



SERVICE PROCEDURES

SERVICE TYPE: **PCR with Lock Change – Short Form**

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

Client has asked to inspect and secure a home before it goes to auction. Additional follow-up services will likely be requested to fully prepare the property for auction.

SCHEDULING PROCEDURES:

- Contact NVMS immediately if you cannot **complete and report this order by the due date.**
- **The Rep must supply the lock and lockbox for this order. The lock key code and lockbox code must match what is requested in the Order Instructions for this order.**
- 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:

- If you find that the home is occupied, take photos to confirm your trip and submit report.
- **Gaining Access:** Follow order instructions. If confirmed access is not available, try:
 - Unlocked door or window, or contact listing agent if there is a For Sale sign posted.
 - Be equipped to either pick or remove the doorknob with appropriate tools.
 - If a Lock Change is approved per the order instructions, you can drill-out a deadbolt and/or knob. If there is a deadbolt in place, you should remove it and put a blank plate over the hole, or disable the deadbolt so it cannot be relocked.
- **Realtor's Lockbox in Place:**
You must follow the access instructions noted on the order. If the Realtor's lockbox is on the only available entrance, and the order instructions allow you to remove it, leave the Realtor's lockbox in a kitchen drawer so they can retrieve it later.
- Access and inspect all buildings, units, levels and rooms on the property.

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!**
- No "vertical" photos (our client can only accept standard/horizontal photos for marketing)
- At least one clear full photo of each side of the home ("beauty shots").
Exterior "beauty shots" cannot show any real estate or previous auction signs in the photos. The client uses these photos for marketing, and all real estate and previous auction signs should be removed prior to photos.
- Must have before, during and after photos of the lock change (if performed).
- Must have clear photo of the lockbox set to the code (even if lockbox was all ready there).
- Clear photo of the condominium or subdivision sign for the community.
- At least eight exterior photos showing the address, the land, and each side of the building(s).
- Must include photos of any and all outbuildings (all sides of each outbuilding).
- At least two of each interior room from opposing angles to show overall view of each room.

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

REQUIRED PHOTOS CONTINUED

- Interior photos must show the ceiling and floor as well (take additional photos if necessary).
- 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 debris, personal belongings, damage, relevant details, etc.
If any of the required photos cannot be included, you must explain why in the report

REPORTING PROCEDURES:

- **All fields in the report(s) must be filled out properly and entirely.**
- **Multi-Unit Properties:** Reports and bids for multi-unit properties should be treated as separate units. For example:
 - Upload the current report, photos, and bids for only the main unit at the property.
 - Notify your NVMS Vendor Manager that there are multiple units, and they will contact the client to request the necessary additional orders be placed for the other units.
- **Detailed Description (based on thorough walk-through inspection of property):**
 - “Detailed Description” must be grammatically correct paragraph that explains what is wrong with the home. Give details (level, room, side, etc.), and you should include cosmetic issues, minor repairs needed, etc. Do not just give one or two lines to generalize the condition.

Good Example:

“Kitchen will need all new paint and new cabinets, while the living and dining room need to have new carpet installed and will require some drywall work since there are holes in the walls. Appliances appear to be in good condition for their age. Most interior walls will need to be painted. The bathrooms will need the linoleum replaced as it is worn and ripped in some spots. There is some visible mold in the bathroom around the shower. The upstairs bedrooms are in decent condition, bedroom 2 will need new carpet and paint to the ceiling. The home does have a nice fireplace in the dining room and a Jacuzzi in the master bathroom.”

- ***Any incomplete reports, or inadequate details or photos, will delay the delivery of the order and may reduce your pay for the job!***
- Once the report(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

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