City of Knoxville
Plans Review & 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

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.

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 & 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 7:30 am for today's inspection dates.
- If inspection is scheduled for today, use IVR to cancel up to 7:30 am. Otherwise, call your inspector to cancel an inspection.

IVR Menu

[1] Schedule an Inspection
[2] Cancel an Inspection
[3] Obtain Inspection Results
[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:
   - Building
   - Gas
   - Mechanical
   - Plumbing
   - Electrical
   - Sign
   - Final Fire Inspection
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 type 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
   - [9] To re-record message
   - [#] 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:
   - Building
   - Gas
   - Mechanical
   - Plumbing
   - Electrical
   - Sign
   - Final Fire Inspection
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 type by repeating it.
5. Next, the inspection date will be spoken.
6. Select time preference by pressing:
   - [1] No Time Preference
   - [2] 8:00 am–12:00 noon
   - [3] 1:00 pm–4:30 pm
8. The inspection will be canceled. 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 canceled.

   If Recording a Message

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

Obtain Inspection Results

1. Select Option #3 – Obtain Inspection Results.
2. Select permit type:
   - Building
   - Gas
   - Mechanical
   - Plumbing
   - Electrical
   - Sign
   - Final Fire Inspection
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 type by repeating it.
5. 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 & 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.