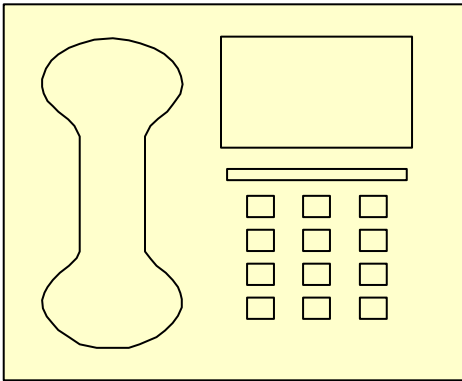


GREENE COUNTY DEPT. OF BUILDING REGULATION



NEW AUTOMATED PHONE SYSTEM

As of *September 16, 2008*, you will be able to call into our NEW automated phone system and access information on scheduled inspections. The information you will be able to obtain is:

- The number of inspections scheduled for the PIN Number given.
- The type of inspection
- The approximate date and time of the inspection
- The name of the inspector

Also, at the time you apply for a permit; look for the "*Inspection Call-Back Number*" located on the permit application. This number will be put into the system and when you schedule an inspection, the system will *call you* with the information.

Therefore, you can choose to call the automated system the evening prior to or the morning of; or you can wait to receive a call from us.

September 16, 2008

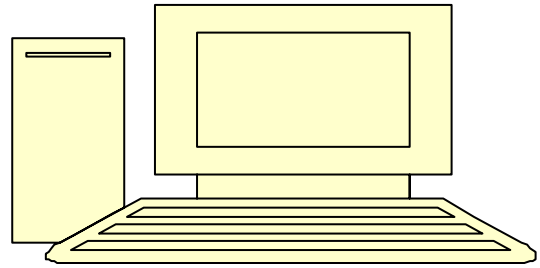
INSTRUCTIONS TO USE SYSTEM:

You are assigned a ***PIN Number*** at the time of application. This PIN Number is the ***only number*** to use to access this information. This PIN Number is ***separate*** from your Permit Number. This PIN number is located on the right side of your permit receipt.

Using this PIN number, you can enter our IVR System, which will allow you to obtain an approximate scheduled inspection time. Example: If you have an inspection scheduled, you can call in the evening prior to the inspection or the morning of, to find out what approximate time your inspection will be.

If you have chosen to put in an ***INSPECTION CALL BACK NUMBER*** on the application, a call will be placed informing the contractor or homeowner of the type of inspection, the approximate time of the inspection and the inspector who is performing the inspection.

The calls will be made in two time periods. You may receive a call from 3:30 p.m. to 8:00 p.m. ***the evening before the inspection.*** Calls that are not completed the evening before will be called between 7:00 a.m. to 12:00 p.m., ***the day of the inspection.***



CHECK OUT OUR WEBSITE!

You can check all inspections, along with inspection results and the status of your permit by logging onto our site at www.co.greene.oh.us, click on Building Regulation on the left side.

USE OUR E-MAIL!

Please use our e-mail, via our website and click on “contact us” on the left side of the main page. Using this e-mail, you can schedule an inspection request for the next day. ***Our cut-off time is 3:00 p.m.***

*Finally, we welcome your comments. Please let us know how the system is working for ***you***, as we strive to enhance productivity and improve our customer service.*