



SERVICE PROCEDURES

SERVICE TYPE: **Mobile Home Appraisal Report**

ACCESS INFORMATION: **See Order Instructions**

Client is looking to determine the fair market value of this home. This appraisal is based on the N.A.D.A. appraisal guidelines.

SCHEDULING PROCEDURES:

- Contact NVMS immediately if you cannot **complete and report this order by the due date**.
- 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.
- If provided, please call the contact prior to visiting the property.

ON-SITE PROCEDURES:

- If you find that the property is occupied, take photos to confirm your trip and submit report.
- **Gaining Access:** There should be no need to change any locks for access (unless directed otherwise in the special instructions).
 - Property should all ready be secured and there should be a lockbox coded to one of the codes detailed in the order instructions.
 - If no lockbox is there, or if the lockbox does not work with the supplied codes, contact your NVMS Vendor Manager from the property for further direction (another lockbox code might work). If contact cannot be made, take photos to confirm your trip and submit report immediately.
- Access and inspect all buildings, units, levels and rooms on the property.
- Be sure to put all keys back in the lockbox as you found them (take photos to confirm).

REQUIRED PHOTOS

- At least one clear full photo of the front of the property as well as the back ("beauty shots").
- At least four exterior photos showing the address, the land, and each side of the building(s).
- At least one photo of each interior room from opposing angles to show overall view of each room.
- Good photos of any debris, personal belongings, damage, relevant details, etc.
- All images should be 640 x 480 px. *Take too many photos rather than too few!*

REPORTING PROCEDURES:

- Once the report and photos are uploaded, submit for QA Review. If you have any questions, 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
- Report will need to be filled out by hand and faxed to 540-242-3395 (Attn: {Vendor Manager's name})

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