

# CONSTRUCTION PERMIT & INSPECTION CODES

## 11 Building

- 100 Footer
- 405 Slab
- 310 Vertical Cells/Columns
- 305 Lintel/Tie Beam
- 315 Masonry Wall Reinforcing
- 120 Roof Decking
- 125 Ext. Dry-In/In Progress
- 127 Ext. Strapping/Wall Sheathing
- 130 Framing
- 132 Rated Assembly Fastening
- 135 Above Ceiling
- 140 Insulation
- 170 Zoning Final
- 325 Lath/Stucco
- 150 Fire Final (BLD)
- 345 Mobile Home Tie Down
- 340 Pool Steel & Ground
- 100 Footer
- 342 Pool Deck/Piping Pressure
- 343 Pool Safety Check
- 600 Final

## 12 Electrical

- 341 Pool/Deck Bonding Insp.
- 350 Temporary Service
- 351 Tug Inspection
- 355 Underground/Slab
- 200 Rough-In
- 135 Above Ceiling
- 199 Pre-Power
- 112 Footer Steel & Grounding
- 600 Final

## 13 Mechanical

- 135 Above Ceiling
- 200 Rough-In
- 202 Framing/Fire Damper
- 205 Kitchen Hood
- 370 Pipe Pressure Test
- 375 Refrigeration
- 377 Light Test
- 378 Performance Test and Balance
- 600 Final

## 14 Plumbing/Gas

- 380 Underground Rough-In
- 390 Sanitary
- 010 Tub Set/Shower Pan
- 230 Water Pipe
- 240 Sewer
- 242 Interceptor
- 200 Rough-Gas
- 250 Rain Leader
- 199 Medical Gas
- 600 Final

## 15 Swimming Pool

- 340 Pool Steel & Ground
- 100 Footer
- 342 Pool Deck/Piping Pressure
- 343 Pool Safety Check
- 600 Final

## 16 Demolition

- 525 Pre-Demolition
- 600 Final

## 17 Moving

- 070 Site
- 600 Final

## 18 Engineering

- 270 Address
- 280 Driveway
- 290 Sidewalk/Ramp/Curb
- 262 Sub-base/Base
- 277 Sanitary Sewer
- 275 Storm Sewer
- 265 Paving
- 272 Lamping
- 425 Mass Grading
- 435 Erosion Control
- 600 Final

## 19 Fire

- 450 Underground Main -Visual
- 460 Underground Main-Flush
- 470 Underground Main-Hydro
- 440 Hydrant Flow Test
- 475 Aboveground Sprinkler Visual (on site)
- 480 Aboveground Hydro-Sprinkler
- 410 Operational Test-Fire Pump
- 400 Operational Test -Sprinkler/Standpipe
- 485 Sprinkler System Alteration
- 430 Operational Test- Chemical/Gaseous Agent
- 490 Fuel Tank Installation
- 420 Operational Test -Alarm System
- 600 Final

## 20 Right-of-Way

- 030 Open-Cut/Bore and Jack/Directional Drill
- 040 Final

## A WORD OF THANKS

THANK YOU for your support. We hope this system will help make your permitting and code enforcement experiences quicker and provide more immediate and timely results.

## GENERAL INFORMATION

Visit our web site at:  
[cityoforlando.net/permits](http://cityoforlando.net/permits)

**Office Hours 8 a.m. - 5 p.m.**

Orlando City Hall  
 400 South Orange Avenue, First Floor  
 P.O. Box 4990  
 Orlando, Florida 32802-4990

**Permitting Customer Service FAX: 407.246.3420**

**Code Enforcement FAX: 407.246.3288**

**Development Review FAX: 407.246.2882**

**PROMPT 407.246.4444**



CITY OF ORLANDO  
 PERMITTING AND  
 CODE ENFORCEMENT

**PROMPT  
 SYSTEM  
 USER GUIDE**



## WELCOME TO PROMPT

In an ongoing commitment to improve customer service, the City of Orlando Permitting Services and Code Enforcement Divisions are pleased to provide our interactive voice response system (prompt). It is available 24 hours a day, 7 days a week.

This brochure includes information that will help familiarize you with the system before you call. Once you become familiar with the system, you will find that it is not necessary to wait for the entire message to be completed before entering a response. Occasionally prompts may change. If so, a special message will play prior to the main menu. This special message may also provide holiday or other important information.

### SYSTEM OVERVIEW

During normal business hours, Monday through Friday, 8 a.m. - 5 p.m., you may reach our staff for assistance with other matters, but all construction inspection requests should be made using PROMPT or online at [cityoforlando.net/permits](http://cityoforlando.net/permits).

#### To Access, Dial 407.246.4444

Main Greeting, then

Press (2) To continue in Espanol

Hear important message, if any.

#### From the Main Menu:

Press (1) For construction inspections, permit or license information

Press (2) For code enforcement complaint and lien information

Press (3) To pay fees

Press (4) To hear general information or receive forms by Fax

Press (5) For the staff directory

Press (9) To transfer to a specific department

Press (0) For all other calls (transfer to a staff representative)

Press (\*) To repeat these options

The PROMPT system will guide you through the steps during your call. You may perform multiple transactions during each 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 transactions in case they are needed for future reference.**

### TO SCHEDULE AN INSPECTION:

**1. Enter "Option 1" twice to schedule an inspection. When prompted, select your permit type, and then enter the Permit Number. The system will confirm your selection.**

2. Enter the Inspection Code (using a code from the list on the back of this brochure).

3. Enter the Inspection Date. The cut-off time for same day inspections is 6 a.m.

**After you have scheduled the inspection, you will be able to:**

- Leave a message for the inspector
- Request another inspection, same permit
- Request another inspection, different permit
- Get a Confirmation Number and end call.
- Use a Confirmation Number when inquiring about this telephone request.
- "Option #" to return to Main Menu or hang up to end the call.

### CANCEL AN INSPECTION:

Please note that same day cancellation cannot be done on the prompt system.

**1. Enter "Option 1" and then "Option 2" to cancel an inspection.**

2. When prompted, select your permit type, and then enter the Permit Number. The system will confirm your selection.

3. Enter the Inspection Code (using a code from the list on the back of this brochure).

**After you have cancelled the inspection, you will be able to:**

- Cancel another inspection, same permit
- Cancel or Reschedule another inspection, different permit
- Get a Confirmation Number and end call.
- Use this Confirmation Number when inquiring about this telephone request.
- "Option #" to return to Main Menu or hang up to end the call.

### OBTAIN INSPECTION RESULTS:

**1. Enter "Option 1" and then "Option 3" to obtain inspection results.**

2. When prompted, select your permit type, and then enter the Permit Number. The system will confirm your selection.

3. Enter the Inspection Code (using a code from the list on the back of this brochure).

**After you have cancelled the inspection, you will be able to:**

- Listen to more inspection results, same permit
- Listen to more inspection results, different permit
- Get a Confirmation Number and end call.
- Use this Confirmation Number when inquiring about this telephone request.
- "Option #" to return to Main Menu or hang up to end the call.

### PAY FEES:

**1. Enter "Option 1" and then "Option 3" to pay fees.**

2. When prompted, select your permit type, and then enter the Permit Number. The system will confirm your selection.

**After you have cancelled the inspection, you will be able to:**

- Pay additional fees, same permit
- Pay additional fees, different permit
- Get a Confirmation Number and end call.
- Use this Confirmation Number when inquiring about this telephone request.
- "Option #" to return to Main Menu or hang up to end the call.

### CODE ENFORCEMENT/LIEN INFORMATION

**1. Enter "Option 2" to report a code violation.**

You can also check the status of a code enforcement incident, access lien information or Speak to the Code Enforcement Board Secretary.

**After you have reported the code violation, you will be able to:**

- Get a Confirmation Number and end call.
- Use this Confirmation Number when inquiring about this telephone request.
- Return to the main menu
- Speak with a staff member



### HELPFUL HINTS

- When using PROMPT, be sure to press the pound (#) key when requested after some numerical entries and after recording a message. If the # key is not pressed when requested, the system will not continue, will eventually disconnect you, or not save your message.
- When using a cellular phone, please ensure you have a clear connection to prevent interruptions while using PROMPT. If problems persist, try using a wired phone.
- When first using the system, it is important that you listen to the entire message at each step. However, once you become familiar with system flow, you may move onto the next step by pressing the proper response at any time during the message.
- If you realize you have entered the wrong information, such as an incorrect permit number or date, you may press the pound (#) key to return to the previous prompt or star (\*) key to repeat options.
- Once the system has confirmed your request, you should note your incident or confirmation number.

