



City of Santa Rosa CALGreen Inspector Code of Conduct Agreement

Inspection functions in the area of expertise:

- CALGreen Inspectors shall be ICC certified for plan verification and inspection of required CALGreen measures indicated on City of Santa Rosa CALGreen residential and nonresidential checklists. These inspections are in addition to the inspections performed by City Staff. CALGreen Inspectors shall keep records of inspections and shall submit a Field Compliance Verification form to the City building inspector and the design professional in responsible charge prior to building permit final.
- All code requirements established by the California Model Codes adopted by the City shall be under the authorization of the Chief Building Official or designee to enforce. The CALGreen Inspector's authority is limited to plan verification and inspection for CALGreen requirements indicated on approved checklists. CALGreen Inspectors shall not make any code interpretation, identify areas of concern regarding the status of a building permit, or sign off project approval of any inspection required to be inspected by City staff.

• **Provide Quality Customer Service that exemplifies the goals of the Planning & Economic Development Department:**

1. Be Available to City staff and clients/stakeholders
 - a. Adhere to the Building Division policy of doing all inspections on the day the inspection has been scheduled.
 - b. Attend and be on time for all scheduled appointments and meetings.
2. Be Accurate
 - a. Take responsibility to find answers or direct an inquiry to the proper person for questions outside your scope of expertise.
 - b. Provide accurate information on all written comments, reports, and written correspondence.
 - c. Provide all reports to the Building Division.
3. Provide partnership service to stakeholders (public/citizens, other staff, policy makers, development community)
 - a. Work with clients and City staff to identify areas where the process of inspecting in your area of expertise can be improved for better customer service.
 - b. Cooperate and work in coordination with all City of Santa Rosa staff.

4. Improve/provide advice to stakeholders (public/citizens, City staff, policy makers, development community)
 - a. Within your area of expertise, explain and interpret standards, requirements, and restrictions for architects, contractors, engineers, builders and the general public.
 - b. Coordinate with City departments and divisions and outside agencies in the inspection approval process.
 - c. Identify and inform the public of inspection requirements, time frames for inspections, and issues involved in approval for your area of expertise.

Be consistent with the City Organizational Values by:

1. Providing quality service.
2. Encouraging accessibility, open communication and participation in decision making.
3. Developing an environment of mutual trust, fairness, sensitivity and dignity.
4. Promoting confidence in individual capabilities and cooperation throughout the organization.
5. Adapting to the changing circumstances of the community.

Be conscious of and maintain the City of Santa Rosa Basic principles of conduct:

1. Focus on the situation, issue or behavior, not on the person.
2. Maintain the self-confidence and self-esteem of others.
3. Maintain good relationships with City staff, contractors and property owners that you work with during the process of doing special inspections in your field of expertise.
4. Take initiative to make things better in the area of your expertise.
5. Lead by example.

I hereby acknowledge that I have reviewed the CALGreen Inspector Code of Conduct. I understand the importance of providing excellent customer service that exemplifies the goals of the Planning & Economic Development Department and I understand the role I have in the building permit process for the area of expertise I am qualified to inspect. I understand that my status as an approved CALGreen Inspector in the City of Santa Rosa may be revoked by the Chief Building Official for failure to adhere to this code of conduct.

Name (print) _____

Signature: _____ Date: _____

CALGreen Certification Number: _____