



WORK ORDER PROCEDURES

SERVICE TYPE: **Property Type Inspection**

CONTACT TYPE: ***Appointment Mandatory***

Client has asked NVMS to determine what type of property this is (modular, mobile home, etc).
You must set up an appointment with the homeowner before proceeding.

SCHEDULING PROCEDURES:

- Contact NVMS immediately if you cannot complete and report this order by the due date.
- Please call the contact right away to schedule an appointment to visit the property.
- Explain that part of the inspection will include needing to see the placement certificate, the serial/VIN number, and any other documentation that they can provide as evidence of the property type. Photos of any documentation will be required.
- 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 the occupant inquires about your visit, explain that the inspection is being done at the request of **Midland Mortgage** (the client of Keystone Asset Management).
- Please dress appropriately, as you are representing NVMS, our client, as well as your own business. Professional attire and demeanor is required.
- Be sure to collect all necessary information to properly fill out the entire report form.

REQUIRED PHOTOS

NOTE: EVERY PHOTO MUST BE LABELED FOR THIS ORDER

- At least 7 general exterior pictures of different angles and sides of the home are required.
- All sides of home need to be photographed at least once.
- Picture of address is required to verify residence.
- Photo of undercarriage of home (if undercarriage is inaccessible, take photos to show that).
- If unable to locate serial/VIN or HUD tag, you must provide photos to show you looked in areas listed on the report (inside cabinets, utility closets/panels, etc.).

REPORTING PROCEDURES:

- All fields in the report must be filled out properly.
- Photos should be uploaded directly to the website. If you are unable to upload them directly to the order, you may e-mail them to photos@nvms.com or to your NVMS Vendor Manager.
- Once the report and photos are complete, follow the steps to properly submit for QA Review.

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