

Scheduling Inspections through the IVR:

IVR phone number: 863-213-0481

Please have your “Permit Inspections” sheet handy, as it contains your permit number and the IVR inspection codes that are needed to schedule through the IVR.

For example:



Permit Inspections

City of Lakeland

Permit Number: BLD19-02798 ↖

Description: New Residence

Applied: 4/23/2019 Approved: 5/21/2019

Issued: 6/17/2019 Finalized:

Status: ISSUED

Parent Permit:

Parent Project:

In order to verify your Inspector please check your contractor or public [eTRAKIT](#) account at 8:00 am the day of the inspection. Do not call Building Inspection so that we can spend our time processing permits. The Inspectors' contact information may be obtained below or by visiting the [staff directory](#) on the Building Inspection page.

Site Address: 1431 FAIRHAVEN DR
 City, State/Zip Code: LAKELAND, FL 33803

Applicant: THURN CONSTRUCTION INC (CGC048748)
 Owner: Brandon Clark
 Contractor: THURN CONSTRUCTION INC (CGC048748)

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LIST OF INSPECTIONS

SEQ ID	SCHED DATE	COMP DATE	TYPE	INSPECTOR	RESULT	REMARKS	IVR
			PLUMB SEWER LATERAL				105
Notes:							
			PLUMB WATER LATERAL				106

The following is a transcript of the IVR system. The areas in black are where your input is required:

Begin by dialing the IVR phone number (863-213-0481).

IVR: “Welcome to the City of Lakeland Inspection Scheduling System. Did you know scheduling inspections is even easier through our Etrakit website? Just visit Etrakit.lakelandgov.net today.

- To schedule an inspection, press 1.
- To cancel an inspection, press 2.
- To retrieve inspection results, press 3.
- Press the * key at any time to return to the main menu.
- To speak with a staff member, press 0.”

You: Press 1 (To schedule an inspection)

- IVR: “Please enter your permit number followed by the # key. For letters use the corresponding key on the phone key pad.”
- You: **Enter your permit number.** (“BLD” is “253”, enter the 7-digit permit number, don’t enter the dash, hit #. For example, to enter permit number BLD18-08145, I would enter: 2531808145#)
- IVR: “Press 1, for permit number BLDxx-xxxx at (*address*). Press 2, to re-enter your permit number.”
- You: If correct, press 1.
- IVR: “There are __ inspections available to be scheduled on this permit, enter a 3 or 4-digit number of the inspection you wish to schedule, followed by the # sign. To get a list of all available inspections, press the # key.”
- You: If you know the code/number for the inspection you want, enter the numbers and press #. This information is found on your inspection sheet. If you do not know the code, press #, to hear the list of available inspections. (For example, to schedule a BLDG FILL CELL inspection enter 077#.)
- Note: Only inspections listed on your permit are available for scheduling.*
- IVR: (The system will list the next 7 dates available for scheduling inspections)
“Press 1 for (*date/next day*), Press 2 for (*date*), Press 3 for (*date*)” etc.
- You: Select the number that correlates to the date you want the inspection for. (For example, enter 1 to schedule for the next working day)
- IVR: “Your inspection has been scheduled your confirmation number is _____.
To record a message for the inspector, press 1.
To repeat this confirmation number press 2.
To schedule another inspection on this permit, press 3.
To schedule an inspection on a different permit, press 4.
To return to the main menu, press 5.
To end this call, simply hang up.”
- You: If you are done scheduling, you can end the call by hanging up.