

## Verification of Compliance Guide

### Verification of Compliance (VOC)

Helping to prevent the spread of COVID-19 and ensuring the health and safety of Edmontonians, contractors and inspectors is a top priority for the City. Verification of Compliance (VOC) is an inspection option where the permit holder conducts the inspection through photos and then sends the photos, along with a signed attestation form, to the City for review.

### What projects qualify for inspection through the VOC method?

Verification of Compliance (VOC) is intended as an option for **re-inspection of identified deficiencies** from earlier Safety Code building and trade permit (HVAC, Plumbing, Gas and Electrical) inspections in occupied or unoccupied buildings of any type. VOC is **not available** for life safety deficiencies or initial safety code inspections of any type.

Initial Safety Code building and trade permit (HVAC, Plumbing, Gas and Electrical) inspections are done through:

- [Remote Video Inspection \(RVI\)](#) - available for occupied spaces within occupied residential or commercial locations. This includes, but is not limited to, interior alterations, basement development, additions without a separate entrance, and commercial locations where social distancing or other safety protocols cannot be met.
- **In-person inspections** - required for unoccupied residential and commercial construction sites, and exterior structures (eg. decks).

### How do I request a VOC inspection?

VOC may be requested by the permit holder by:

- using the 'Inspection' tab tick box/comment box within the [SelfServe](#) project account, or
- calling 311 (outside Edmonton: 780-442-5311)

### How will I know if my VOC inspection request has been approved?

Suitability of re-inspection through VOC is decided by a safety codes officer (SCO) considering

- the portion of the project to be re-inspected can be adequately reviewed by VOC
- re-inspection urgency
- SCO comfort with the known and unknown factors of the site

Based on these criteria and any unique/mitigating circumstances, the request for VOC process will be

- **Offered** if, upon review of the inspection details, your project appears to be a good VOC candidate. The Safety Codes Officer will telephone to advise you that your project qualifies for an RVI inspection.
- **Denied** with reason provided by phone and email, and a physical (site) inspection will be scheduled. If physical inspection is not possible due to safety concerns, the project must pause until concerns are satisfied. A deferred inspection will not generally impact the validity of the permit.

**What are the next steps if I am approved for VOC?**

If you **agree** to the terms of VOC in general and wish to proceed, the SCO will email you the specific VOC Report form to be completed per the directions in the email.

Email the completed VOC Report back to the permit office along with photographs showing resolved infractions. The photographs must be in focus, well lit and informative of the infraction(s) being addressed, with labels or titles where necessary to make it clear what is being shown.

A SCO will review the VOC, and an inspection report will be prepared by the SCO and emailed to the permit holder and the owner/agent and stored in the project SelfServe record, just as it is for physical re-inspections.

**To maintain integrity** of the VOC system, any VOC is subject to audit, up to and including physical site visit.