

County of Los Alamos

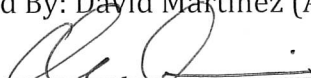
Building Safety Division

Policy: Scheduling Inspections

Effective Date: April 16, 2024

Approved By: David Martinez (April 16, 2024)

Revised:


Elias Isaacson, CDD Director

10/27/2025
Date

Policy: Inspection Requests Contact Number: 505-662-8120. Required for Inspection Request: Permit Number, Address, Type of Inspection, and Contact Information.

- The Contractor is required to call in the inspection; homeowners are prohibited from calling them in, unless they are acting as the General Contractor.
- Inspections will begin at 9 am unless unforeseen circumstances occur.
- For the next business day inspection, the request must be made by 4 pm. Inspection requests after 4 pm will be scheduled 2 business days out.

2-Hour Time Frame Request

2-hour window requests can only be requested via email to buildinginspectionrequests@lacnm.us. All requests must be received by 4 pm the day before the inspection and must be submitted via email; phone requests will not be accepted. Requests will not be accepted or responded to over the weekend. The Building Inspector is responsible for designating the time frame.

1. Purpose

The purpose of this policy is to establish consistent procedures and expectations for scheduling building inspections within the Los Alamos County Building Safety Division. This ensures that inspections are requested, scheduled, and conducted in an orderly, timely, and efficient manner while maintaining fairness and transparency for contractors, homeowners, and staff.

The policy clarifies communication protocols, timing requirements, and methods for requesting inspections, including standard and 2-hour window requests.

2. Scope

This policy applies to **all** inspection requests associated with active building permits issued by the Los Alamos County Building Safety Division.

It governs:

- **Contractors and homeowners** (acting as general contractors) requesting inspections.
- **Permit Technicians** responsible for logging inspection requests and verifying permit information.
- **Building Inspectors** responsible for performing inspections and designating inspection time frames.

The policy covers **all** inspection types, including building, plumbing, mechanical, electrical, and structural, and applies to both residential and commercial construction projects.

3. Eligibility

This policy applies to:

- **Licensed contractors** holding valid permits for construction within Los Alamos County.
- **Homeowners acting as General Contractors**, when legally authorized under applicable New Mexico statutes.
- **Building Inspectors** and **Building Safety Division staff** responsible for scheduling and performing inspections.

Only permit holders or their authorized representatives may request inspections. Homeowners who are not listed as the general contractor are **prohibited** from calling in inspection requests.

4. Procedures

4.1 Inspection Request Information

All inspection requests must include the following information:

- **Permit Number**
- **Project Address**
- **Type of Inspection Requested**
- **Contact Information** (name and phone number of the requestor)

Requests may be made by phone or email, depending on the type of inspection and timeframe requested.

4.2 Standard Inspection Requests

- Inspection requests must be made by calling **505-662-8120**.
- Requests received **by 4:00 p.m.** will be scheduled for the **next business day**.
- Requests received **after 4:00 p.m.** will be scheduled **two (2) business days out**.

- Inspections begin daily at **9:00 a.m.**, unless delayed due to unforeseen circumstances (e.g., weather, emergencies, or workload).

4.3 2-Hour Time Frame Requests

- 2-hour inspection time frame requests may only be submitted **via email** to **buildinginspectionrequests@lacnm.us**.
- Requests must be received **no later than 4:00 p.m.** the business day before the requested inspection.
- **Phone requests** for 2-hour windows will **not** be accepted.
- Requests received after 4:00 p.m. or over weekends will be processed the next business day.
- The **Building Inspector** is solely responsible for designating and confirming the 2-hour inspection window based on route and workload.

4.4 Weekend and Holiday Requests

- Inspection requests made on weekends or County-observed holidays will be processed on the **next business day**.
- No inspection scheduling or responses will occur outside of regular business hours.

4.5 Documentation

- All inspection requests must be documented in the **EnerGov** permit tracking system, including the date, time, and name of the person making the request.
- Notes regarding 2-hour time window requests must be clearly recorded in the inspection comments section.

5. Requirements

To comply with this policy:

- Inspection requests must be made **by the contractor of record** or a **homeowner acting as the general contractor**.
- All requests must include **complete and accurate information**.
- Requests made **after 4:00 p.m.** will automatically be scheduled **two business days out**.
- All **2-hour window requests** must be submitted **via email** and received **by 4:00 p.m. the prior business day**.
- Inspectors will **begin inspections at 9:00 a.m.**, unless otherwise adjusted by the Building Safety Division.
- **Permit documentation** and **approved plans** **must** be available on site at the time of inspection.

6. Enforcement

- Inspection requests that do not include required information may be delayed or rejected until complete information is provided.
- Unauthorized requests made by individuals who are not the contractor of record or authorized agent will not be processed.
- Failure to comply with scheduling requirements (e.g., repeated late or incomplete requests) may result in:
 - Inspection delays,
 - Rescheduling to a later date, or
 - Reinspection fees, if applicable.
- 2-hour window requests made by phone or outside the specified deadline will not be honored.
- The **Building Official** or **designee** maintains final authority for interpretation, enforcement, and exceptions under this policy.