Check Plan Review Status

1. Select Option #4 - Plan Review Status.
2. Enter the plan review number.
3. The system will retrieve the information.
The site address will be spoken, Press [1] if the site address is correct or [2] to re-enter the plan review number.
4. Next, the plan review status will be spoken.
5. After the plan review status is given, you will be given the option to:

   [1] End this call and hang up
   [3] Hear info on a different plan number
   [4] Return to the main menu
   [9] Repeat this information.

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**Inspection Types**

**BUILDING**
- 010 Bldg-Footing-Residential
- 011 Bldg-Footing-Commercial
- 020 Bldg-Slab-Residential
- 021 Bldg-Slab-Commercial
- 030 Bldg-Framing-Residential
- 031 Bldg-Framing
  - Commercial
  - Multi
  - Family
- 035 Bldg-Insulation
- 036 Bldg-Sound Attenuation
- 040 Bldg-SheetRock
- 050 Bldg-Tenant Separation
- 055 Above Ceiling
- 060 Bldg-Meeting Onsite
- 070 Bldg-Progress
- 080 Bldg-Other
- 090 Bldg Reinspection
- 370 Bldg-Certificate of Completion
- 390 Bldg-FINAL

**PLUMBING**
- 600 Plum-Underground
- 610 Plum-Rough-in
- 615 Plum-Insulation
- 620 Plum-Sewer
- 630 Plum-Sewer Repair
- 635 Plum-Water Service
- 640 Plum-Water Heater
- 646 Plum-Grease Interceptor
- 647 Plum-Oil Interceptor
- 648 Plum-Sand Trap
- 649 Plum-Hub Drain
- 650 Plum-Storm Drain
- 651 Plum-Ice Machine
- 655 Plum-Progress
- 660 Plum-Other
- 665 Plum-Meeting Onsite
- 685 Plum-Certificate of Completion
- 690 Plum-FINAL

**GAS**
- 700 Gas-Underground
- 710 Gas-Water Heater
- 720 Gas-Rough-in
- 725 Gas-Insulation
- 730 Gas- Temporary Cut-in
- 735 Gas-Meeting Onsite
- 740 Gas-Progress
- 745 Gas-Other
- 750 Gas- Gas Piping Only
- 755 Gas- Electrical Wiring
- 760 Gas-Notify Utility OK to Connect
- 765 Gas-Certificate of Completion
- 770 Gas-FINAL

**ELECTRICAL**
- 400 Elec-Slab
- 410 Elec-Ditch
- 420 Elec-Wall Rough-in
- 430 Elec-Ceiling Rough-in
- 440 Elec-Early On
- 445 Elec-Signs
- 450 Elec-Pool Bonding
- 455 Elec-Progress
- 460 Elec-Other
- 465 Elec-Meeting Onsite
- 470 Elec- Temporary Meter Center
- 480 Elec-Notify Utility OK to Connect
- 485 Elec-Certificate of Completion
- 490 Elec-FINAL

**MECHANICAL**
- 500 Mech-Underground
- 510 Mech-Rough-in
- 520 Mech-Duct Work Only
- 521 Mech-Insulation
- 525 Mech- Progress
- 530 Mech- Other
- 535 Mech-Meeting Onsite
- 555 Mech-Electrical Wiring
- 585 Mech-Certificate of Completion
- 590 Mech-FINAL

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City of Knoxville Plans Review & Building Inspections

This Division promotes quality development and preserves neighborhood integrity and safety through Plans Review, Building Permits, Building and Fire Inspections, and other regulatory activities. The division activities fall into three areas:

- Plans Review
- Permits
- Inspections

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New Feature

A web-based application is now available to citizens (applicant, contractor, developers, etc.) to review plans review and inspection results online. To access this new feature, go to the City's website at [www.knoxvilletn.gov](http://www.knoxvilletn.gov).

On the Plans Review & Inspections main page, click Plans Review and Permits Inquiry >> link (located in the grey menu area.) The CITY SERVICES PORTAL page will open. Click Plans Review and Permit Inquiry.

Enter the complete plans review or permit number (including the dash) and then click Go.

You can also do a license search by clicking Switch to License Search button and then entering your complete Contractor License Number.
Welcome to IVR
In an ongoing commitment to improve customer service, your Plans Review & Building Inspections Division has installed an Interactive Voice Response System for inspections.

IVR Line: (865) 215-4830
Contractors can use this system to:
- Schedule an Inspection
- Cancel an Inspection
- Obtain Inspection Results, &
- Check Plans Review Status

The IVR system will prompt you through the process during your call. Once you learn the menu, you can select your choices without having to listen to the whole menu prompt.

Before Calling You Will Need:
1. A touch-tone telephone (cell phones - OK)
2. A site-specific Permit Number
3. An Inspection Type (Choose from types listed inside this brochure)
   - Daily Cut-off time for inspections is 2:00 pm for next day inspections.
   - If inspection is scheduled for today, use IVR to cancel up to 7:30am.
   - Otherwise, call your inspector to cancel an inspection.

IVR Menu
1 - Schedule an Inspection
2 - Cancel and Inspection
3 - Obtain Inspection Results
4 - Plan Review Status
5 - To Speak with an Operator
6 - Listen to General Information
7 - Disconnect and Hang Up

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.

Schedule an Inspection
1. Select Option #1 - Schedule an Inspection.
2. Select permit type:
   - [1] Building
   - [2] Gas
   - [3] Mechanical
   - [4] Plumbing
3. Enter your 6-digit permit number.
   - The system will confirm permit by speaking the site address.
4. Enter inspection type (see list in this brochure).
   - If desired, press [*] to hear list of inspection types.
   - If desired, press [#] to back up & re-enter permit number, if necessary.
   - The system will confirm inspection by repeating it.
5. Select inspection date by pressing:
   - [1] Next available business day
   - [2] 2nd available business day
   - [3] 3rd available business day
6. Select time preference by pressing:
   - [1] No Time Preference
   - [2] 8:00 am - 12:00 noon
   - [3] 1:00 pm - 4:30 pm
   - If you specified an AM or PM time preference, leave message (including your name & phone number) for Inspector with specified time. Inspector will call to confirm time of inspection.
8. The inspection will be scheduled. If leaving a message, record message after the tone & press any key when finished. If not, you will hear a confirmation message indicating that the inspection has been scheduled.

If Recording a Message
After message is recorded, press:
   - [1] To accept message
   - [2] To re-record message
   - [3] To cancel recording
9. When finished, press:
   - [1] Hear confirmation number & hang up
   - [2] Schedule another inspection for this permit
   - [3] Schedule inspection for a different permit
   - [4] Return to the main menu
   - [9] Repeat this menu

Cancel an Inspection
1. Select Option #2 - Cancel an Inspection.
2. Select permit type:
   - [1] Building
   - [2] Gas
   - [3] Mechanical
   - [4] Plumbing
3. Enter your 6-digit permit number.
   - The system will confirm permit by speaking the site address.
4. Enter inspection type (see list in this brochure).
   - If desired, press [*] to hear list of inspection types.
   - If desired, press [#] to back up & re-enter permit number, if necessary.
   - The system will confirm inspection by repeating it.
5. Next, the inspection date will be spoken. Press:
   - [2] Reschedule the Inspection, or
   - [3] Exit without canceling & return to main menu
6. The Inspection will be canceled. Press:
   - [1] End this call
   - [2] Save message
   - [3] Re-play message
8. When finished press:
   - [1] End this call
   - [2] Hear another result on this permit
   - [3] Hear inspection result on a different permit
   - [4] Return to main menu
   - [9] Repeat this menu

Transfer to Staff & Additional Information
The Plans Review & Building Inspections Division is open 8:00 am - 4:30 pm, Monday - Friday. To reach a staff member during these hours, press [0] when prompted in the IVR System. After-hours and holidays, you will be transferred to a voice message.

When prompted, you can also press [*] to hear an explanation of your current options.

Obtain Inspection Results
1. Select Option #3 - Obtain Inspection Results.
2. Select permit type:
   - [1] Building
   - [2] Gas
   - [3] Mechanical
   - [4] Plumbing
3. Enter your 6-digit permit number.
   - The system will confirm permit by speaking the site address.
4. Enter inspection type (see list in this brochure).
   - If desired, press [*] to hear list of inspection types.
   - If desired, press [#] to back up & re-enter permit number, if necessary.
   - The system will confirm inspection by repeating it.
5. The system will retrieve any inspection results posted to this permit number. If there are results, they will play.
6. If the inspection has failed the failure codes will also play.
7. If there are messages left for you from the Inspector, they will play. New messages will play first. After messages play, press:
   - [1] Hear message time/date
   - [2] Save message
   - [3] Re-play message
8. When finished press: