



SERVICE PROCEDURES

SERVICE TYPE: **Fannie Mae - Initial Inspection**

LOCKBOX CODE: **See Order Instructions**

A Quality Control inspection to ensure that a vacant property is being properly maintained and held to a very high standard for showing and selling the home.

SCHEDULING PROCEDURES:

- Contact NVMS immediately if you cannot **complete and report this order by the due date**.
- Contact "agent" listed on the order if you need clarification on location, unit number, etc. Call the agent/contact on the prior to going to the site if it may be a condo or gated community.

ON-SITE PROCEDURES:

- If you think the home is occupied, please provide detailed information/photos to prove that.
- **Lockbox code should be the last 3 or 4 digits of the client file number of this property.**
- If you do not have access to the property (no working lockbox, unit number missing, gated community, etc), call the "contact" agent on the order. If you cannot make immediate contact, or they cannot provide the needed info, complete exterior inspection, and submit.
- Confirm there is a working lockbox and keys inside to provide access inside the home. If there is an electronic lockbox on the front door, look for another lockbox (gate, gas line, etc.).
- **If any part of the home is not accessible, leave those sections of the report blank.**
- **The client only wants you to report issues that are DEFICIENT (not satisfactory), or NOT APPLICABLE.** If the component of the home is satisfactory, leave that line-item blank.
- ***This client has very high standards for the required workmanship!*** For example:
 - If a lawn is not well maintained (edged, trimmed, weeded, etc) it is "deficient".
 - If walls are left with nails, picture hangers, etc, it is "deficient".
 - If floors, counters, tubs, toilets, etc are not clean enough for showing, it is "deficient".

If any immediate safety/health hazards are found on site (e.g., smell of gas, flooding, squatters, etc.), Rep should immediately contact Listing Agent. If Listing Agent cannot be contact directly, Rep should notify appropriate agency (police department, gas company, water company, etc.).

REQUIRED PHOTOS

- At least one clear full photo of the front of the home and address (if posted).
- At least two interior photos (e.g., kitchen and bathroom) to show walk-thru was completed.
- Client requires photos of items/areas that are deficient, or if there are safety concerns.

Photos must be taken in daylight so that home and deficiencies can be seen.

REPORTING PROCEDURES:

- **Report exactly what was ordered.** If the order has multiple reports on it, but you find it is a Single Family home, still fill out each report on the order ("1 of 2", "2 of 2", etc). The additional units/reports can be noted as "inaccessible". You will be paid for each report that is ordered and completed.

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