Client wants someone to contact and visit a tenant in order to gather information and feedback regarding the landlord and the condition of a commercial property.

**Scheduling Procedures:**
- Contact NVMS immediately if you cannot **complete and report this order by the due date**.
- Make at least three attempts to schedule an appointment.
- **Do NOT visit the site without an appointment** *(unless instructed otherwise on the order).*
- If the contact does not return your calls after three attempts, notify your NVMS Vendor Manager, so that we can make the client aware.
- If the tenant/contact questions the request, explain that you are representing the client (insurance company), who wants to ensure that the landlord is maintaining the property.
- Print all order instructions as well as the blank report to take to the property so that you know exactly what must be done and reported per the client’s guidelines.

**On-Site Procedures:**
- Identify yourself and be prepared to present identification and your NVMS Rep badge.
- Be sure to collect all necessary information to properly fill out the entire report form.
- Please dress appropriately, as you are visiting a business and representing NVMS, our client, as well as your own business. Professional attire and demeanor is required.

**REQUIRED PHOTOS**
- **Several exteriors** showing all sides of the building and unit, including sign(s), the address on the order, and evidence of improper maintenance, and any problems or issues of concern.
- **Several interiors** showing inventory, all rented/leased space, and any damage, signs of improper maintenance, or issues of concern.
- Print the completed report, sign on signature line, and photo the signed copy to upload.
- If the merchant is a no-show and there is no access to the business, please take photos and submit a report to confirm your attempt to complete the order.

**Reporting Procedures:**
- All fields in the report must be filled out properly.
- Photos should be uploaded directly to the website. If you are unable to upload them directly to the order, you may e-mail them to photos@nvms.com or to your NVMS Vendor Manager.
- Once the report and photos are complete, follow the steps to properly submit for QA Review.

*NOTE: Any specific instructions typed on the order take precedence over these standard Service Procedures.*