

## Verification of Compliance Guide

Verification of Compliance (VOC) is a re-inspection option where the permit holder submits a signed [form](#) to the city for review, affirming that previously-identified deficiencies have been resolved. It is available for building and trade permit inspections (HVAC, Plumbing, Gas and Electrical) in buildings of any type.

**Eligibility** for VOC is decided by the safety codes officer (SCO) conducting the earlier inspections, based on whether VOC is an appropriate method of re-inspection and SCO consideration of the known and unknown factors of the project. VOC is **not available** for life safety deficiencies or any initial inspections.

**Initial inspections** are conducted in-person or, for certain inspections, by [Remote Video Inspection \(RVI\)](#) only. The inspection outcome report is emailed to the permit holder and the owner/agent. If the inspection was unsuccessful, this email includes the options and instructions for re-inspection, including the [VOC form](#) if eligible. The permit holder **may** be requested to provide supplementary photographic evidence of the deficiency resolution in support of the VOC. **Note that** multiple addresses or inspection processes **can not** be grouped. Each entryway address and inspection type requires a separate, duly completed VOC form, submitted as a separate inspection request.

### How the Permit Holder, Owner, or Owner's Agent completes the VOC

1. Resolve the deficiencies (document each with a photograph, including time and date taken).
2. Complete the VOC form (Electrical VOC form is prefilled with this):
  - a. Discipline, contact information, project entryway address, scope of permit, inspection type and date of failed inspection;
  - b. List previously-identified deficiencies, as noted in the inspection results email;
  - c. Complete the affirmation section.
3. Visit the project dashboard in [selfserve.edmonton.ca](https://selfserve.edmonton.ca)
4. Select the "Inspections" tab.
5. Select "Schedule" next to the inspection you are requesting.
6. Select "Verification of compliance" as the re-inspection method and check the confirmation statement.
7. Upload the completed VOC form and provide contact information.
8. Where requested, upload photographs showing the infraction resolution in support of the VOC. Photographs must be:
  - a. in focus and adequately lit
  - b. informative of the infraction(s) being addressed,
  - c. dated, and labelled or titled where necessary to make it clear what is being shown.
9. Select "Schedule"

#### Inspection Method

See [Requesting an Inspection](#) for information to prepare for the inspection.

In-person inspection

Remote video inspection (RVI)

Verification of compliance

I confirm that I have read and will follow the [Verification of Compliance Guide](#).

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#### Verification of Compliance Documents

Provide completed [Verification of Compliance form](#) affirming that the identified deficiencies of the previous inspection have been resolved.

[Browse for Files](#)

### VOC review and timeline

An SCO will review the VOC **within 5 business days** of submission. The inspection outcome report will be emailed to the permit holder and the owner/agent. A copy is stored in the project SelfServe record.

**To maintain integrity** of the VOC system, any VOC is subject to audit, up to and including physical site visit.