



## **Plumbing, Sprinkler, or Standpipe System Inspection Appointment Scheduling Guide**

The New York City Department of Buildings has implemented an automated system (PIPES) to schedule and conduct its plumbing inspections.

With PIPES implementation, to schedule an inspection all permit holders or their representatives should be aware of the following critical changes:

- To schedule an appointment the applicant must call the centralized Plumbing Inspection Call Center (PICC) to request an appointment
- Providing the PICC representative with additional information relating to the job, contact person(s) and System, Component and Inspection/Test required.

### **Plumbing Inspection Call Center**

The Central Call Center is open Monday through Friday from **8:00 AM – 4:00 PM**

You may call **212-227-2004** to schedule an inspection.

The following sections describe the information you need to have prior to calling the PICC, and inspection/test-related details required to schedule an Inspection Appointment.

### **I. Prior To Calling the Department**

*What information do I need to have prior to calling the Department to request for an appointment?*

- You must familiarize yourself with the way plumbing inspections are organized and the types of Inspections. (See Systems Chart)
- Review the scope of work and relate work completed to the “system” you need an inspection for.
- It is useful to have a copy of the Schedule B in front of you when calling the PICC. The Schedule B may be used to review work completed from the overall scope of work listed on the Schedule B.
- Use the “Systems Chart” to identify the type of inspection and/or test you need.
- You may request an inspection for one or more systems for which you have completed the work.

*I have the information relating to the Inspection/Test I need. What else do I need to have before I call the Call Center?*

- To schedule an appointment, you must provide important details pertaining to the permit and the job.
- Having a copy of the Permit and PW-2 application will help you, since they have most of the information you must provide to the PICC representative to verify license and contractor details while scheduling an appointment.
- Also, obtain contact information (Phone, E-mail, Mobile Phone, Fax and Pager) for the person - Permit Holder/Alternate Licensee, Authorized Representative or individual who will be at the site on the date of inspection.
- Have additional details pertaining to the job, for example, if high-rise, floor location, Apartment number, Job size – Small, Medium or Large (See Job Size section), and location where the Permit Holder, Licensee, or Authorized Representative will meet the inspector



**PLUMBING INSPECTION APPOINTMENT SCHEDULING CHECK LIST FOR TOP TEN INSPECTIONS**

If the Permit Holder/Licensee Alternate or Authorized Representative is calling or delegating the task of scheduling an appointment, filling in the following checklist, using the information you collected as outlined in Section I, can be helpful when you call the PICC to request an appointment. Use this checklist if your Inspection falls under the TOP TEN INSPECTIONS shown below:

Description		Required Information		CONTACT INFORMATION <sup>+</sup>	
<b>PERMIT INFORMATION</b>					
1	Permit Number (9-digit Job Number)	YES		<input type="checkbox"/>	Phone Number
2	Document Number (You can obtain the number from your Permit)	YES		<input type="checkbox"/>	E-Mail Address
3	Work Type (PL, SP, or SD) Also from information on your Permit	YES		<input type="checkbox"/>	Fax Number
	If applicable, a fourth work item can be ARA				Cell Phone
<b>PERMIT VALIDATION</b>					
1	Active License – See if your License is active and not expired.	YES		<input type="checkbox"/>	Pager (Optional)
1	Active Permit – Check your Permit to see that date has not expired.	YES		<input type="checkbox"/>	<sup>+</sup> Include Details of Permit Holder/Alternate Licensee or an Authorized Representative.
2	Verify your Insurance and Worker’s Compensation are Current	YES		<input type="checkbox"/>	

**TOP TEN INSPECTIONS**

Yes	Inspection Requested	Permit/Work Type	System	Work	Inspection
<input type="checkbox"/>	1 Water & Sanitary Roughing	PL	Water & Sanitary	Piping	Roughing
<input type="checkbox"/>	2 Gas Roughing	PL	Gas	Piping	Roughing
<input type="checkbox"/>	3 Gas Test (Low)	PL	Gas	Piping	Test (Low)
<input type="checkbox"/>	4 Gas Finish	PL	Gas	Fixtures	Finish
<input type="checkbox"/>	5 Water & Sanitary Finish	PL	Water & Sanitary	Fixtures	Finish
<input type="checkbox"/>	6 Sprinkler (PL) Finish – Walk Through	PL	Sprinkler (PL)	Fixtures	Finish
<input type="checkbox"/>	7 Sprinkler Finish – Walk Through	SP	Sprinkler	Fixtures	Finish
<input type="checkbox"/>	8 Sprinkler Hydrostatic	SP	Sprinkler	Piping Wet	Hydrostatic Test
<input type="checkbox"/>	9 StandPipe Roughing	SD	StandPipe	Piping	Roughing
<input type="checkbox"/>	10 StandPipe Finish	SD	StandPipe	Fixtures	Finish

<b>JOB DETAILS</b>			
Floor (s):	Apartment (s):	Meeting Area:	Job Size*: Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/>

\* Job Size: Based on scope of work and types of Inspection/Test required, the inspection time is grouped into: Small - 20 Mts.; Medium - 40 Mts.; and Large - 60 Mts. or longer

Inspection Date: 1 <sup>st</sup> Choice _____	2 <sup>nd</sup> Choice _____	Actual Date _____
To insure processing of your date choices, please check the Department’s web site for open and available dates, before filling in your request.		



## PLUMBING INSPECTION APPOINTMENT SCHEDULING CHECK LIST FOR ALL INSPECTIONS

If the Permit Holder/Alternate Licensee or Authorized Representative is calling or delegating the task of scheduling an appointment, filling in the following checklist, using the information you collected as outlined in Section I, can be helpful when you call the PICC to request an appointment. Use the checklist shown below for all other Inspections not listed in the top ten inspections:

Description		Required Information		CONTACT INFORMATION <sup>+</sup>											
<b>PERMIT INFOPRMATION</b>															
1	Permit Number (9-digit Job Number)	YES		<input type="checkbox"/>											
2	Document Number (You can obtain the number from your Permit)	YES		<input type="checkbox"/>											
3	Work Type (PL, SP, or SD) Also from information on your Permit. If applicable, a fourth work item can be ARA	YES		<input type="checkbox"/>											
<b>PERMIT VALIDATION</b>															
1	Active License – See if your License is active and not expired.	YES		<input type="checkbox"/>											
1	Active Permit – Check your Permit to see that date has not expired.	YES		<input type="checkbox"/>											
2	Verify your Insurance and Worker’s Compensation are Current.	YES		<input type="checkbox"/>											
				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Phone Number</td> <td></td> </tr> <tr> <td>E-Mail Address</td> <td></td> </tr> <tr> <td>Fax Number</td> <td></td> </tr> <tr> <td>Cell Phone</td> <td></td> </tr> <tr> <td>Pager (Optional)</td> <td></td> </tr> </table>		Phone Number		E-Mail Address		Fax Number		Cell Phone		Pager (Optional)	
Phone Number															
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Fax Number															
Cell Phone															
Pager (Optional)															
<sup>+</sup> Include Details of Permit Holder/Alternate Licensee, or an Authorized Representative.															

### INSPECTION DETAILS

System	Inspection			Component/Work			Test(s)		
	Undg'd	Roughing	Finish	Piping	Fixtures	Equip.			
You may request an Inspection for one or more systems, as allowed by your Permit									
1 Sprinkler (PL)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Hydrostatic <input type="checkbox"/>		
2 Water/Sanitary (PL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pressure Test <input type="checkbox"/>	Water Test <input type="checkbox"/>	
3 Gas (PL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gas Test: Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/>		Coated/Wrapped <input type="checkbox"/>
4 Sprinkler (SP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hydrostatic <input type="checkbox"/>	Booster Pump <input type="checkbox"/>	Drypipe Valve <input type="checkbox"/>
5 Fire Standpipe (SD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hydrostatic <input type="checkbox"/>	Booster Pump <input type="checkbox"/>	Fire Pump <input type="checkbox"/>
6 Storm (PL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Water Test <input type="checkbox"/>	
7 Medical Gas (PL)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Medical <input type="checkbox"/>		

JOB DETAILS			
Floor (s)	Apartment (s)	Meeting Area	Job Size*: Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/>

\* Job Size: Based on scope of work and types of Inspection/Test required, the inspection time is grouped into: Small - 20 Mts.; Medium - 40 Mts.; and Large - 60 Mts. or longer

Inspection Date: 1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ Actual Date \_\_\_\_\_

To insure processing of your date choices, please check the Department’s web site for open and available dates, before filling in your request.

## II. WHEN YOU CALL THE DEPARTMENT'S CALL CENTER

*I have the checklist and I am ready to call PICC, what will I be asked to schedule an appointment?*

- The PICC representative will walk you through different stages of scheduling, and collect and record the job and contact information you must provide in the following order:

### **JOB DETAILS**

- First, you will be asked to provide Permit Number, Document Number and Job Type. All these details should be available on your permit, and the Job Type relates to the work you have completed – Plumbing, Sprinkler, Standpipe etc.
- Next, the PICC Rep. Will validate the permit, Licensee information (License, Insurance, Workers Comp. etc) is current and confirm the name of the Permit Holder/Contractor.

### **CONTACT INFORMATION**

- You will be asked to provide E-mail, Fax number of the person who receives notification.
- Mobile Phone, Pager information of the person who will be at the site on inspection date.
- At this point, you will be asked about the type of Inspection (s) you want to schedule for the appointment.

### **SYSTEM AND INSPECTION DETAILS**

You may use the TOP TEN or ALL INSPECTIONS checklist (or both), and request an inspection for either one or more number of “systems” that your Permit allows.

#### **TOP TEN INSPECTIONS**

- Check the Inspections your are requesting.
- For each inspection its corresponding Permit/Work Type are indicated.
- In addition, for your reference, the related “system” details are shown in the shaded boxes.

#### **ALL OTHER INSPECTIONS**

- You should identify the “System” for which you need an inspection (refer to chart and it can be one of the seven systems listed on it)
- Identify the Component - Piping, Fixture, or Equipment.
- Specify what type of an Inspection or Test (if needed) is required.
- Location of the Work Area – Floor and/or Apartment, and entry/meeting area for inspector.  
You may also provide any comments to add as additional details pertaining to the Job.

*Note: Inspector will only meet the appointee at either front entrance or lobby of the building*

#### **INSPECTION DATE**

- At this point, you will be asked to provide an inspection date of your choice, and if available complete the task of scheduling your appointment.
- If the requested date is not available, you can ask the PICC representative for the earliest available or choose to inquire availability for other dates of your choice.
- With your acceptance of a date, the PICC rep. has completed the scheduling of your appointment.
- PICC representative will inform that you will be notified later of the confirmed Date and Time of your inspection appointment.

## III. NOTIFICATION OF DATE & TIME FOR A SCHEDULED APPOINTMENT

*When will I receive a notification confirming the date and TIME of my appointment?*

- As soon as all available time slots are filled, the PIPES system optimizes the scheduled inspections at borough-level – at a *minimum* of 3 DAYS and *up to* 5 DAYS in advance.
- The schedules are optimized for each inspector and an optimal route for the day with start time and end time for each inspection is generated.
- Immediately following the Optimization of Inspectors Routes by the PIPES System, the contact person you have indicated will be notified via e-mail or Fax.
- The notification will include summary job, location, and Date and Time of the inspection.