



SERVICE PROCEDURES

SERVICE TYPE: Eviction and Personal Property Removal

Client needs home secured after eviction has been performed by sheriff's office and to remove all personal property and place it in storage for 30 days.

- SCHEDULING PROCEDURES:**
- Contact NVMS immediately if you cannot **complete and report this order by the due date**.
 - Must coordinate with park manager or sheriff prior to this eviction. If contact information is not provided please contact sheriff's office that would have jurisdiction over this property.
 - If sheriff's office requires documentation, which is not already attached to this order, please notify NVMS immediately.

- ON-SITE PROCEDURES:**
- **Gaining Access:** Access the home without causing damage to the home or entryway.
 - Be equipped to either pick or remove the doorknob with appropriate tools.
 - If necessary, you should drill-out a deadbolt and/or knob, as you will be placing a new knob on the door. If there is a deadbolt in place, you should remove it and put a blank plate over the hole, or you should disable the deadbolt so it cannot be relocked.
 - Locks for all exterior doors must be changed. Be sure to report the number and location of lock(s) that were changed.
 - Leave an extra key with the park manager if requested. If not, hide a key (in a sensible location) outside the home, and note the location on your report.
 - Secure the home with the stated lock code in the special instructions. If no lock code is given, check with your vendor manager to see how the home should be secured.
 - Remove all personal property and place in a storage facility for 30 days
- REQUIRED PHOTOS**
- At least one of the front of the home as well as one showing the address (house number)
 - Must have before, during and after photos of the lock change (and hidden keys)
 - Take before photos of all personal property that is to be removed. Remove and take after photos of the home. You should also take photos of the personal property in the storage facility and the outside of the storage place.
 - *TAKE A PICTURE OF THE RECEIPT AT THE STORAGE FACILITY AND UPOLOAD IT*

- REPORTING PROCEDURES:**
- **All fields in the report(s) must be filled out properly and entirely.**
 - Once the report(s), bid sheet(s) and photos are uploaded, properly submit for QA Review. If you have any questions about how to properly upload or submit the reports and photos for QA Review, you can do any of the following:
 - Click on {Help}, then {Help Document} from any screen when you are logged in.
 - Go to <http://rephelp.nvms.com/>
 - Contact your NVMS Vendor Manager

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