

Roof Inspection Process

All roof inspections (including Pre-Roof) will now be conducted through photo documentation provided to the inspector designated to your scheduled inspection. Scheduling your inspection will remain the same and must be requested through the [Customer Self-Service \(CSS\) portal](#). You must complete all inspections on your workflow. Your designated inspector can be found on the CSS portal, typically by 8 a.m. on the day of your scheduled inspection.

Documentation must be provided, to your inspector, by 2 p.m. of scheduled date. Failure to do so will result in a failed inspection and you will need to schedule a new inspection through the CSS portal. Documentation will be sent via email or text and must include permit number and address.

Additional documentation may be requested, such as class A listed assembly, wind design or material specifications. Please have this documentation readily available upon request. All photos and documents provided must be clear and of high resolution.

Common tools required in photos may include a pitch gauge and/or a measuring tool (tape measure).

Final Roof requirement checklist

- Street view of building with visible address numbers.
- Overall roof views.
- All flashing and penetrations.
- Measured cricket and curb heights.
- Sampling of rake edge, nail-head sealing and parapet capping.

Mid-Roof requirement checklist

- Class A assembly documentation.
- Ultimate wind speed design.
- Street view of building with visible address numbers.
- Overall roof views.
- Fastener installation.

If Pre-Roof is required, please reach out to your designated inspector. If any questions arise during remote inspections, an onsite inspection may be required.

Inspector reserves the right to request a future in person inspection if documentation requirements are not clear or satisfied. If inspection was not passed, check your inspection notes. Inspector notes can be located in the CSS portal under your inspection "Checklist".

Inspector Contact Information

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