

St. Louis County Department of Public Works
Division of Code Enforcement

Commercial Re-Occupancy Inspection Scheduling

The **INTERACTIVE VOICE RESPONSE (IVR) SYSTEM** is a computerized system that allows touch tone phone callers to schedule inspections and cancel inspections. The system is available **24** hours a day, **7** days a week.

A touch tone phone must be used to access the IVR system. Rotary telephones will not allow access to the IVR system.

To schedule an inspection for the next business day, you must call no later than 7:00 PM on the day prior to the desired inspection date.

If you have any questions, you may speak with Commercial Inspections by calling (314) 615-3724 during regular business hours (8:00 AM—4:00 PM).

Please stay on the line until your scheduled inspection has been verified. Your inspection will not be scheduled until it has been verified.

SCHEDULING AN INSPECTION

You must call no later than 7:00 PM in order to receive an inspection the following business day.

1. Dial (314) **615-4677**; an initial greeting plays:
2. Enter the two digit year of the permit and press the # sign.
3. Verify the year entered.
4. Select 8 for CREO
5. Enter your five digit permit number.
6. Verify the permit number entered.
7. Press 8 for Re-occupancy.

The system will prompt for the three inspection types available.

To schedule **Re-Occupancy initial** press “1” to accept or “0” for the next option.

To schedule **Re-Occupancy follow-up** press “1” to accept or “0” for the next option.

To schedule **Re-Occupancy third** press “1” to accept or “0” to end the call.

8. Press 2 to verify the inspection scheduled.
9. After the message “Inspection Request Accepted” you may hang up or follow the prompts for additional inspections.