Residents Urged To Use Caution and To Ask For Identification

Immediate Release:  
Thursday, August 26, 2010

WHAT: The City of Des Moines would like to inform residents, if their property has been damaged by the recent floods and they have scheduled an inspection with the City’s Permit and Development Division, the City Inspector performing the inspection should present their City I.D. card to the property owner. If an individual is claiming to be a City inspector and ask for money in advance or payment, know that the City does NOT charge for flood inspections and many of the permit fees for flood impacted properties have been temporarily waived by the City Council. The City has received one telephone call regarding someone claiming to be an inspector without the proper ID and four calls regarding contractors wanting money up front before the work is started or completed.

If an individual is claiming they are a contractor and they ask the property owner for money up front, before work is performed; property owners are advised to take the following steps:

1. Ask for references
2. Check with the State of Iowa to make sure the contractor is a licensed electrical, mechanical or plumbing contractor.
   a. Iowa Electrical Exam Board 515 725-6147
   b. For Mechanical or Plumbing Contractors: State of Iowa: Environmental Health Division, 1007 East Grand Avenue, Des Moines, IA - (515) 281-7726 or 866-280-1521
   c. All others- Iowa Division of Labor 515-281-3606
3. For building contractors property owners should check with the Better Business Bureau (Better Business Bureau, 505 5th Avenue, Des Moines, IA 50309-2375; (515) 243-8137

Property owners are urged to not pay anyone in advance without verifying their credentials and to get more than one estimate before work is done.

Residents should also be aware that in addition to City Inspectors, there are individuals from FEMA and the Red Cross performing inspections. These individuals will have the proper identification and should present their I.D. cards as well. Residents are urged to exercise caution and not to allow unidentified individuals into their home to do an inspection or a repair without the proper identification.

CONTACT: City of Des Moines Permit and Development Center  
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