

Guide to Using the Harnett County IVR System:

Call 910-893-7525 ext 1

Except Environmental Health, most inspections can be scheduled online at www.harnett.org/services-213.asp

Initial Greeting

Listen to initial greeting for information for scheduling, canceling or checking results

Main Menu

- 1 – Schedule Inspection
- 2 – Cancel Inspection
- 3 – Obtain Inspection Results

1 – Schedule Inspection

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 then #, enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are scheduling an inspection for
 - For example, you may have a Notification Permit (select to schedule Environmental Health), Land Use Permit and a Manufactured home Permit all on the same application number
- Once you select the sub-permit, enter the 3 digit inspection code for the inspection you wish to schedule
 - Sequence Number – Any inspections with a sequence number of '10' must be approved before an inspection with a sequence number of '20', '30' or '40' can be scheduled. Any inspections with the same sequence number can be scheduled at the same time.
- Select the day you would like to schedule the inspection (the recording will let you choose one of the next five business days) – except for Environmental Health
- The recording will give you an option to leave a message for the inspector (press 1) or continue without leaving a message (press 2)
- You will be given a transaction number for each inspection and a final confirmation number. Please note the Confirmation number given at the end of the recording for proof of request

2 – Cancel Inspection

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 followed by #, then enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are canceling an inspection for
 - For example, you may have a Notification Permit, Land Use Permit and a Manufactured Home Permit all on the same application number

3 – Obtain Inspection Results

- Enter 10 digit application number (ex. 04-50099999), followed by # OR
- For sub permit press 1 followed by #, then enter sub permit number (phone access code) followed by #
- IF using application number, and if more than 1 sub-permit exists for the application, wait for the recording to prompt you for the permit you are checking an inspection for
 - For example, you may have a Notification Permit (select to check Env Hlth or plans), Land Use Permit and a Manufactured home Permit all on the same application number
- The recording will tell you the result of the inspection, the date of the inspection result and if the inspector has recorded a message for you
- If a message was recorded, press 1 to hear the message
- Listen to previous results if needing more than one result, such as Environmental Health (800) and plan approval (802)