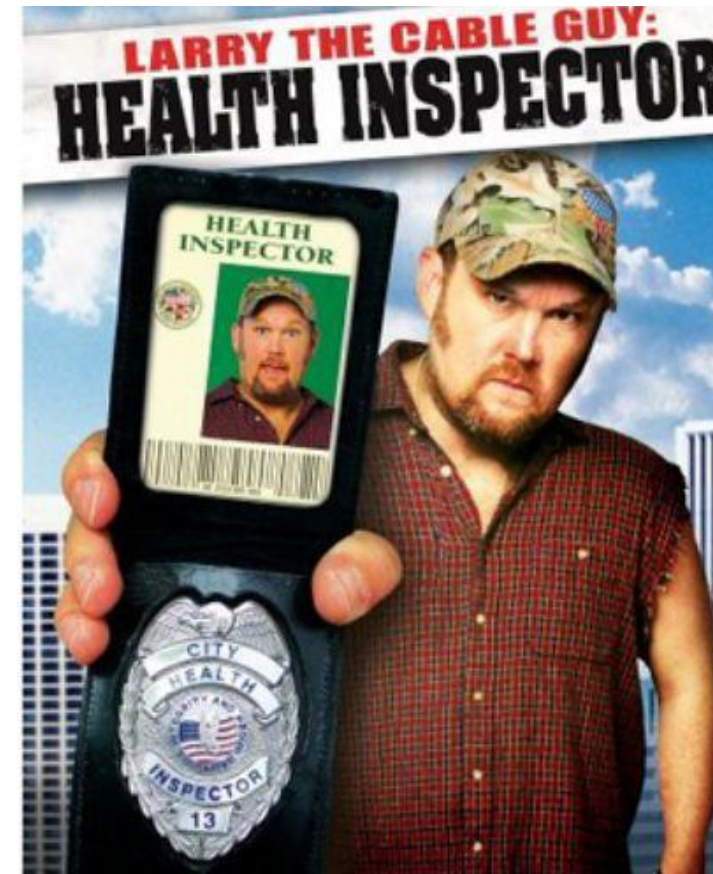
Do's and Don'ts When Being Inspected

- Do act professionally and courteously AT ALL TIMES.
- Do take the inspection seriously
- Don't panic
- Don't assume that there is nothing you can do.
- Don't assume that there is nothing that you need to do.
- Do act quickly
- Do educate yourself.



So What Should You Do?

- Be Professional and Courteous – AT ALL TIMES!!
- Communicate with the Inspector as PREVIOUSLY Determined by Management.
- Depending on the purpose of the inspection, as well as the logistics, wait for Management's go ahead (or arrival).
- Ask for credentials and make a copy.



Pre-Inspection Steps

- Find a place to sit down and **TALK BEFORE** the inspection starts.
 - Be Professional and Courteous
 - Private, not public (Not in plain view)
 - Contact Management
 - Get your thoughts together
 - Get your “Inspection Kit”
 - Ask “PRE-INSPECTION QUESTIONS”



During the Inspection

- Document, document, document.
- Ask questions, ask for copies.
- Document, document, document.
- Duplicate as much as you can with respect to what the inspector is obtaining (i.e. pictures, samples, etc.).
- If it can be fixed DURING the inspection, FIX IT!!!!



Before the Inspector Leaves



Return to the area you started in to sit down and talk.

- Ask questions AGAIN
- Document, document, document.
- If there is anything that the inspector has asked for that you are providing, **MAKE COPIES!!!**
- Request copies of field notes (not likely, but ask).
- If anything was fixed during the inspection, take the inspector back to that issue and **DOCUMENT IT!**

After the Inspector Leaves



- If not on-site, contact Management to debrief.
- Document, document, document!
- Draft a FULL narrative ASAP!!!
- Address ASAP ANYTHING that was noted as a problem (“potential” problem BEFORE, DURING or AFTER the Inspection.
- Document, document, document.

Now What?

- Continue to address ANY items that you know (SHOULD know) need attention.
- Document, document, document
- Respond to ANY requests for additional information in a **TIMELY FASHION**
 - Don't rely on the phone
 - Document, document, document.



Question?

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