

Virtual Certificate of Use (CU) Inspections

1. Procedures for Virtual Inspection

Virtual inspections are conducted by using a video call on a smart phone or tablet to interact with the RER Code Compliance officer. The process is as follows:

- The applicant for Certificate of Use or Short-Term Vacation Rental virtual inspections will schedule the inspection [online](#) for Short-Term Vacation Rentals, and by phone at 786-315-2660 for other certificate of use categories.
- The code compliance officer will contact the business owner and explain the procedures and request any documents pertaining to the inspection prior to scheduling.
- On the day of the scheduled inspection, the compliance officer will contact the permit holder and schedule a meeting for the specific inspection time.
- The meeting invite will contain instructions on requirements and documents that need to be submitted to the compliance officer prior to the virtual inspection.
- At the scheduled time, the applicant will need to join the Teams Meeting.

2. Applicant Responsibilities

- Ensure that the inspection site and your device have 4G or Wi-fi connectivity. You must have **Microsoft Teams App** for the remote virtual inspection.
- Make sure the smart phone or tablet is fully charged.
- Be ready to join the virtual inspection meeting at the scheduled time and respond to requests from the compliance officer.
- Make sure the auto rotate feature on your phone is turned on.
- Make sure to move slowly so the compliance officer can see the image clearly.
- At the time of the virtual inspection, turn off phone or tablet notifications for the duration of the video call. Notifications freeze the video call and will cause delays in the inspection this could result in the inspection to be rescheduled.
- At the time of inspection, be cautious of possible hazards, stairs and any objects that may cause harm. Practice social distancing by keeping a six-foot distance from others and watch for any tripping hazards while filming.

3. How to do the Certificate of Use Virtual Inspection

- The applicant must confirm to the compliance officer the type of CU inspection and address at the start of the inspection.
- Begin inspection at street view looking at structure, exterior of property and close in on house or unit number.
- Follow the directions of the compliance officer.
- For short term rentals, you will be asked to walk through the rental space and show that the CU posting is visible. If there is pool on site, it must meet the established safety requirements.
- Make note of any items that require correction.
- When an inspection is performed through the RER virtual inspection process, the compliance officer reserves the right to re-schedule the inspection. This may be due to a connection issue or the complexity of the inspection.
- The compliance officer will tell you in the video call if the inspection has passed or failed, and inspection results can also be found in [Routes and Results](#).