



Building and Safety – Permit Center *Inspection Request*

Process for Scheduling an Inspection

The Permit Center is where all inspections requests can be scheduled for a construction project.

Please Note:

1. Only Projects that are in an Issued status ✓ ISSUED can request inspections. If your permit is displaying any other status, you will not see the Request Inspection button.
2. Only people associated with a permit, whose name and email address have been approved and entered into our Permit System for that project, can request an inspection.



After logging into your customer account at <https://duarte.cts.city/>, there are 7 easy steps for requesting an inspection:

1. Click the Projects link on the left side of the web page.
2. Click on the appropriate address for the project you would like to resubmit plans for.
3. Click on Request Inspection.
4. Read Scheduling Instructions.
5. Fill in the inspection information.
6. Add any comments.
7. Click Submit.

Projects Page:

- Step 1: Click on the **Projects** link in the left sidebar.
- Step 2: Click on the **4320 Katella Avenue** project, which has a **✓ ISSUED** status.
- Step 3: Click on the **Request Inspection** button.

Request Inspection Form:

- Step 4: Read the **Scheduling Instructions**.
- Step 5: Fill in the appropriate information (Name, Phone Number, Inspection type, Request Date, Preferred time).
- Step 6: Add any comments, instructions, gate codes, lock box numbers for the inspector.
- Step 7: Click **Submit**.