

Inspect-IT Verification Services, LLC
25935 Detroit Rd. # 224
Westlake, Ohio 44145

Quality Control Policy and Compliance Memo

To all contractors:

This document is to acknowledge existing procedures and confirm revisions. For a continued relationship with Inspect-IT Verification Services, LLC, return this document with your dated signature.

Locating Property Addresses: Contractor is required to first use any/all of these four (4) steps to confirm property location.

- 1.) Structured routing software
- 2.) US Postal Service (800 275-87770) (www.usps.com)
- 3.) www.melissadata.com
- 4.) Local police/fire dispatch

DO NOT MAKE THE FIELD RUN WITHOUT CONFIRMATION OF ADDRESS

LOCATION! If address is unlocatable, report must be immediately referred back to Inspect-IT for additional research & disposition BEFORE entry. DO NOT SUBMIT or ENTER ANY REPORT AS A BAD ADDRESS. Inquire for special procedures and source notations.

If having difficulty while in the field, call in or set report aside for return. Document on the worksheet and in the comments section for address corrections, no address on house, what you did to identify/locate the house including addresses on both sides of property, and any recognized address sequence pattern.

(False/fraudulent information reported on any property is subject to a fine/deduction up to \$500.00 from final pay AND immediate termination.)

No Lockbox present or Lockbox codes do not work: Photo all doors if no lockbox. Take photo of non-working lockbox showing correct code set. Take photo of open lockbox if no key. Take photo of key in locks if key does not work.

Interior Reports: List a property as unsecured if doors and or windows are found open or broken. Take appropriate photos, pull door closed and indicate in comments that the door was pulled closed but property is still unsecured. For personal safety, do not perform any interior report on an unsecured property. Always confirm that a sump pump does/does not exist and is/is not operable.

No Contact Reports: You cannot initiate contact to complete these results. Take the photo required. Complete results by observation only. Note in comments if approached.

Appliances: Include the furnace and the hot water tank. Look for and note any/all others.

Sign in sheet: Must sign & photo for each interior visit. Post if not seen.

Multi-unit properties: Submit photos of front doors, mailboxes, and electric meter bank. Partially vacant/occupied is applicable only if there is more than one dwelling unit.

Photos: At least one photo is required for every property. During probation period, contractor MUST submit a minimum of 3 clear full frame photos of every property to include corner street sign, house address, and house front. Note worksheet & comments if any are missing. TAKE NEW PHOTOS FOR EACH VISIT. DO NOT RE-USE PHOTOS. Avoid people, street, sidewalk, bush, and tree obstructions. Use photos to document the property circumstance seen and submit them **WITH** the results electronically. Missing photos will not be a recurring issue and will be addressed in a different manner if not adhered to.

PHOTOS Tips:

- 1.) Position to see the full front of property from edge to edge – top to bottom
- 2.) Slightly tip camera up to avoid excessive street, tree lawn, sidewalk, & curb
- 3.) Change angles to avoid obstructions.
- 4.) Carefully use zoom to avoid photo break up and adverse clarity.
- 5.) GET OUT OF THE CAR!!!

*******Photos containing any car parts are unacceptable. Any evidence that a photo was taken from inside a car or photos containing car parts will subject contractor to a \$50.00 fine plus additional penalty up to and including termination. *******

Initial here:

Communication: Contractor agrees to monitor email and phone in a manner that will insure a timely response to messages and information pertaining to Inspect-It property audit concerns.

Completion Dates: Results must be completed on or by due dates specified. Late work is subject to penalty of chargeback from client and will be passed on. Inspect-IT must be notified when there is field completed results on late work as late work can be re-assigned **WITHOUT** notice and only the current assignee will be paid.

Follow-ups/open orders: Follow-up request must be answered to the question only. Missing information requests must be entered in a timely fashion as it will have an effect regarding our “on time” score.

Pay Dates: Pay checks are processed once per month from the invoice posted at the website using the cutoff time of midnight on the the last day of each month. Allow 7-10 business days for administrative confirmation, bank processing, and postal delivery. At your option, you may furnish appropriate bank information for bank to bank transfer(~3 business days).

Tools & Equipment: The following are considered necessary to perform effectively in field services. See equipment checklist.

- Routing software (Delorme Streets & Atlas recommended)
- Adobe Reader
- Computer (desktop, laptop, and/or pocket pc [pocket pc must be windows based])
- Digital camera w/memory card, card reader, and rechargeable batteries
- Printer, Scanner, Fax (w/document feed for efficiency)
- Cell phone
- Internet access (High-speed recommended) [work source is from a secured internet site- no public access i.e. library etc]
- Re-chargeable spotlight
- Power inverter for auto to keep equipment charged
- 2 ft crowbar
- Bold black gel ink pens
- External data storage device – protect your work by storing to an appropriate external data device.

Document Retention: As a requirement, contractors **MUST** retain all property photos and worksheets for a period of not less than ninety (90) days. There will be random requests for photos and/worksheets by the Inspect-IT management team.

Administrative Assistant: All directives, reminders, and any other communication from Administrative Assistant shall be adhered to and complied with. Administrative Assistant is an authorized individual of the Inspect-IT management team.

Client Manuals: Contractors signature below indicates that they have read and understand available client manuals and further agree to adhere to said governing policies and protocols of field operations.

Background Check: Contractor must submit the attached authorization for a background check.

I understand, agree to, and will abide by the policies, procedures, and other mandates of this Quality Control and Compliance Memo:

Signature:

Printed Name:

Date:

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