

Responsible Party / Building Owner FAQ

1 ***What should I do if I receive an overdue or deficiency notice?***

Contact your licensed contractor and make sure the required inspection, repair, or correction documentation is uploaded to The Compliance Engine as soon as possible. Most notices remain active until the required records are submitted and reviewed.

2 ***My contractor completed the repairs. Why does the property still show deficient?***

Completing repairs does not by itself update The Compliance Engine. The licensed contractor must upload the required documentation so the deficiency can be reviewed and cleared by San Diego Fire-Rescue Department.

3 ***How do I request an extension?***

Extensions are not granted. Inspection, testing, and maintenance requirements are established by California law and referenced standards, and the department is unable to extend these deadlines.

If repairs are in progress, you should continue working with your licensed contractor and submit documentation as soon as it becomes available. Ongoing progress should be communicated, but corrective action must not be delayed.

4 ***How do I update contact information or update who is receiving notices?***

If the wrong person is receiving notices, contact information can be reviewed and updated to ensure notifications are sent to the appropriate responsible party.

To make updates, submit a request to change the point of contact and coordinate with Brycer Support as needed for routine contact information changes. Please contact the Brycer team at (630) 413-9511 or Support@mybrycer.com.

5 ***Duplicates?***

Examples may include:

- Report submitted under the wrong address
- Report submitted under the wrong system
- Report submitted under the wrong premise name
- Report attached to the wrong property
- A new record created for a system or property that already exists in The Compliance Engine

This should be reported for correction as soon as possible. Incorrect property or system information can cause duplicate records, overdue notices, or an inaccurate compliance status.

Please contact the Brycer Support Team at (630) 413-9511 or Support@mybrycer.com for assistance.

6 *What if a system no longer exists at the property?*

You may request review of the system record. Removal or abandonment requests are typically evaluated before the system is taken out of the property record. Please work with your licensed contractor to process this request. Be advised that a permit from Development Services Department may be required for the removal of the system on The Compliance Engine.

- <https://www.sandiego.gov/development-se>

7 *Our contractor says the inspection was completed, but the property still shows overdue. Why?*

This typically means the required documentation has not been uploaded, has not yet been reviewed, or was submitted under the wrong property or system.

Please communicate with your contractor to confirm that the correct documentation has been properly submitted through The Compliance Engine.

It is the responsibility the Contractor to upload Inspection, Testing, and Maintenance Records to the AHJ. (CFC 901.6.3)

8 *Does the fire department keep as-builts or fire system plans for my property?*

Building owners may need to obtain those records from Development Services or other record-holding agencies, if available. Please see the link below:

- <https://www.sandiego.gov/development-services/records>

9 *How do I know whether a fire hydrant is city-owned or privately maintained?*

Hydrant ownership and maintenance responsibility should be verified through the tool below:

<https://webmaps.sandiego.gov/portal/apps/webappviewer/index.html?id=476a7352045443f4ab8539b91aa9d621&extent=-13039181.9541%2c3868504.5108%2c-13037987.6256%2c3869136.3106%2c102100>

If the hydrant is shown on the map above the system is owned by the City of San Diego. Please contact your contractor to have the system removed from The Compliance Engine.

10 *How do can I request access to my profile on The Compliance Engine?*

For account access or software issues, contact Brycer Support. If the issue involves the property record itself, request review of the property setup. Please contact the Brycer team at (630) 413-9511 or Support@mybrycer.com.