

## Welcome to Voice Permits

In an ongoing commitment to improve customer service, the City of Torrance has an Interactive Voice Response (IVR) system for Scheduling, Canceling and obtaining results of Inspections, 24 hours a day, 7 days a week!

### Voice Permits™ Line

(310) 618-5901

#### Schedule Inspections

#### Cancel Inspections

#### Obtain Inspection Results

You will be prompted through the entire process. Press [\*] at any time for more information.

### Before Calling, You Will Need:

1. A touch-tone telephone
2. A site-specific Permit (Case) Number
3. A three-digit Inspection Code. Choose the code for the type of inspection you need from the list inside this brochure.

### Choose from the following Options:

- Press [1] **Schedule an Inspection**  
Press [2] **Cancel an Inspection**  
Press [3] **Obtain Inspection Results**  
Press [4] **Listen to Plan-Check Status**  
Press [0] **Speak with an operator**  
Press [\*] **General Information**

The **Voice Permits™** System will prompt you through the necessary steps during your call. At the end of the call, you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated requests in case you need them for future reference.

## Schedule an Inspection

1. Enter the Permit Type: for Building, press [1], or for Electrical, press [2].....
2. Enter the seven-digit numeric portion of the Permit number. Ex. BLD17-00001 and press [#]. The system will confirm this permit by speaking back the site addresses (do not enter '-').
3. Enter the three-digit Inspection Code from the list on the outside of this brochure.
4. Press [1] to confirm next working-day inspection. The cut-off time is **4:00 pm** for next working-day inspection.

**After you have scheduled an inspection, you can:**

- **Get a Confirmation Number and hang up. Use this Confirmation Number when inquiring about this telephone request.**
- **Request another inspection**, same permit.
- **Request another inspection**, different permit.
- **Return to Main Menu.**

## Cancel (or Reschedule) an Inspection

1. Cancellations must be requested before 6:00 am.
2. Enter the Permit Type: for Building, press [1], or for Electrical, Press [2].....
3. Enter the seven-digit numeric portion of the Permit number Ex. BLD17-00001. The system will confirm this permit by speaking back the site addresses (do not enter '-').
4. Enter the three digit Inspection code from the list inside of this brochure.

**After you have cancelled an inspection, you can:**

- **Cancel another inspection**, same permit
- **Cancel another inspection**, different permit
- **Reschedule an Inspection**
- **Get a Confirmation Number and hang up.** Use this Confirmation Number when inquiring about this telephone request.
- **Return to Main Menu.**

## Obtain Inspection Results:

1. Enter the Permit Type: for Building, press [1], or for Electrical, press [2].....
2. Enter the seven-digit numeric portion of the Permit number. Ex. BLD17-00001. The system will confirm this permit by speaking back the site addresses (do not enter '-').
3. Enter the three-digit Inspection Code from the list inside this brochure.

**After you have scheduled an inspection, you can:**

- **Listen to more results**, same permit
- **Listen to more results**, different permit
- **Listen to any messages** from your inspector
- **Get a Confirmation Number and hang up. Use this Confirmation Number when inquiring about this telephone request.**
- **Return to Main Menu**

## Transfer to Staff and Obtain Additional Information

You can press [0] at any time to transfer to the Building & Safety Counter. You can also press [\*] to hear an explanation of your current options.

# Inspection Codes

## Permit Types:

- 1 – Building**
- 2 – Electrical**
- 3 – Mechanical**

- 4 – Plumbing**
- 5 – Grading**
- 7 – Sign/Banner**

### BUILDING PERMIT (1)

- 100 Building Foundations, Trenches and Forms
- 110 Block Wall/Masonry
- 115 Concrete Block Steel
- 120 Panel Steel
- 125 Column or Beam Reinforcing
- 130 Slab Steel or Mesh/Pregunite
- 135 Insulation: Floor Joists
- 140 Roof: Nailing/Sheathing /Tear Off
- 150 Framing
- 155 Shower Lath
- 160 Ready to wrap Exterior
- 170 Insulation: Wall, Ceiling. or Roof
- 175 Susp'd Ceiling: T-bar
- 180 Interior Lath/Drywall
- 185 Ext Lath/Siding
- 190 Final Building
- 195 Handicap Access, Parking

### MECHANICAL PERMIT (3)

- 310 HVAC Groundwork
- 315 Refrig. Groundwork
- 320 Rough HVAC
- 325 Rough Refrig.
- 330 Ducts
- 340 Rough Gas Piping
- 345 Rough Ventilation
- 350 Exhaust Hood
- 360 Gas Test
- 365 Equipment Screening
- 390 Final Mechanical

### PLUMBING PERMIT (4)

- 410 Ground Plumbing
- 420 Rough Plumbing
- 425 Shower Pan
- 430 Roof Drains
- 435 Backwater Valve
- 440 Gas Piping, rough
- 450 Sewer Conn/Alt/Cap
- 455 Sewer Eject Sys, rough
- 460 Gas Test
- 490 Final Plumbing

### GRADING PERMIT (5)

- 510 Pre-Job Meeting
- 511 Subgrade
- 512 Paving/Concrete
- 520 Storm Drain/Swale
- 530 Sump Pump
- 540 Handicap Parking
- 590 Final Grading

### ELECTRICAL PERMIT (2)

- 205 Electrical Ground
- 210 Electrical Groundwork
- 220 Rough Electrical
- 225 Rough Electrical, Walls
- 226 Rough Electrical, Ceiling
- 227 Electrical Fixtures
- 230 Electrical Service
- 240 Solar Panels
- 250 Charging Station
- 280 Temp Power Pole
- 290 Final Electrical

### SIGN/BANNER PERMIT (7)

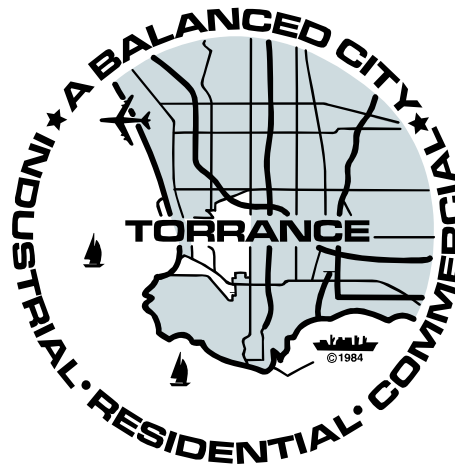
- 600 Footing
- 605 Banner to be removed
- 615 Structural/Rough Electrical
- 620 Structural Only
- 625 Rough Electrical Only
- 690 Final Sign

CITY OF TORRANCE  
COMMUNITY DEVELOPMENT  
DEPARTMENT  
BUILDING & SAFETY  
3031 Torrance Blvd.  
Torrance, CA 90505  
(310) 618-5910 TEL  
(310) 618-5922 FAX  
WWW.TORRANCECA.GOV

## Users' Guide to Inspection Requests & List of Inspection Codes

*You may call the automated  
Voice Permits™ IVR System for  
all of your Building inspections  
24 hours a day!*

**(310) 618-5901**



UPDATED JANUARY 2017



## City of Torrance Inspection Timeframe Call-in Instructions

In an ongoing commitment to improve customer service, the City of Torrance has an Interactive Voice Response (IVR) system that allows you to obtain inspection time frames.

### Before Calling, You Will Need:

1. A touch-tone telephone
2. A site-specific Permit (Case) Number

### Calling in to obtain inspection timeframe

To obtain your inspection timeframe call (310) 618-5901 **the day of the inspection** after 8AM:

Press [5] **To hear scheduled inspection times on a permit.**

1. Enter the Permit Type: for Building, press [1], or for Electrical, press [2].....
2. Enter the seven-digit numeric portion of the Permit number. Ex. If your permit number is BLD**19-00001** enter only **190001** and press [#]. The system will confirm this permit by speaking back the site addresses.
3. The system will confirm the inspection type scheduled and will speak the inspection date and timeframe. Press [2] to repeat the timeframe information.

**After you have listened to your scheduled inspection timeframe, you can Press [3] and:**

- **Press [1] Get a Confirmation Number and hang up.**
- **Press [2] to hear inspection times again on same permit.**
- **Press [3] to hear inspection times again on a different permit.**
- **Press [4] to Return to Main Menu.**

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