

MARTIN COUNTY BUILDING DEPARTMENT

Instructions for Contractors to Utilize Texting for Inspections and Other Requests

The Martin County Building Department is excited to announce a new functionality available to our customers that permits you to utilize texting in order to communicate with our Department. Particularly, you are now able to utilize texting in order to schedule, reschedule, cancel as well as receive the results of your inspection(s). Please read the following guidelines for utilizing this functionality.

Text all requests to **202-937-0892**. This number is for texts to the Martin County Building Dept only.

You can text any message to this number and we will do our best to promptly reply to you. Please DO NOT include attachments in your text. They cannot be received via text at this time.

If you want to automatically schedule, reschedule, cancel, or retrieve the results of an inspection the following words/terms must be in used in your text message. Please note that there are certain rules that apply to scheduling and cancelling inspections and those rules will be adhered to with this functionality as well.

1. Use these specific words in your text to indicate what is being requested:

a. To Schedule an inspection:	Schedule or Create
b. To Reschedule an inspection:	Reschedule or Update
c. To Cancel and inspection:	Cancel or Unschedule
d. To get the Status/Results of an Inspection:	Status or View or Result
2. **Permit Number** as printed on your permit.
3. The **exact name of the inspection** as printed on your permit.
4. **Optionally, the date** you want to schedule or reschedule your inspection. **THE DATE FORMAT MUST BE XX/XX/XX**. If no date is specified, or if we are unable to read the date format, the inspection will be scheduled for the following working day.
5. If you request the **Status, View, or Result** of an inspection after 8:00 a.m. on the scheduled day of the inspection, and it has not been completed, the name and phone number of the inspector assigned to the inspection will be given in addition to the other information.

If for some reason we are unable to automatically schedule your inspection, the request will be passed on to Building Dept. staff to be addressed. Be assured, it will not be lost or ignored.