



## Citizen Self-Service (CSS) Guide to Permits & Inspections



# Citizen Self-Service (CSS)

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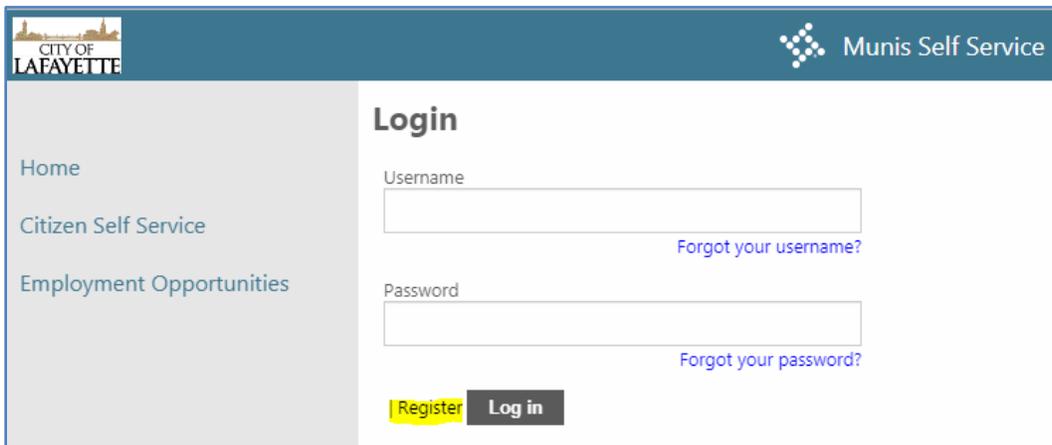
## How to self-register

1. Go to <https://selfservice.lafayette.in.gov>
2. Click on the Citizen Self Service link on the left side



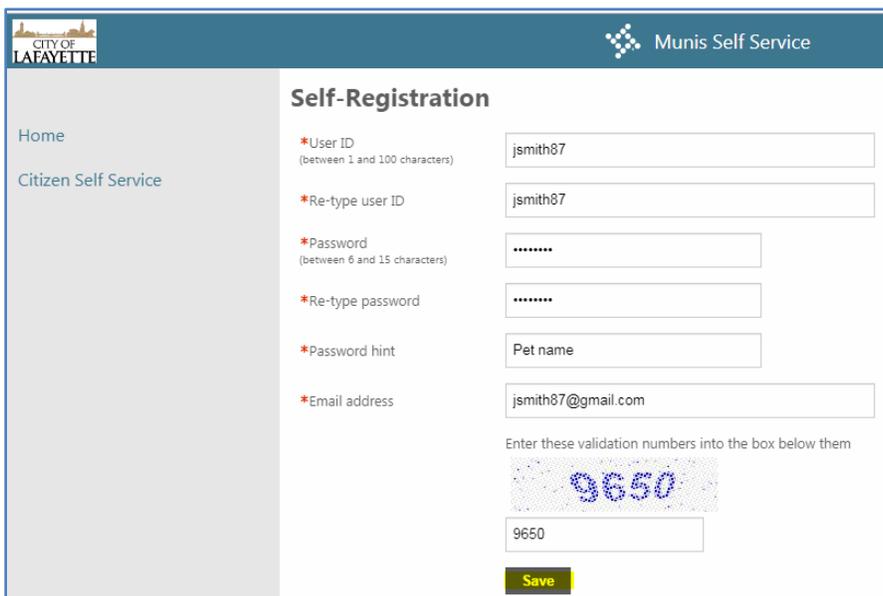
The screenshot shows the 'City of Lafayette Self Services Portal'. The header includes the City of Lafayette logo and 'Munis Self Service' with a 'Log In' link. The main content area is titled 'City of Lafayette Self Services Portal' and contains a welcome message. A left sidebar has 'Citizen Self Service' highlighted. The main text provides instructions for utility billing and permits & inspections customers, including a note about inspection scheduling on Fridays and Saturdays.

3. Click on Register



The screenshot shows the 'Login' page. The header is the same as the previous page. The left sidebar has 'Citizen Self Service' selected. The main content area has a 'Login' heading and two input fields: 'Username' and 'Password'. Below each field is a 'Forgot your [username/password]?' link. At the bottom, there are 'Register' and 'Log in' buttons.

4. Complete the required fields and click Save



The screenshot shows the 'Self-Registration' page. The header and left sidebar are consistent. The main content area has a 'Self-Registration' heading and several input fields with asterisks indicating required fields: '\*User ID (between 1 and 100 characters)' with 'jsmith87', '\*Re-type user ID' with 'jsmith87', '\*Password (between 6 and 15 characters)' with '\*\*\*\*\*', '\*Re-type password' with '\*\*\*\*\*', '\*Password hint' with 'Pet name', and '\*Email address' with 'jsmith87@gmail.com'. Below these is a CAPTCHA section with the text 'Enter these validation numbers into the box below them', a CAPTCHA image showing '9650', and an input field containing '9650'. A 'Save' button is at the bottom.

## How to search permit records

1. After you register and are logged in click on the Permits and Inspections link



2. Enter the house number AND street name
  - a. **TIP:** only enter the street name such as Creasy for North Creasy Lane or 8 for South 8<sup>th</sup> Street; for better results do not include the street type or direction
3. Check which status boxes you want to include and then click search

Figure 1 – Searching by House number and Street name

The search form is titled 'Search for existing Permits and Inspections'. It includes a text box for 'Location' with '1600' entered for the house number and 'CREASY' for the street name. There are checkboxes for 'Status' with options: 'Active Applications only', 'Unperformed Inspections only', and 'Remember these values'. 'Search' and 'Reset' buttons are at the bottom.

4. Click details to view more information on the permit you are interested in

The search results page shows a table of 26 applications. The first row is highlighted in yellow. The table columns are: Location/Subdivision, Owner/Contractor, Parcel, Status, Reference, Fees, and Due. The first row shows a 'COMPLETE' status for a permit at 1600 SOUTH CREASY.

Location/Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	COMPLETE	14013	\$1,000.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	EXPIRED	14022	\$400.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	EXPIRED	14023	\$600.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	EXPIRED	14024	\$600.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	EXPIRED	14025	\$400.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	EXPIRED	14026	\$0.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN	7907353260260000004	DENIED	14705	\$50.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / ARC AMERICAN (UNDER DUKE'S BOND & TRS)	7907353260260000004	COMPLETE	14795	\$50.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	COMPLETE	14872	\$400.00	\$0.00	<a href="#">Details</a>
1600 SOUTH CREASY	ROBERT V ROHRMAN / JON ESPENES COMPANY	7907353260260000004	COMPLETE	14873	\$400.00	\$0.00	<a href="#">Details</a>

**How to apply for a permit (coming soon)**

## How to view your application status

1. After you register and are logged in click on the Permits and Inspections link



2. Search by House number and Street name OR by Application reference
  - a. **TIP:** only enter the street name such as Creasy for North Creasy Lane or 8 for South 8<sup>th</sup> Street; for better results do not include the street type or direction
  - b. **TIP:** if you are the primary contact on the application you should have received an email from [noreply-munis@lafayette.in.gov](mailto:noreply-munis@lafayette.in.gov) with the application reference

Figure 1 – Email

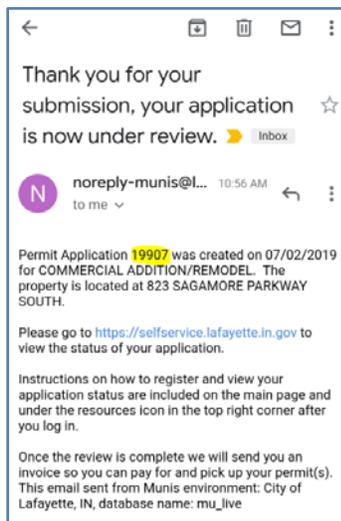
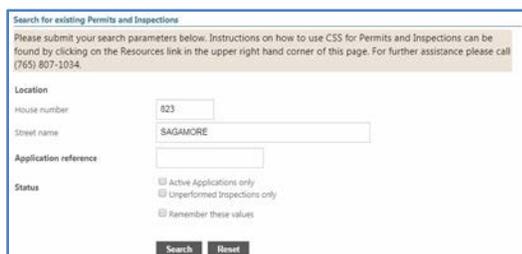


Figure 2 – Searching by House number and Street name



**Figure 3 – Searching by Application reference**

**Search for existing Permits and Inspections**

Please submit your search parameters below. Instructions on how to use CSS for Permits and Inspections can be found by clicking on the Resources link in the upper right hand corner of this page. For further assistance please call (765) 807-1034.

**Location**  
 House number   
 Street name

**Application reference**

**Status**  
 Active Applications only  
 Unperformed Inspections only  
 Remember these values

3. Click on Details to view the application

**Applications (1 found)**

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	ACTIVE	19907	\$250.00	\$250.00 <a href="#">Details</a>

4. To check the status of your application click on the View Plan Reviews link

**Permits and Inspections**  
**Application reference 19907**

**Status** ACTIVE / NEW

**Project/Activity** COMMERCIAL ADDITION/REMODEL

**Location** 823 SAGAMORE PARKWAY SOUTH  
LAFAYETTE, IN

**Owner** ROHRMAN ROBERT V

**Parcel ID** 790727401010000004

[View Application Information](#) [View Issue Alerts](#) [View Plan Reviews](#)

5. The Plan Reviews page shows everyone who needs to complete the review before you can pull a permit. The Columns are Department, Review Cycle, Reviewer, Status and Completed.
  - a. **Department** – this is the department responsible for the review
  - b. **Review Cycle** – typically there is only one cycle, under rare circumstances there may be more than one
  - c. **Reviewer** – this is the individual responsible for completing the review
  - d. **Status** – this is a general status of the review; this is typically either blank, need additional information, not applicable or approved
  - e. **Completed** – this is the important column; a date in the completed column means that part of the review is complete
6. If the plan review does not have a status, completed date or any comments than the review has most likely not been started by that particular reviewer

7. If there are comments for a review you will see a View Comments link to the right of the Completed column, click to view that reviewers comments
  - a. **TIP:** The administrative plan review at the bottom will show you any outstanding submissions. These must be submitted to [permits@lafayette.in.gov](mailto:permits@lafayette.in.gov) before a permit can be issued.

GENERAL					<a href="#">Manage Attachments</a>
Department	Review Cycle	Reviewer	Status	Completed	
BUILDING	1	BOB PETELLO			
ELECTRICAL	1	JOHN WOODS			
FIRE DEPARTMENT	1	DAVE THOMAS	NEED ADDITIONAL INFORMATION		<a href="#">View Comments</a>
ZONING	1	MATT SHOVELY	APPROVED	7/2/2019	
UTILITY	1	DAVE GREFFEE	NEED ADDITIONAL INFORMATION		<a href="#">View Comments</a>
WATER POLLUTION CONTROL DEPT	1	JOSH KAMINSKY	NOT APPLICABLE	7/2/2019	
ADMINISTRATIVE					<a href="#">Manage Attachments</a>
Department	Review Cycle	Reviewer	Status	Completed	
ENGINEERING	1	LESLIE PENNELL			<a href="#">View Comments</a>

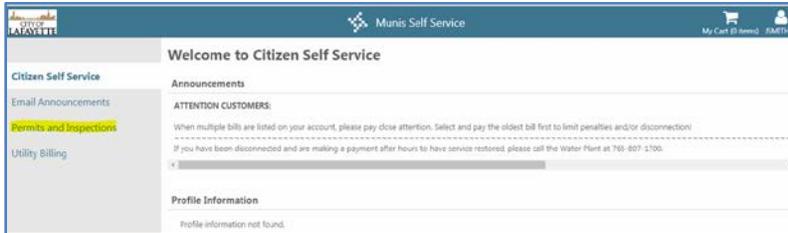
8. Once all of the reviews have a completed date your permit has been approved. An email with an invoice and instructions for payment will be sent to you. If you have not received an invoice and all of the reviews have a completed date contact us at (765) 807-1034 to request an invoice.

How to pay for a permit (coming soon)

**How to issue and print your permit(s) (coming soon)**

## How to schedule inspection(s)

1. After your permit is issued you can request inspections online
2. Log in to CSS and go to Permits and Inspections



3. Search by House number and Street name OR by Application reference
  - a. **TIP:** only enter the street name such as Creasy for North Creasy Lane or 8 for South 8<sup>th</sup> Street; for better results do not include the street type or direction
  - b. **TIP:** if you are the primary contact on the application you should have received an email from [noreply-munis@lafayette.in.gov](mailto:noreply-munis@lafayette.in.gov) with the application reference
  - c. **TIP:** if you have your permit the application reference can be found in the lower left hand corner

Figure 1 – Email

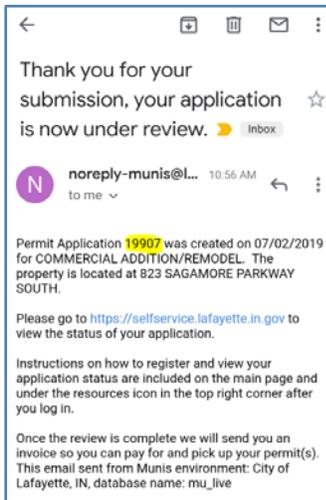


Figure 2 - Permit

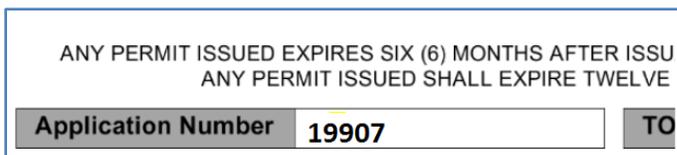


Figure 3 – Searching by House number and Street name

**Search for existing Permits and Inspections**

Please submit your search parameters below. Instructions on how to use CSS for Permits and Inspections can be found by clicking on the Resources link in the upper right hand corner of this page. For further assistance please call (765) 807-1034.

**Location**

House number:

Street name:

**Application reference**:

**Status**

Active Applications only  
 Unperformed Inspections only  
 Remember these values

Figure 4 – Searching by Application reference

**Search for existing Permits and Inspections**

Please submit your search parameters below. Instructions on how to use CSS for Permits and Inspections can be found by clicking on the Resources link in the upper right hand corner of this page. For further assistance please call (765) 807-1034.

**Location**

House number:

Street name:

**Application reference**:

**Status**

Active Applications only  
 Unperformed Inspections only  
 Remember these values

4. Click the Details link

**Applications (1 found)**

Location / Subdivision	Owner/Contractor	Parcel	Status	Reference	Fees	Due	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	ACTIVE	19907	\$250.00	\$250.00	<a href="#">Details</a>

5. Your required inspections will be shown below

- a. **TIP:** if there is an Alert link instead of Schedule it means that inspection type cannot be scheduled (usually these are Final inspections which cannot be scheduled until all other inspections are completed)

**Inspections (8 found)** Select Inspections for scheduling

Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
BUILDING FINAL	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Alert</a>
BUILDING FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
BUILDING FOOTING	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
BUILDING SLAB	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
ELECTRICAL FINAL	ROHRMAN ROBERT V / HUSTON ELECTRIC			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Alert</a>
ELECTRICAL FRAMING	ROHRMAN ROBERT V / HUSTON ELECTRIC			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
FIRE FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Schedule</a>
FIRE FINAL	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a> <a href="#">Alert</a>

- To schedule an inspection click on the Schedule link to the right of the inspection you want, fill out the fields and click Schedule

The screenshot shows a web form titled "Permits and Inspections" for "Schedule Inspection 80598". The form includes the following fields and sections:

- Owner/Contractor:** SOHRMAN ROBERT V / JASON F KAVENSKIY
- Location:** 821 SAGAMORE PARKWAY SOUTH
- Type:** BUILDING FOOTING
- Name:** John
- Phone:** 765-807-1034
- Email:** jankb07@gmail.com
- Remember these values
- Schedule Preferences:**
  - Date:** 07/08/2019 (Note: Inspection scheduling requires 2 day advanced notice)
  - Shift/Time:** MORNING
- Priority/Comments:** A CAPTCHA image showing the number "0020" and a text input field for the user to re-enter the number.

Buttons for "Schedule" and "Cancel" are at the bottom. A red asterisk indicates required fields.

- If you get an error or dates unavailable message please see advanced scheduling on [page 10](#). If your inspection went through you will receive a confirmation email. If you do not receive the email call (765) 807-1034 to confirm the inspection went through.

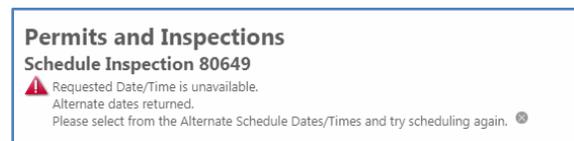


## Advanced Scheduling

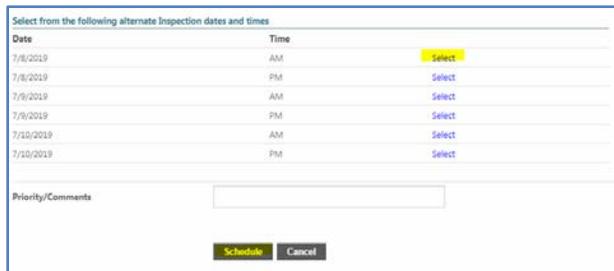
Below are instructions for more advanced scheduling options including: what to do if you get an error or unavailable date message; how to schedule multiple inspections at once; how to schedule the same inspection type more than once; how to re-schedule/cancel inspections; how to schedule a re-inspection on a failed inspection; and how to view inspection result information.

### Dates unavailable message

When you try to schedule an inspection on a holiday/weekend, less than 48 hours in advance or on an unavailable date due to a full inspector schedule you will get a Requested Date/Time is unavailable. You will need to select from the available dates and times listed at the bottom or you will need to call us at (765) 807-1034 to request your desired date and time.



1. Choose from the list below by clicking the Select link and then Schedule OR call (765) 807-1034



Date	Time	
7/8/2019	AM	Select
7/8/2019	PM	Select
7/9/2019	AM	Select
7/9/2019	PM	Select
7/10/2019	AM	Select
7/10/2019	PM	Select

Priority/Comments:

[Schedule](#) [Cancel](#)

2. You will receive a confirmation email; if not, call (765) 807-1034



## Scheduling multiple inspection types at the same time

Scheduling multiple inspections at once is useful when scheduling the same inspection type for building, electric and/or fire (e.g. Framing Inspections)

1. Click Select Inspections for Scheduling in the upper right above your inspection list

Inspections (11 found)						Select inspections for scheduling
Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
BUILDING FINAL	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
BUILDING FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
BUILDING FOOTING	ROHRMAN ROBERT V / JASON F KAMINSKY	7/9/2019	PASS	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Schedule **</a>
BUILDING SLAB	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
ELECTRICAL FINAL	ROHRMAN ROBERT V / HUSTON ELECTRIC			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
ELECTRICAL FRAMING	ROHRMAN ROBERT V / HUSTON ELECTRIC			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>

2. Check each box to the right of the inspections you want to schedule and click schedule

Permits and Inspections							Return to search results
Select Inspections for Scheduling							
Location	Owner/Contractor	Parcel	Type	Fee	Due	Select All	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	BUILDING FRAMING	\$0.00	\$0.00	<input checked="" type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	BUILDING FOOTING	\$0.00	\$0.00	<input type="checkbox"/> Select **	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	BUILDING SLAB	\$0.00	\$0.00	<input type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / HUSTON ELECTRIC	790727401010000004	ELECTRICAL FRAMING	\$0.00	\$0.00	<input checked="" type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V / JASON F KAMINSKY	790727401010000004	FIRE FRAMING	\$0.00	\$0.00	<input type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V	790727401010000004	BUILDING FOOTING	\$0.00	\$0.00	<input type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V	790727401010000004	BUILDING FOOTING	\$0.00	\$0.00	<input type="checkbox"/> Select	
823 SAGAMORE PARKWAY SOUTH	ROHRMAN ROBERT V	790727401010000004	BUILDING FOOTING	\$0.00	\$0.00	<input type="checkbox"/> Select	

select inspections you would like to schedule now, then click "Schedule"

\*\* Indicates an inspection that was already performed, but which can be scheduled again as new (copied).

3. Fill in the required fields and click Schedule

Schedule Preferences	
Date *	<input type="text" value="07/17/2019"/> <small>Note: Inspection scheduling requires 2 day advanced notice.</small>
Shift/Time	<input type="text" value="MORNING"/>
Priority/Comments	<input type="text"/>  Enter these validation numbers into the box below them  <input type="text" value="2856"/>
<input type="button" value="Schedule"/> <input type="button" value="Cancel"/>	

\* Indicates required field

4. You will receive a separate confirmation email for each inspection scheduled; call (765) 807-1034 if you do not

## Scheduling the same inspection type more than once

You are able to schedule multiple inspections for the same type of inspection. For example, if you are going to need to schedule multiple footing inspections you will be able to do so. However, you can only do this after the original scheduled inspection is completed. This means you cannot schedule multiple same inspections until after the original is resulted.

1. After the first original inspection is resulted you will see a double asterisk (\*\*) to the right of the Schedule link. This means you can now schedule multiple inspections for this inspection type.

BUILDING FOOTING	ROHRMAN ROBERT V / ARDON F KAVINSKY	7/8/2019	PAES	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Schedule**</a>
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2. Click the Schedule link to schedule the inspection
3. Make sure to enter the location or brief description of the inspection in the Priority/Comments field (30 character limit). This will make it easier for us and you to track your progress and schedule the appropriate inspections.



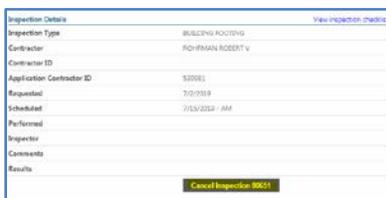
## Re-scheduling/Canceling inspections

You must give 24-hour notice to cancel or re-schedule your inspection. If you do not you may be fined. If you cannot meet the 24-hour notice requirement please call (765) 807-1034 to request to cancel or re-schedule your inspection.

1. To cancel an inspection click the Cancel link to the right of the scheduled inspection

BUILDING FOOTING	ROHRMAN ROBERT V	7/11/2019		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Cancel</a>
------------------	------------------	-----------	--	--------	--------	--

2. Click the Cancel Inspection button



3. To re-schedule the inspection you will need to click the Permits and Inspections link and then re-enter the application reference in order to reset the system and make the inspection available to re-schedule

## Viewing inspection results

1. To view inspection results click Details to the right of the inspection you want to view

Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	Actions
BUILDING FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY	7/17/2019	FAIL	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Schedule **</a>

2. From here click on View inspection checklist to view any comments and failed items

Permits and Inspections	
<b>Inspection 80597</b>	
<a href="#">Inspection Details</a>	<a href="#">View inspection checklist</a>
<b>Inspection Type</b>	BUILDING FRAMING
<b>Contractor</b>	ROHRMAN ROBERT V / JASON F KAMINSKY

3. Here you can view what needs to be resolved before scheduling the re-inspection

Permits and Inspections		Return to Inspection Details
<b>Inspection 80597 Checklist</b>		
Checklist Items		
Description	Pass/Fail	Comments
COMMENTS	PASSED	
ALL WORK MUST MEET CURRENT CODES & PLANS	FAILED	Issues will be listed here.
IS STRUCTURE WEATHERTIGHT?	FAILED	Issues will be listed here.
ALL APPROPRIATE HANGERS, CLIPS AND ANCHORS USED	FAILED	Issues will be listed here.
PROPER BORING, NOTCHING AND PROTECTION OF STRUCTURAL MEMBERS	PASSED	
ALL FRAMING COMPLETE	PASSED	

## Scheduling a re-inspection after an inspection fails

When an inspection fails the inspector will create a re-inspection. When you are ready for them to conduct the re-inspection you will need to schedule it online. A re-inspection will always begin with RE-INSPECTION so you can easily see it when scheduling. If you have multiple re-inspections make sure you are scheduling the right one(s). If you click on the Details link you can check notes, checklist items, etc. to confirm it is the inspection you want to schedule.

Inspections (12 found)						Select inspections for screen
Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	
BUILDING FINAL	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
BUILDING FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY	7/17/2019	FAIL	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Schedule **</a>
BUILDING FOOTING	ROHRMAN ROBERT V / JASON F KAMINSKY	7/8/2019	PASS	\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Schedule **</a>
BUILDING SLAB	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
ELECTRICAL FINAL	ROHRMAN ROBERT V / HUSTON ELECTRIC			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
ELECTRICAL FRAMING	ROHRMAN ROBERT V / HUSTON ELECTRIC	7/17/2019		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Cancel</a>
FIRE FRAMING	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
FIRE FINAL	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>
BUILDING FOOTING	ROHRMAN ROBERT V	7/8/2019		\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Alert</a>   <a href="#">Cancel</a>
BUILDING FOOTING	ROHRMAN ROBERT V			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
BUILDING FOOTING	ROHRMAN ROBERT V			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>
<b>RE-INSPECTION BLDG FRAMING</b>	ROHRMAN ROBERT V / JASON F KAMINSKY			\$0.00	\$0.00	<a href="#">Details</a>   <a href="#">Schedule</a>