

Virtual Plumbing Inspections

Brisbane City Council



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Background

The concept of virtual plumbing inspections being conducted by Brisbane City Council (BCC) was investigated in early 2020 as a means of dealing with some of the inspection challenges from the COVID-19 outbreak.

Some of the factors explored in this investigation were;

- Ensuring that conducting an inspection in this manner was compliant with legislation;
- Confirming that the technology was available to successfully conduct this type of inspection;
- Making sure that the process was as easy as possible for the customer to access and utilise;
- Investigating potential cost savings for both the customer and Council.



Process

Virtual inspections are conducted with the customer on site and the BCC plumbing officer remotely present via Microsoft (MS) Teams

- A customer books the virtual inspection via the usual booking process and requests a virtual inspection.
- On the day prior to the inspection, an email calendar appointment via MS Teams is sent to the customer, along with an instructional fact sheet.
- On the day and time of the inspection, the customer and the inspector 'join' the MS Teams calendar appointment.
 - Customer joins from their mobile device at the site location.
 - BCC plumbing inspector joins from a BCC office site.
- The BCC inspector engages with the customer throughout the inspection, viewing and scrutinising the details presented via video link.



Process continued

- Upon commencement of the virtual inspection, the customer is informed that the inspection will be recorded. The recording of the inspection allows BCC to save details against the relevant plumbing application.
- Via video link, site safety hazards are discussed with the customer e.g. trip hazards etc.
- Via video link, the property location is confirmed via boundary peg/s, letterbox, street signs etc.
- The inspection is conducted as though the inspector is physically on site via direction to the customer as to what relevant aspects should be captured via the customer's camera.
- At the end of the inspection, the customer is informed of compliance or non-compliance in the usual manner.
- The meeting ends and the recording of the video link is stopped.



The customer

A fact sheet has been developed and the Council website updated to provide information and to assist customers in understanding how to access the program.

<https://www.brisbane.qld.gov.au/planning-and-building/do-i-need-approval/residential-projects/plumbing-and-drainage/plumbing-inspections-and-as-constructed-plans>



VIRTUAL PLUMBING INSPECTION USING MICROSOFT TEAMS
PLUMBING SERVICES | DEVELOPMENT SERVICES FACT SHEET
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Planning for Brisbane's future

Brisbane City Council is committed to keeping Brisbane clean and green. This guide has been developed as a 'how to' guide to assist industry professionals undertaking a virtual plumbing inspection using Microsoft Teams (MS Teams).

Booking your virtual inspection
Book in your plumbing inspection via Council's Plumbing Helpline 07 3403 9999 as per Council's usual booking process and advise that a virtual inspection is being requested. A Council officer will send a meeting appointment via email to the email address provided to Council. Once received, open the email and accept the appointment, see Figure (a) below.

Guide

1. Download 'MS Teams' on your mobile device (smartphone required) via the relevant Google Play, Apple or Microsoft app stores.
Android: <https://play.google.com/store/apps/details?id=com.microsoft.teams>
iPhone: <https://apps.apple.com/au/app/microsoft-teams/id111353706>
2. Accept the inspection appointment sent via email prior to the inspection date as per Figure (a).
3. Prior to the inspection meeting time, open MS Teams, open the calendar or the device within the MS Teams app and select 'Join' (see Figure (b)).
Note: If using for the first time you will be prompted to allow through several pop-up windows. What prompted, select 'Allow' for 'MS Teams' to have access to 'message phone calls' etc. This is required for MS Teams to function fully.
4. Select 'Join as a guest' as indicated in Figure (c).
5. Enter your name where prompted and press the 'Join as a guest' button as per Figure (d).
6. Your MS Teams inspection meeting will begin as shown in Figure (e).
7. Ensure the microphone and video icons indicate they are on and un-muted as per icon Figure (e). They are on and unmuted if there is no diagonal line through the symbols for video and microphone.

Microsoft: <https://www.microsoft.com/en-au/microsoft365/microsoft-teams/download-app>
Note: Once installed, close the 'MS Teams' app on your device as the app is not required to be running when not in use.



Figure (a) Figure (b) Figure (c) Figure (d)

Figure (e) Figure (f) Figure (g)

8. Tap the video view by holding down on your video view and selecting 'Pin' as indicated in Figure (f). Your picture will now appear as the main view in the middle of your screen.
Important: Select the rear camera on the device by tapping the in-screen icon (see Figure (e)). Then turn the device to landscape view as per Figure (g).
9. Once the inspector has joined the inspection meeting, you will be guided by the inspector to confirm the site address details and to walk through the inspection.
10. The MS Teams inspection meeting is ended by simply pressing the red end-call button on the device.

Please contact Plumbing Services via email: CPAS-DS-FSD-virtualinspections@brisbane.qld.gov.au or phone 07 3403 9999 if you require any assistance.

Please note: The diagrams used in this guide are based on an Android device and may vary slightly with other devices.

Disclaimer: The content of this document has been developed to provide general advice and information for the use of Microsoft Teams to conduct inspection meetings. Brisbane City Council expressly disclaims all liability for errors and omissions of any kind whatsoever whether negligent or otherwise for any loss, damage, injury or other consequences that may arise from reliance on this publication.

Brisbane City Council
07 3403 9999
@BrisbaneCityCouncil
#BrisbaneCityCouncil



Conclusion

BCC is conducting around 55 virtual plumbing inspections per month.

The program is restricted to 'Domestic' inspections currently and may be expanded as the program matures.

The highest uptake of the program at present is underslab and drain inspections due to the flexibility in altering the time of the inspection on the day of the booking.

The program provides benefits for both Council and the customer.

- Flexibility and time saving options for the customer (Reduced machine time).
- Inspector travel to and from inspection time saved.
- Remote inspections conducted without the wasted travel time.
- Offers flexibility to customers as another way to conduct their inspection.



Questions?



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