

The City of Keene uses a third-party inspection company



**Inspections must be called in, emailed or faxed prior to 4:00 pm the day before the inspection is needed.**

To schedule an inspection, choose one of the following options:

- Call ATS at **(512)328-6995, ext. 158.**
- Email [inspections@ats-engineers.com](mailto:inspections@ats-engineers.com)
- You can also fax in your request at fax number 512-328-6996.

Please give preference if a morning or afternoon inspection is preferred or if the Inspector must meet with the contractor/owner on the job site.

## Procedure for requesting inspections from ATS Engineers, Inspectors & Surveyors

If you have never requested inspections from ATS before, you **MUST** make your first request by calling 512-328-6995, ext. 158. Our scheduler must get some basic company information from you in order to set your company up in our system.

After your company has been set up in our system you will be able to register for an online account. This account will allow you to request inspections online and to search our system for previously completed inspections.

To register for an account browse to [www.ats-engineers.com](http://www.ats-engineers.com) and click on the "Register" link in the upper-right corner of the page, which will take you to a registration form. Fill out the registration form completely and submit. You will receive an email confirming that we have received the form. Account creation and activation is **NOT** automated. The information you submit will be verified. Please allow two business days for your account to be activated. Once your account has been activated you will receive another confirmation email.

To request or search inspections on our website you must first log in using the "Log in" link in the upper-right corner of any page. Then hover your mouse over the "Client Portal" menu and select either "Request Inspection" or "Search Inspections". To request an inspection please fill out the form completely and submit. For next day service you must make your request before 4:30 p.m.

When searching for previously performed inspections you must first select the City. We suggest that after that you use as little criteria as possible. Generally, a street number and street name are all you need to select. You may limit your searches using the date range options at the bottom of the criteria list. After clicking the "Search" button a table will appear with matching inspections. Click the folder icon on the left side of an inspection to access the forms for that inspection.

We suggest that you use Chrome or Firefox web browsers. Our website does not support Microsoft's Internet Explorer or Edge browsers.

Only the Builder who requests the inspection will have access to the inspection records. Access by third parties is prohibited.

You may also schedule inspections by emailing [scheduler@ats-engineers.com](mailto:scheduler@ats-engineers.com) or calling 512-328-6995, ext. 158.

You may also request to receive email notifications once an inspection has been performed, which will include all inspection forms as attachments. Just ask the person scheduling your inspection, or include it as a note on an inspection request submittal.