

How to Schedule for a Re-Inspection

Step 1: Failed Inspection Email

1. You will receive an email informing you the results of the inspection.
 2. In the email, you will also see the **Inspection Worksheet** as an attachment.
 3. If the status shows **Re-Inspection Required** or **Re-Inspection Required with Fee**, another inspection is required in order to pass inspection.
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Step 2: Log in to your CSS account

1. Access the CSS website by going to: energov.cityofmesquite.com
2. Click the **Login or Register** tile located on the home page.
3. Log in into your account.



Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.

Step 3: My Work

1. Click **My Work**.
 2. Select **My Licenses** tab.
 3. Search the address. The status should be:
 - **Pending Inspection**
 - **Pending 2nd Inspection**
 - **Pending 3rd Inspection**
 4. Click the blue link under **License Number** (EX: RP-001234-2024).
 5. You will be direct to the License where all the license details can be seen.
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Step 4: Request Re-Inspection

1. Click the **Inspections** tab.
2. Under the *Existing Inspections*, you will see the status of the previous inspection. The status should be:
 - **Re-Inspection Required**
 - **Re-Inspection with Fee Required.**
3. Under *Request Inspections*, beside Rental Certificate of Occupancy Inspection, you will see **Re-inspection Required.**
4. Check the small checkbox, located under Action.
5. Click **Request Inspection.**

Request Inspection

Step 5: Submit Inspection Request

1. You will be directed to submit your inspection request.
2. On **Requested Date**: select your desired inspection date.

NOTE:

- Same-day inspections are **NOT** available.
 - Inspections requested **BEFORE 4PM** will be scheduled for the following day.
 - Inspections requested **AFTER 4PM** will be scheduled for the **SECOND** business day.
 - Inspections requested between **FRIDAY 4PM-SUNDAY**, will be scheduled for the following Tuesday.
 - Inspections cannot be requested for weekends or holidays.
3. On **Comments/Gate Code**: provide entry for the inspector
 - If **VACANT** – must add lockbox location and code, location of key or unlocked door.
NOTE: DO NOT REQUEST INSPECTOR TO CALL BEFORE INSPECTION. INSPECTORS DO NOT CALL OUT WHILE IN THE FIELD.
 - If **OCCUPIED** – type OCCUPIED. (Ensure you have coordinated with the tenant beforehand.)
NOTE: DO NOT REQUEST INSPECTOR TO CALL BEFORE INSPECTION. INSPECTORS DO NOT CALL OUT WHILE IN THE FIELD.
 4. Click **Submit**.

Step 6: Confirmation of Inspection Request

1. You will receive a confirmation of the inspection request submitted.



Step 7: Dashboard

1. Click Dashboard located at the top menu.
2. You will see the requested inspection under **My Inspections**.

My Inspections

Requested	Scheduled	Closed
1	0	1
<small>Rental Certifi... 1</small>		<small>Rental Certifi... 1</small>

[View My Inspections](#)

Step 8: If the Second Inspection Fails

1. If the inspection fails again, a \$60.00 re-inspection fee will be charged for EACH additional requested inspection thereafter.
2. Once we receive the re-inspection request, an invoice will be generated.
3. Invoice must be paid **BEFORE** we can schedule.
4. Once payment has been received, we will proceed with scheduling the re-inspection.

Confirmation of Scheduled Inspection

Step 1: Email

1. Once the Rental Department has scheduled the inspection, you will receive an email.
2. The email will give you more detail regarding the inspection.

Step 2: Dashboard

1. On the dashboard, you will be able to see the scheduled inspection as well.
2. Click the number below **Scheduled**.
3. You will then see the Status is set to *Scheduled* and you will see the scheduled date.

My Inspections

Requested	Scheduled	Closed
0	1	1
	<small>Rental Certif... 1</small>	<small>Rental Certif... 1</small>

[View My Inspections](#)

Should you need to Reschedule:

1. On the **Dashboard**, go to **My Inspections**.
2. Click the number below **Scheduled**.
3. You will be directed to My Work > **My Existing Inspections**.
4. Click the **blue link** under Case Number, the *RP-000000-2024* number.
5. Click **Inspections** tab.
6. Click **Reschedule**.
7. You will then be prompted to enter a new request date.
8. Enter the new desired inspection date.
9. Click **Submit**.

Reschedule

If you have any questions or concerns, please contact us at:

rco@cityofmesquite.com

972-329-8504