

Complete Inspector

1

► I have two questions for you!

2

- How would You like to be remembered as an Inspector?
- How would You like to be remembered as an Inspector?

3

For me I would like to be remembered for being reasonable, and for helping people see the **benefit** of what I am requiring them to do.

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- ▶ If you did nothing different from this day forward, how will you be remembered as an Inspector?

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Alan Jongsma

- ▶ Welcome to what it takes to be a complete/professional Inspector class!
- ▶ I have organized this class based on my 33 years of experience working as a Building Official.
- ▶ One of the main reasons for how I approached my job was based on an early interaction with a former co-worker. I didn't agree with how the person was implementing the codes.
- ▶ Another reason for my approach was for health reasons.

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- ▶ What is this class all about?
- ▶ How to create a positive interaction Whenever possible.
- ▶ How to get clients to comply with the rules and regulations on their own, even though you have the ultimate authority to MAKE them comply.

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- ▶ The basis for success in my approach in dealing with the public is based on teamwork and helping people through the process.
- ▶ Have you ever Looked over your departments mission statement for guidance?
- ▶ In my opinion what I am going to teach today is what we are getting paid to do!

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Reasons for **why** you should consider this approach.

- ▶ Our clients are paying for a thorough and complete inspection of their projects by the permit fees they pay.
- ▶ If all it does is make your job easier, then it's worth it.
- ▶ If everything we do typically is a regulation, why not try to make our interactions positive?

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Other reasons for this approach

- ▶ When it takes many months (in my case 11 months) to get a building permit, the last thing a homeowner wants to see is a **know it all** Inspector.
- ▶ We should be doing inspections with a team approach, not us verses them.
- ▶ The new energy code requirements.
- ▶ Wildland-Urban Interface Code.

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Reasons why I took this approach and an example of the proper way to approach

- ▶ Crawl space posts., garage door header.
- ▶ Wall bracing 4' panel nailing.
- ▶ Example of a residential final inspection understanding the big picture!

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- ▶ How many years of experience do you have?
- ▶ 20 Plus?
- ▶ 15-20?
- ▶ 10-15?
- ▶ 5-10?
- ▶ 1- 5?

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Who am I?

- ▶ I would like to introduce myself by talking about two of the people I met in my professional career that had a positive influence on how I would implement the codes and regulations.

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Greg Keith

Consultant for Boeing, worked on creating a new chapter 10 exiting.

- ▶ Greg taught advanced commercial code classes.
- ▶ The first thing Greg did in his class was a present us with a pretest with 12 pages of questions. You couldn't find the answers in the code book. To answer the questions, it took experience and working with the client to solve the questions.
- ▶ He taught codes are not perfect, and do not address all situations.
- ▶ He taught us to understand the intent of the code rather than the letter of the law.
- ▶ Travel distance, occupant load, dead end corridors, etc.

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Debbie Kraft

- ▶ She taught a class titled how to anchor people.
- ▶ She used her name as an example of how to anchor someone.
- ▶ I will be using the term anchoring a fair amount today.

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Anchoring

- ▶ I anchored you today with the first question of the day. I wanted you to think about how you want to be remembered as an Inspector.
- ▶ Letting a homeowner know what the next inspection is and what needs to be in place.
- ▶ The positive story about the final inspection.

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Respect

- ▶ I will be respected at all times!
- ▶ At times I feel I need to earn respect even though I can demand it.
- ▶ CPA General Contractor story.

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Inspections 101

- ▶ Respect personal property.
- ▶ Consistency!
- ▶ How do **you** add value to the project?
- ▶ No foul language.
- ▶ Never do personal business during business hours without permission.
- ▶ Keep your opinions to yourself unless you are asked for it.
- ▶ Get comfortable with the fact that if you don't know the answer say so.

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Do not bring along a measuring tape unless you feel it's needed.

Never use I in your interactions, WE don't need anything! The plans are missing information, truss specifications missing etc.

If you don't look forward to problems, you are probably going to have a bad day.

Do not use acronyms. Even to this day I don't care for acronyms!

NEVER GUESS IF YOU DON'T KNOW!!

If things get heated, you can always walk away.

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Treat inspections as a learning opportunity.

Work at understanding the why of codes..

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Foundation inspection one hour away. Job not ready!

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- ▶ Before we get into the specifics of the course, I would like to discuss some big picture things.
- ▶ Potential negative influences that you must be aware of.

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Who are they?

- ▶ Who are the people we interact with on a daily basis?
 - ▶ Property owners
 - ▶ Business owners
 - ▶ Contractors
 - ▶ Subcontractors
 - ▶ Architects
 - ▶ Designers

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Why do they dislike us so much?

- ▶ We didn't choose this property to build on.
- ▶ It wasn't our choice to build.
- ▶ It isn't our building design.
- ▶ We didn't engineer the building.
- ▶ Because we are regulators!

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Homeowner

- ▶ The homeowner might have just spent the last 6 to 9 months going through the permitting process.
- ▶ Electronic submittals, they needed to hire a wetland consultant, a civil engineer, and a structural engineer. Hiring these specialist might of came as a surprise through the permitting process.

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It's important for you to understand what the owner has gone through. Finding the right property, financing, putting together a budget, finding a contractor, etc.

A homeowner doing their own work can be challenging at times. We tend to be the last person they reach out to for guidance. They will talk to an Uncle who built a garage 15 years ago, or a neighbor!

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Contractors

- ▶ Most contractors are a type A personality.
- ▶ They like being self-employed and they don't like being told what to do!
- ▶ Especially by a bureaucratic inspector.
- ▶ Some contractors are of the opinion we couldn't make it in construction, so we became inspectors and that we have something to prove.

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- ▶ How many contractors do you think own a code book? Let alone know how to find the answers to their questions. At least now they have a chance at finding answers with the internet.
- ▶ I am a former contractor and the way we learned the code was through correction notices. They rely on us to alert them about code changes.
- ▶ There have been many occasions where a contractor has said we can't keep up with all the codes changing every three years.

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- ▶ Think about it for a minute. You have a type A personality contractor, they don't fully understand the codes, we do understand the codes and we have control over them. This could potentially be a problem.
- ▶ My very first inspection in the field! I had to think on my feet as to what to say.

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- ▶ I interviewed a few local contractors to get some insight on how they view us and here are some of their concerns.
- ▶ Every one of them had a bad inspector story to tell me about not how well they got along with the inspectors.
- ▶ They didn't like it when an inspector wasn't sure about something and yet was willing to write a correction notice which delayed their project.
- ▶ Inconsistencies between different inspectors.
- ▶ They didn't want to deal with book learned only inspectors.
- ▶ How many of you do not have a background in doing construction work?

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- ▶ They want Inspectors be reasonable.
- ▶ The Inspector wrote a correction list and then wrote another correction list at the next inspection.
- ▶ Sub floor inspection story.

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- ▶ Over the past month I have received a number of different complaints about issues with permitting departments.
- ▶ Owner final inspection. Told if he doesn't get the final before the permit expires, he might need to meet the new energy code.
- ▶ Stop work order, triple fees.
- ▶ Permit technician emailing the foundation plans are not adequate.
- ▶ Permit technician called the applicant and wanted to make sure the owner knew he wouldn't be allowed to park his private pickup truck in the agricultural building he was building.

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Question for you

- ▶ You are scheduled to do a framing inspection on a custom home. If given your choice, which would you choose?
- ▶ Do the Inspection with the owner or contractor on site?
- ▶ Or do the inspection with no one on site?

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- ▶ If they put it in does it need to meet code?
- ▶ Guardrail, anchor bolt, sill sealer, wet set straight rebar, extra smoke detector in the living room battery only.

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- ▶ Why is rebar located at the bottom of the footing?
- ▶ Truss forces. Tension & Compression.

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Cliché

They don't care how much you know until they know how much you care!

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Who are we?

- ▶ Definition of an Inspector
- ▶ An Inspector is a government employee who reviews plans and visits construction job sites to ensure all local codes are being met.
- ▶ If the project doesn't meet the standards the Inspector can shut the job down!
- ▶ We are regulators with a lot of authority.
- ▶ **Use it wisely!**

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ICC Code of Ethics

- ▶ The protection of life, health and property is a solemn responsibility of the highest order!
- ▶ Recognizing the public's trust bestowed upon individuals engaged in the administration and enforcement of building codes, the International Code Council advocates commitment to a standard of **Professional** behavior that exemplifies the highest ideals and principals of ethical conduct.
- ▶ The governing concepts embodied in this philosophy are characterized herein below, for the benefit and guidance of those so engaged, and for the **enlightenment** of the public so served.

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ICC Code of Ethics

The ICC certified individual shall:

1. Place the public's welfare above all other interests and recognize that the chief function of government is to serve the best interest of **all** people.
2. Demonstrate integrity, honesty, and fairness in all transactions and constantly strive for excellence in all matters of ethical conduct.
3. Recognize the continuing need for developing improved safety.

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ICC Code of Ethics

- ▶ 4. Maintain professional competence in all areas of employment responsibility and encourage the same for all associates at all levels.
- ▶ 5. Accept no personal favors for public service rendered and conscientiously avoid all circumstances that could compromise professional integrity!
- ▶ Meaning of the word **Enlightenment**.
- ▶ The act of giving someone knowledge or understanding. It's our job!

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1927 Building Code

- ▶ Suggestions for Inspectors
- ▶ Be friendly with everyone on the job, but not familiar with anyone. Familiarity dulls the edge of the Inspector's authority.
- ▶ Realize the importance of your work. The lives of many people are dependent in a large measure on the faithful performances of your duty. Consider your duties seriously and others will do likewise.

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Definition of Professional

- ▶ Working and behaving in such a way that others think of you as competent, reliable, and respectful!
- ▶ Professionals are a credit not only to themselves but also to others.
- ▶ **Bottom line.**
- ▶ Neither the homeowner or the contractor are very excited to see us show up to do the inspection, they know we have the authority to tell them what to do, and we can shut the job down if they don't do it right!

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I understand.

- ▶ Using the phrase (I understand) helps to show empathy. And to reduce us verses them.
- ▶ Every time you come to my job sites you always write up correction notices!

I understand you are frustrated.
You do good work and typically the correction items are minor issues, and I always try to keep your projects moving forward.

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Correction notices!

- ▶ Why do you think correction notices are viewed so negatively?
- ▶ How do you present a correction notice to a homeowner verses a contractor or isn't there any difference?

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Things to think about.

- ▶ Can shear wall sheathing stop at the bottom of the exterior wall or does it need to be continuous past the rim joist to the sill plate?
- ▶ The Inspector was questioning the location of the smoke detector because the location wasn't per the approved plans.
- ▶ Can a smoke detector be located on one of the bedroom walls rather than on the ceiling?

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Have any of you done this in your jurisdiction?

- ▶ Tracked correction notice items and worked with the Plans Examiners to make sure the correction items are shown on the approved plans?
- ▶ Make sure the field Inspectors had handouts with them that addressed some of your typical correction items?

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Know the why of codes.

- ▶ Why does the code require 3" x 3" x 1/4" washers?
- ▶ Can you explain the lateral bracing requirements from the International Residential Code?
- ▶ Can you explain whole house ventilation?
- ▶ Can you explain the Energy Code issues?
- ▶ Occupancy separations.

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Challenging situations.

- ▶ Homeowner doing their own plumbing.
- ▶ Code enforcement projects.
- ▶ Try to avoid being in a position with a statement (because the code says so.)
- ▶ It felt good, when I was comfortable with saying I don't know I will need to check into it and will get back to you.

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Interesting facts

- ▶ How many of you know where the largest building in the world is located?
- ▶ 4,300,000 Sq. Ft. With a volume of 472 million cubic feet. The building dimensions are approximately 1,000' x 4,300', x 110'
- ▶ You could put all of Disney Land inside this building.
- ▶ In a single hour, the amount of energy from the sun that strikes the earth is more power than the entire world consumes in a year! Go solar?

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- ▶ Knowledge tends to be facts, figures, and code sections.
- ▶ Wisdom is how you interpret and apply those facts, figures, and code sections.

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At this point I would like to tell you how I anchored the class for a positive influence.

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Next level Complete/professional Inspector

- ▶ I will identify and elaborate on the many skill sets it takes to do our job.
- ▶ We will discuss real life examples using our various skill sets.
- ▶ The later today we will go over a couple of very complicated scenarios I was involved with. It took all of our skill sets as professional Inspectors to manage our way through these complex situations.

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I am not here to tell you what to do!

- ▶ It is my goal today to guide you through many different scenarios showing our many different skill sets so that **you** can be better prepared to make wise decisions on **what to do!**

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Cliché

- ▶ Swallowing angry words is much easier than having to eat them!
- ▶ Two ears one mouth, to listen more than we talk.

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Question for you!

- ▶ Why did you become a regulator?
- ▶ Notice I used the word regulator rather than Inspector.
- ▶ Approach is everything. I don't want to be called a regulator.
- ▶ Why did I become an Inspector? To make a difference not the paycheck.

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Cliché

- ▶ More important to be reasonable than right.
- ▶ Respond don't react!
- ▶ If you act the same way they did, what is the difference between you and them?

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Would you rather be feared or be respected?

- ▶ If you want to be feared, take out a measuring tape to do all your inspections.
- ▶ Being respected takes time and effort.
- ▶ I tell young Inspectors, almost every day you will approve something that isn't 100% up to code, get used to it!
- ▶ Rebar clearances, rebar lap, shear nailing, truss bracing, insulation installation, code enforcement.

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Wisdom!

- ▶ The soundness of an action or decision with regard to the application of experience, knowledge, and good judgment.
- ▶ If you are a new Inspector with little experience and knowledge, then the next part of the class will help you with determining how to have good judgment.

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Skillsets.

- ▶ I am going to present many different skill sets we will be going over today.
- ▶ I will explain each skill set in more detail based on actual field interactions.
- ▶ I will present many different real-life scenarios for us to discuss. I will ask you what you think should be done in your opinion and we will discuss the skill set I determined I would use and why.

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Skillsets!

- ▶ Politics
- ▶ Negotiator
- ▶ Technical expertise
- ▶ Investigator
- ▶ Personal education
- ▶ Educator
- ▶ Regulator
- ▶ Project manager
- ▶ Final say

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- ▶ Do any of these sound familiar to you?
- ▶ Can you see how you may have used some of these skill sets in the past?

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Politics

- ▶ We all answer to someone; The Building Official, Fire Marshal, Fire Chief, Planning Director, Mayor, Commissioners, an upset homeowner or contractor, FEMA etc.
- ▶ Things can get politically messy at times.

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Negotiator

- ▶ Quite often we are forced through different scenarios beyond our control to be negotiators.
- ▶ Overdriven nails, misplaced hold downs, code enforcement projects, footings placed on fill without a compaction report, special inspector already approved it.
- ▶ It can be frustrating when the contractor guesses how they will do something hoping you will approve the work they have done rather than verifying it will be approved before they started the work!

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Technical expertise

- ▶ You typically don't have a lot of time and can be rushed to go through detailed technical information.
- ▶ Truss bracing, fire rated assemblies, ADA compliance.
- ▶ Being accurate is critical.
- ▶ As we will discuss later today it was humbling when I found out something I should have known but didn't fully understand and yet was approving.

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Investigator

- ▶ There are times when we are tasked with chasing down a particular product installation before feeling comfortable approving it.
- ▶ Drilled I joist, insulation or electrical wiring resting on sprinkler pipes, roof beam cut on the roof angle, draft stopping, roof ventilation.
- ▶ When something doesn't seem quite right, it's our job to chase it down, requesting the owner or contractor provide more information before approving.

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Personal education

- ▶ It's never ending!
- ▶ After 28 years of being a Building Official I felt comfortable with my skill sets until I was challenged by the City of Burlington Fire Marshall to learn about commercial type one fire suppression systems.
- ▶ Off to California for a weeklong course and to get certified in fire suppression systems.
- ▶ **What was I thinking!**

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Educator

- ▶ It's all about educating people.
- ▶ My philosophy.
- ▶ If the contractor doing the work has been educated as to what and why they need to make the changes (through a correction notice) typically they will own it and you shouldn't have to write the same correction notice again.
- ▶ Did you know that Electrical Inspectors can issue a fine to an electrician for making stupid or careless mistakes?

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Regulators

- ▶ It's a given that almost everything we do as Inspectors is a regulation!
- ▶ It's our JOB!
- ▶ Setbacks, high piles storage, type one hoods, energy code, final inspections.
- ▶ **Get used to it!**

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Project manager

- ▶ It's understood we as Inspectors determine when and if or how a project moves forward.
- ▶ When at all possible, try to keep the project moving forward!

69

Final say

- ▶ No matter what! We are the final say!
- ▶ I guarantee you that you will have projects that are very challenging to issue the final approval/sign off on.

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Determine what skill sets are needed for the following four real life scenarios

- ▶ A contractor was adding an addition to a local architect's house. The contractor called for a footing inspection. The approved plans called for 1/2" vertical rebar at 18" on center.
- ▶ The inspector took his measuring tape out and measured every vertical rebar, only to find one of the spaces had a 19" clear space between two vertical rebar. The contractor didn't have any extra rebar on site. The contractor and the Inspector got into a bit of a heated discussion because the Inspector wasn't going to approve the footing inspection.

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The contractor knew the owner (architect) was home, so he had the architect come out and talk with the Inspector about the vertical rebar spacing. The architect told the Inspector the minimum code would allow 1/2 vertical rebar to be 48" on center.

The Inspector insisted the rebar didn't match the approved plans. The architect again told the Inspector he was ok with the 19" spacing. The Inspector finally said he would approve the footing inspection with the condition the architect submit a revision showing 19" rebar spacing.

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Foundation situation

- ▶ I had worked with a Father and Son contractor for many years. They did great work, their jobs rarely got correction notices.
- ▶ They called for a foundation wall inspection. The Son called me in the morning to verify the approximate time I would be coming out. I told him they would be the first inspection.
- ▶ Quite often when you show up the concrete pump truck is setting up for the pour. As I was getting closer, I could hear the thump of the pump truck and I saw a concrete truck backed right behind the pump truck. I could see the father walking along the top of the foundation wall holding the pump truck hose pouring the foundation walls.
- ▶ What should you do?

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Simple insulation inspection

- ▶ I had a simple insulation inspection which typically doesn't take very long. One of the owners (wife) was on site for the inspection. The inspection went well until I went into the garage and noticed a girder truss had a 2" hole drilled through the bottom chord of the truss with a built-in vacuum system 2" PVC pipe running through the truss.
- ▶ What do you do?

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Hangers at girder truss.

- ▶ I noticed there was a 16' girder truss with 32' trusses hung from the girder truss. The 16' girder truss was a single ply truss. I looked up the hanger the truss company specified in the Simpson manual and the hanger required a minimum of a 2-1/2" nail into the bottom chord of the girder truss. The framer used 1-1/2" nails into the girder truss.
- ▶ What do you do?

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- ▶ Doubling permit fees and a stop work order posted for a project already started.

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Inspection Issues

- ▶ Inspector stop work order story. RWL
- ▶ Contractor tall foundation height issues.
- ▶ Contractor stating, we will be fined \$5,000 a day if we don't get a final by the end of the month.
- ▶ New school.

77

Large existing commercial building with mixed occupancies.

- ▶ The Fire Marshal and I met with the property manager to discuss an existing 25,000 square foot commercial building.
- ▶ The building was the holy grail of commercial occupancies that require occupancy separations, and sprinklers.
- ▶ At one end there was a restaurant, next was a two-story sprinkled day care facility, next there was a large church assembly area, at the other end of the building was a large woodworking operation.
- ▶ The woodworking operation had received a land use approval, however they never applied for a tenant improvement permit.

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- ▶ When we sat down to talk with the property manager, he asked what can I do for you?
- ▶ At this point, the alarms went off in my head. Our goal was to help the property manager understand what we were there for, what he needed to do to bring the building into code compliance.
- ▶ Effective communication is everything.
- ▶ Know your audience!
- ▶ Do not use acronyms!
- ▶ Seek to understand before being understood!

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What was I thinking?

- ▶ How many of you are familiar with a type one hood and fire suppression systems?
- ▶ How many of you have inspected a fire suppression system?
- ▶ How many of you know what you are supposed to inspect in a fire suppression system?
- ▶ The City Fire Marshal asked me if I would help him deal with a problem he was having with fire suppression system contractors.

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Little did I know this would kick off a huge learning opportunity and an incredible adventure!

For many years, the Fire Marshal had been dealing with fire suppression system installers who were giving him a lot of resistance to his questions about the accuracy of the installation of the suppression systems.

We believed the suppression system companies were cheating and falsifying inspection records.

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Political

- ▶ We knew this had a huge potential to become a political ticking time bomb.
- ▶ We met with the City Mayor to fill him in on the details we were finding in our local commercial hoods and fire suppression systems.
- ▶ We requested support for a plan we presented to the Mayor.
- ▶ We requested support from the Mayor because we knew things were going to get political.
- ▶ Looking back, we knew we were going to need his support to survive the political onslaught we were about to face.

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Investigation

- ▶ With the amount of pushback we were getting from the suppression companies, we knew there was some truth to the concerns we were investigating based on the amount of pushback we were getting from the suppression companies.
- ▶ One of the suppression companies arranged a meeting with the Mayor and City Administrator. **The contractor told the mayor to call off the dogs. He said we didn't know what we were looking at and we needed to be educated, because we didn't know what we were doing!**
- ▶ **The suppression company told the Mayor we were trying to shut businesses down.**
- ▶ We knew we needed to get educated in the proper way to install and maintain the suppression systems if we were to have any chance at getting the situation under control.

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Investigation

- ▶ We reached out to a few of the fire suppression system manufacturers requesting technical data for the installation of their systems and were told they were not willing to provide us with the information.
- ▶ We finally were able to obtain technical data for the installation of the systems.
- ▶ We realized we were on to something, and we should pursue attending a class on the suppression systems and to get certified.

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Personal education

- ▶ The message was clear to us we would attend a course put on by the suppression system manufacturer.
- ▶ Off to California we went for a weeklong class understanding fire suppression systems.

85

Technical expertise

- ▶ We understood we needed to get some formal education.
- ▶ At the end of the weeklong suppression course, we had a final exam on the last day and received our certification.
- ▶ Now we were armed with the manufacturer's accurate technical information.
- ▶ Our eyes were opened as to what we were missing and what the suppression contractors had been purposefully doing wrong.

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Educators

- ▶ Remember we do not regulate contractors.
- ▶ We were getting a lot of pushback from the suppression companies. It would be our goal to educate the business owners as to what was going on and what our concerns were with their hoods and fire suppression systems.
- ▶ Another hurdle for us to deal with. The suppression companies were telling the business owners they were the best and could do no wrong.

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They had been in business for over 30 years, they know what they are doing, and they told the business owners we didn't know what we were doing.

The suppression contractors claimed they know more than the suppression system manufacturers!

We couldn't talk bad about the contractors in front of the business owners. We had to stay focused on getting the systems into compliance and try to keep the businesses open if possible.

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Negotiators/Project managers

- ▶ It is never our goal to shut a business down. We provided a more than reasonable time frame for business owners to get their systems into compliance and still allow them to stay open.
- ▶ It was extremely frustrating. We made multiple trips to the businesses to verify the systems were fully compliant with the manufactures specifications.

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Regulators

- ▶ We are regulators. The fire suppression systems are not installed per any code section they are totally regulated by the manufactures installation specifications.
- ▶ The International Mechanical Code indicates when there are grease producing appliances below a hood all of the code requirements must be complied with. Gas shut off, tempered makeup air, etc. There were situations where there was no makeup air for the system and the contractor would tell the business owner it would be a change order to install the makeup air because we are making them install the makeup air, even though they knew all along it was needed they were using us to justify the change order.

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Regulators

- ▶ One of the most amazing things I came away with through the whole process is this.
- ▶ Greed on the part of the fire suppression companies was governing over life safety.
- ▶ And the kicker to me was the company had painted on the side of their work vans.
- ▶ **FIRE LIFE SAFETY.**
- ▶ And the work they were doing was anything but fire life safety.

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Final Say

- ▶ We couldn't give the final approval based on our recent certification training and understanding of how the systems were supposed to be installed.

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Bottom Line

- ▶ The business owner is concerned about how much it's going to cost especially when they have been told they have been fully complaint for years.
- ▶ The installers were and are cheating at every level, and didn't want to be exposed!
- ▶ They mixed manufactures parts between the different systems they worked on, which voids the manufactures warrantee, which would mean the insurance company wouldn't pay if there was a fire.

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They used too high of a degree temperature nozzels for all locations because (They say they use them to avoid false trips)

They were submitting false documentation to the reporting system (Tegris) that was turned into the Fire Marshal every 6 months.

They were not red tagging systems that were out of compliance to keep the business operating.

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Teriyaki restaurant (Investigation)

- ▶ There was a restaurant in the Skagit Valley Mall with a hood and fire suppression system that was extremely out of compliance.
- ▶ We hired a third-party inspection company to inspect the system to verify our inspection was accurate per the system installation specifications. We were correct.
- ▶ We gave the business owner plenty of time to bring the system into compliance.
- ▶ The owner wanted to keep his business open for another year until he retires.

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Political

- ▶ We informed the Mayor we were going to meet with this particular business owner, and that we were going to require that he shut down the cooking operation portion of his business.

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Education

- ▶ We sat down with the business owner to relay to him what our inspections came up with and what it meant for his business.
- ▶ With anger in his eyes, he looked at me and said for 16 years I have followed all the rules and have passed all of my inspections every 6 months with no issues until you guys started doing the inspections. Now I need to close my business. I understand!

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He wouldn't even look at the Fire Marshal he was so mad.
He just kept saying I understand!

The poor owner was so brain washed by the installers he was totally convinced we were the enemy, we were wrong, and the installer was right, and there was no convincing him otherwise.

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Final say

- ▶ The only thing these fire suppression companies need to know is the hood and fire suppression systems. They are required to take an educational course from each manufacturer every three years, and to be certified to install or work on the systems. There was no excuse for the shoddy work they were doing.
- ▶ We had to shut the cooking operation down now that we were aware to what extent the hood and suppression were non-compliant.

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It's not always an easy decision to make, however the potential fire hazard in the hood and the non-compliant suppression system forced us to shut the cooking operation down.

100

- ▶ Now that you have taken this class, have your desires changed as to how do you want to be remembered as an Inspector?