



## 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
- 127 Ext. Strapping/-Wall Sheathing
- 130 Framing
- 140 Insulation
- 132 Rated Wall
- 135 Above Ceiling
- 325 Lath/Stucco
- 150 Fire Final
- 600 Final
- 170 Zoning Final
- 345 Mobile Home Tie Down
- 340 Pool Steel & Ground
- 342 Pool Deck/Piping Pressure

### 12 Electrical

- 350 Temporary Service
- 355 Underground/Slab
- 200 Rough-In
- 135 Above Ceiling
- 199 Pre-Power
- 600 Final

### 13 Mechanical

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

### 16 Demolition

- 600 Final

### 17 Moving

- 070 Site

### 18 Engineering

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

### 19 Fire

- 450 Underground Main -Visual
- 460 Underground Main -Flush
- 470 Underground Main -Hydro
- 440 Hydrant Flow Test
- 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

### 20 Right-of-Way

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

## Helpful Hints

When using "PROMPT", press the pound (#) key when requested after some numerical entries and after recording a message. If the pound 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, be sure 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 to listen to the entire message at each step. However, once you become familiar with system flow, you may move to 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 number or date, you may press the pound (#) key to return to the previous menu or star (\*) key to repeat options.

Once the system has confirmed your request, you should note the incident or confirmation number for your reference.

If experiencing problems receiving multiple fax back reports, try limiting your request to five reports per call.

THANK YOU for using "PROMPT." We hope this system makes your permitting and code enforcement experiences faster and more convenient.



## CITY OF ORLANDO

### Code Enforcement Division Permitting Services Division

City Hall  
400 South Orange Avenue, First Floor  
P.O. Box 4990  
Orlando, FL 32802-4990  
**Permitting Customer Service** FAX: 407.246.3420  
**Code Enforcement/Dev. Review** FAX: 407.246.2882  
PROMPT: 407.246.4444

[www.cityoforlando.net/permits](http://www.cityoforlando.net/permits)

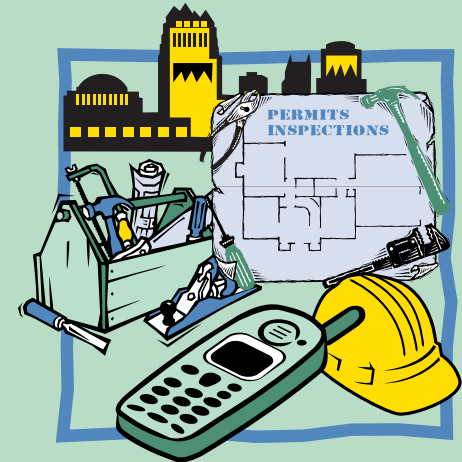
Office Hours 8 a.m.-5 p.m.



# "PROMPT"

## User Guide

## Interactive Voice Response System



To Access, Dial

# 407.246.4444

Permitting and Code Enforcement  
services available by phone

Staff Directory  
Construction Inspections  
Case/Permit/License Status  
Fee Payments  
Code Enforcement Complaints & Liens  
General Information  
Forms by Fax  
Transfer to Departments

## CITY OF ORLANDO



## “PROMPT”

The City of Orlando Permitting Services and Code Enforcement Divisions are pleased to provide our enhanced Interactive Voice Response System. This telephone system, linked with our permitting and code enforcement databases, provides callers with nearly 24-hour access to request/cancel construction inspections, check inspection results, check case/permit/license status, pay permit and license fees by credit card, file/check code enforcement complaints, check code enforcement liens, hear general information, receive forms by fax, access the staff directory and connect to our departments.



“PROMPT” can be operated with a touch-tone telephone. For permit and license functions you will need the case/permit/license number, which is located in the upper right hand corner of your plan receipt, permit or license document. For inspection requests, permit and inspection codes may be found on the reverse side of this brochure. For code enforcement lien status you will need the 15-digit parcel ID number, available from the Orange County Property Appraiser’s web site: [www.ocpafl.org](http://www.ocpafl.org). Please note incident numbers or confirmation numbers when provided for your reference.

“PROMPT” will guide you through each step of the process. In addition, this brochure includes information that will help familiarize you with the system before you call. Once you become familiar with the system, 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.

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”.

“PROMPT” may be unavailable for system backup between 9 p.m. and 11 p.m. weekdays.



## System Overview

To Access, Dial 407.246.4444

### Main Greeting, then

Press (1) To continue in English  
Oprima (2) Para Español  
Hear important message, if any.

### From the Main Menu:

Press (1) To transfer to a specific staff member (staff directory)  
Press (2) For construction inspections, permit or license information or to pay fees  
Press (3) For code enforcement complaint and lien information  
Press (4) To hear general information or receive forms by Fax  
Press (5) To transfer to one of our departments  
Press (0) For all other calls (transfer to a staff representative)  
Press (\*) To repeat these options

## Major Changes

- Menus have changed, please listen carefully.
- Construction inspection, results, permit and license status options are now under main menu option 2.
- Construction inspection options now use permit and inspection codes rather than menu options. A list of these codes may be found on the reverse side of this brochure. Also, system help provides a spoken list of inspection codes when the star (\*) key is pressed after being prompted to enter an inspection code.

## New Features

- Pay permit and license fees by credit card. Includes an option to pay fees now when requesting an inspection and encountering a fees due message. (Ex: reinspection fees due) Immediate posting of payment allows request of inspection to continue during the same call. When paying for a permit and license by phone or on-line, permit or license documents will be mailed.
- File a code enforcement violation complaint.
- Check status of an existing code enforcement incident.
- Check status of code enforcement liens by parcel.
- Construction inspection, permit and license status, and fee payment options are also available on-line on our web site: [www.cityoforlando.net/permits](http://www.cityoforlando.net/permits).



## Feature Detail

- **(1) Transfer to a specific staff member**
  - by 4 digit extension number
  - by first name (staff directory)
- **(2) Request/Cancel Construction Inspections**
  - need permit type, permit number and inspection code (refer to list on reverse)
  - also need scheduled date to cancel/reschedule
  - request up to three working days in advance
  - 5 a.m. same day request/cancel cutoff time
  - option to leave contact phone number and message for inspector at request
  - receive confirmation number
- **(2) Obtain Construction Inspection Results**
  - hear results or receive status report by fax
  - need permit type and permit number for fax
  - also need inspection code and date to hear results
- **(2) Obtain case/permit/license information**
  - hear plan review results or receive report by fax
  - need case/permit/license number
- **(2) Pay permit and license fees**
  - hear balance due or receive report by fax
  - pay by Visa, MasterCard or American Express
  - \$10,000 limit on credit card payments
  - partial payments are not allowed
  - case status must be valid for payment
  - need card number, expiration date and card billing address Zip Code
  - receive confirmation number
- **(3) File Code Enforcement violation complaint**
  - automated complaint system
  - will be asked to leave address or location, description of violation, optional call back information
  - receive incident number
- **(3) Check status of Code Enforcement incident**
  - hear status
  - need incident number
- **(3) Obtain Code Enforcement lien information**
  - hear total of liens or receive report by fax
  - need parcel ID number
- **(4) Hear general information & receive forms by fax**
  - hear office contact information
  - menu of popular business license, code enforcement and construction permit forms by fax
- **(5) Transfer to one of our departments**
  - menu of helpful offices or departments
- **(0) Transfer to a staff representative**
  - press 0 from most menus

(#) indicates main menu option