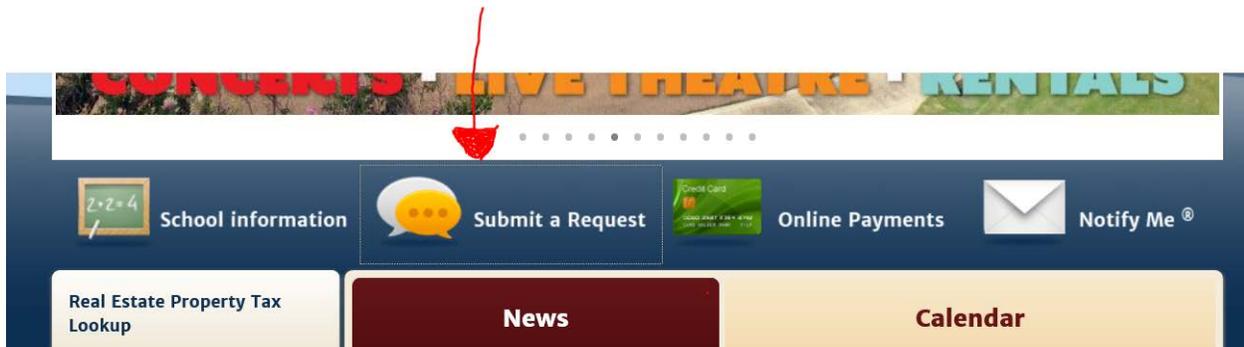


Instructions for Contractors to look up inspections on City of Bartlett website

We, at the City of Bartlett, are always looking for ways to help our contracting community get information and make it as easy as we possibly can. We would like to introduce to you our new way that contractors can look up their inspections and permits. Below are the instructions on how our contractors that have obtained permits and requested inspections in the City of Bartlett can look up their information.

You will need to go to the City of Bartlett website at <https://www.cityofbartlett.org/>

At the “Home” page you will need to find “Submit a Request” and click it.



You should now be at the following screen:



Use 24/7 Citizen Portal to:



Submit a Citizen Request - Click Here

The Citizen Requests module is a tool that can be used to report your concerns to the City of Bartlett. Requests are reviewed during normal working hours. If emergency assistance is needed after normal business hours (8am-5pm M-F) please call police dispatch at (901) 385-5558. All information collected via this website becomes City of Bartlett property and subject to Public review. Please be aware that there will be no correspondence returned on the status of your request if entered anonymously.

ATTENTION: If you have something that needs immediate attention, you can contact the department direct at the following numbers:
Public Works-901-385-5586
Animal Control-901-385-6484
Police Department-901-385-5500
Parks Department-901-385-5553
Sanitation-901-385-6486
Engineering-901-385-6499
Code Compliance-901-385-6426

If you are a first time user to look up your inspections, you will need to register for an account. Click on “Register” (see above) when you are on this screen to set up your account. If you are a returning contractor to look up inspections, please click on “Login” (see above) to get to your account.

Here is a screen shot of what the “Register” page looks like:

The screenshot shows a registration form with two main sections: 'User Information' and 'Account details'. The 'User Information' section includes fields for Company Name, Office, First name, Middle Name, Last name, Primary number, Fax Number, Cell Number, Work Number, Street Address, Suite, Address line 2, City Name, State (a dropdown menu currently showing 'Alabama'), and Zip. The 'Account details' section includes fields for Username, Email Address, and Password. A vertical scrollbar is visible on the right side of the form, and a close button (an 'x' in a circle) is located at the bottom right corner of the form area.

NOTE: Please make sure that an email address is entered when you are registering for your account and make sure that Bartlett Code Enforcement has it on file. This is the main key for a contractor to be able to look up their permit and inspection information. If an email changes, a new account will have to be registered and Bartlett Code Enforcement will need to be notified of the new email address.

You will need to scroll down more after you put in your password to finish your account details and for your account to be set up. Once you have finished inputting this information and click “Register” you will receive an email to welcome you to our online portal. When you receive this email you will have one more step to complete. Open up the email you received and click on “Finish your registration.” This will complete the registration process. You will have 48 hours to finish your registration, otherwise your registration will become invalid and you will have to register again.

Now you are ready to login to look up inspections. See the following pages for instructions on looking up inspections.

Looking up Inspections

When you have logged into the online portal you will see the following screen:

Welcome vbrantley [Home page](#) | [My Account](#) | [Logout](#)

Use 24/7 Citizen Portal to:

 [Submit a Citizen Request - Click Here](#)

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- Code Compliance-901-385-6426

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You will need to click on “My Account” (see above) to take you to the next screen as follows:

Welcome vbrantley [Home page](#) | [My Account](#) | [Logout](#)

[Citizen Requests](#) | [Code Construction](#) | [Change My Password](#) | [Update My Information](#)

Show entries

Address	Map & Parcel Number	Owner Name	Permit Number	Permit Date
625 SHILOH DR BARTLETT, TN 38002	B0138B F00044	BRANTLEY JENNIFER G	2019-20865	2019-05-02
625 SHILOH DR BARTLETT, TN 38002	B0138B F00044	BRANTLEY	2018-17959	2018-08-03
625 SHILOH DR BARTLETT, TN 38002	B0138B F00044	BRANTLEY	2018-16803	2018-05-08

Showing 1 to 3 of 3 entries (filtered from 31,334 total entries) [First](#) [Previous](#) [1](#) [Next](#) [Last](#)

If you are not already on the “Code Construction” tab, just click on that tab (see above) and you should then see all of the permits for your company listed. From here you can click on the address, owner name, or permit number to check permit details, inspection results, or if you need a copy of the permit. Here is what the screen will look like after you have clicked on any of the permit information:

Permit Details Inspections Documents

Case Inspections

Show 10 entries Search:

Inspection Date Requested	Result Type	Date Inspection Completed	Inspector Name	Details
2019-06-10	Approved	06/11/2019	A.B. Crofford	More

Showing 1 to 1 of 1 entries Previous 1 Next

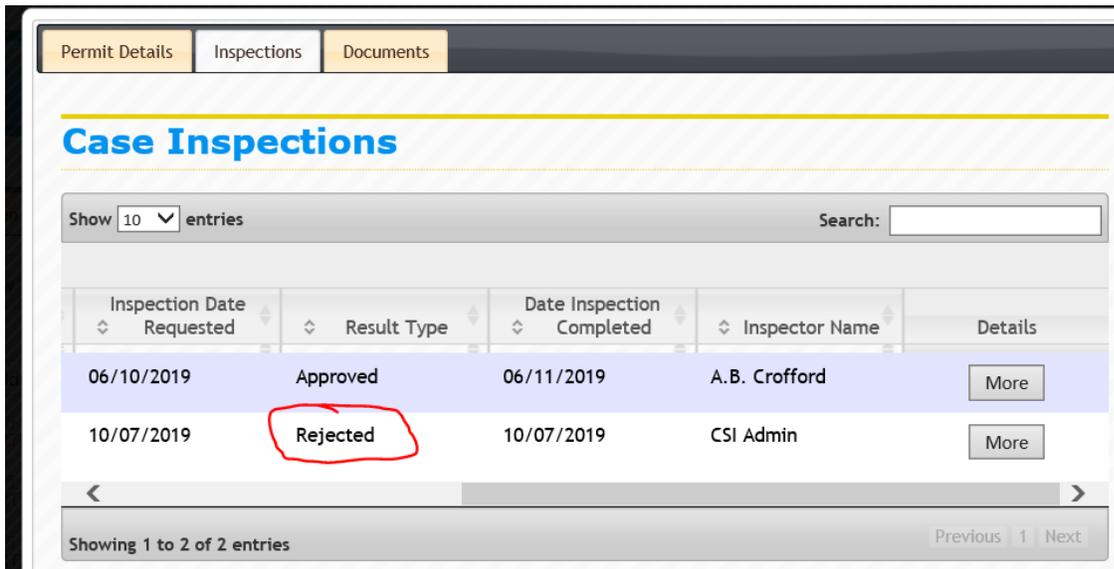
This screen shows the results of the inspection, the date of the inspection, and which inspector conducted the inspection. Also, you can get more information by clicking the “More” button (see above). Here is the information that the “More” button will provide:

Inspection Details

Inspection Type :	House Final	Inspection Status :	Completed
Date Called In :	2019-06-10	Requested Date :	2019-06-10
Results Type :	Approved	Date Completed :	2019-06-11
Inspector Name :	A.B. Crofford		

Rejected Inspections Lookup

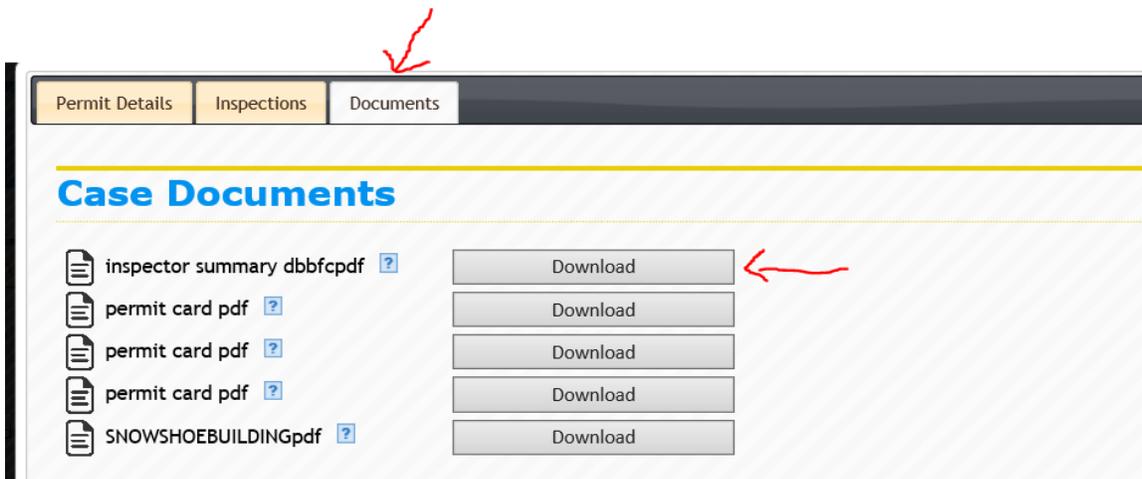
Now if an inspection is rejected, here is what you will see on the screen:



Inspection Date Requested	Result Type	Date Inspection Completed	Inspector Name	Details
06/10/2019	Approved	06/11/2019	A.B. Crofford	More
10/07/2019	Rejected	10/07/2019	CSI Admin	More

Showing 1 to 2 of 2 entries

Now let's go back and click on the "Documents" tab. Here is what the screen looks like:



inspector summary dbbfcpdf ? [Download](#)

permit card pdf ? [Download](#)

permit card pdf ? [Download](#)

permit card pdf ? [Download](#)

SNOWSHOEBUILDINGpdf ? [Download](#)

This screen will allow you to print out a permit (**permit card pdf**) if you need one for your files. All you have to do is click the "Download" button and it will take you to a screen where you can print the permit. Now if an inspection has been rejected, you can print the comments from the inspector, and also see how much the rejection fee will be. The "inspector summary" is where you can print this information. Just click the "Download" button by "inspector summary" (see above). This is what you should see on your screen:



Inspection Summary

Inspection Result: Rejected
Inspector: Valerie Brantley

Permit Type	Inspection Type	Address
Residential Building	Information Inspection	6925 SNOWSHOE DR BARTLETT, TN 38002 (B0138B F00044) (B0138B F0004446)
Inspection Date: 10/07/2019		
Permit #: 2019-20865		
TMK: B0138B F0004446		
Rejection Fee: \$30.00		

Comments:

1. SIDING MISSING ON THE FRONT OF THE DETACHED GARAGE



This Inspection Summary gives you the type of inspection that was conducted, and the inspector's comments on why this inspection was rejected. You will also see the rejection fee amount and the date of the inspection. If the inspector took photos of items specific to the rejection, you will also be able to see those photos. You will also be able to print out this Inspection Summary to use to pay the rejection fee.

This concludes our process of how a contractor can look up permits and inspections on our City of Bartlett website. If you have any questions, please feel free to contact our office, Bartlett Code Enforcement, at 901-385-6425 during normal business hours of 8:00 a.m.-5:00 p.m., Monday thru Friday.