



SERVICE PROCEDURES

SERVICE TYPE: **Lock Change with Interior/Exterior Photos**

KEY CODE AND LOCKBOX CODE: ***See Order Instructions***

Client needs to secure and get extensive photos of a vacant property.

SCHEDULING PROCEDURES:

- **The Rep must supply the lock and lockbox for this order. You can use any key code and lockbox code you have available. Just be sure to note the codes on the report.**
- Print all order instructions as well as the blank report to take to the property.

ON-SITE PROCEDURES:

- If you find that the home is occupied, take photos to confirm your trip and submit report.
- **Gaining Access: *Access the home without causing damage to the home or entryway.***
 - Unlocked door/window, or contact a listing agent if there is a For Sale sign posted.
 - Be equipped to either pick/remove the doorknob with appropriate tools, if approved.
 - If there is a deadbolt in place, remove it and put a blank plate over the hole, or disable the deadbolt so it cannot be relocked.
- Unless otherwise noted in the Order Instructions, there is no specific key code, or lockbox code, required for this order. You must note the codes used in the report.
- All spare keys must be placed and secured inside the lockbox.
- Access and inspect all buildings and rooms. If it is a multi-unit property, inspect all accessible units. Must have extensive photos of each room and space on the property. Include multiple photos (from opposite corners of each room to show full view of the layout and condition).

REQUIRED PHOTOS

Inadequate or poor-quality photos may result in the order being sent back to you by our Quality Assurance Department. This may require you to make additional trips to the property, and could result in lower pay.

PLEASE GET ALL REQUIRED PHOTOS THE FIRST TIME!

- At least one clear, full photo of each side of the home, property, and all outbuildings.
- Must have before, during and after photos of the lock change. Must have clear photo of the lockbox set to the code.
- At least two of each interior room from opposing angles to show overall views of each room.
Interior photos must show the ceilings and floors as well.
- Must have a clear and close-up photo of each of the following:
 - Electric meter (names/numbers must be legible).
 - Gas meter (if present)
 - Each major appliance (or space where it should be if it has been removed).
 - Each mechanical system (furnace, heat pump, water heater, water softener, etc.)
- Good photos of any posted notices, and any personal belongings, debris, damage, etc.

REPORTING PROCEDURES:

- Once the report(s), bid sheet(s) and photos are uploaded, properly submit for QA Review.

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