



# RED RIVER GROUP

REAL PROPERTY SOLUTIONS

## A note to all homeowners:

**Due to the current health emergency, we are no longer conducting on-site interior inspections unless a home or building is vacant.** We will continue to complete exterior inspections which will include taking exterior photos and measurements and where necessary and appropriate, viewing parts of the home through exterior windows. The appraiser assigned to you will provide you with the date and time in which they will be visiting your property. We ask that you stay inside during this time to avoid any contact with our appraisers while on site.

To ensure we're still able to provide accurate appraisal reports, we're requesting additional assistance from homeowners. Please provide us with the following:

- **Current interior photos of the building** (see details below). Please email these directly to the appraiser you are working with. We will also need consent from you to use these photos in the appraisal report.
- **Any pertinent building specifications or information you may have** (this may include blueprints, measurements, a list of recent renovations, etc.). Please share these details with the appraiser you are working with.
- If necessary, **we may also ask to arrange a time with you for us to complete an inspection of your property via a live video call** (Zoom, Skype, etc.).

## GUIDE FOR TAKING PHOTOS

- Ensure all lights are on before taking your photos
- Photos 1MB or less are preferred (if you're unable to do this, we can accept larger file sizes)
- Take clear photos of all aspects of the property
- Avoid obstructions in the photos
- Provide the date in which the photo was taken (all photos need to be recent)
- We will need photos of the following:
  - All bedrooms
  - All bathrooms
  - Kitchen
  - Living room / family room
  - Den / office / additional rooms
  - Basement
  - Mechanical (not required for condominium apartments where panel is not in the unit)
  - Any other features / areas of concern

If we need additional information about your property, we will work with you to determine whether a live video call is possible. If this is the case, the appraiser assigned to you will arrange a date and time for the video call. Although our preference for video calling is Zoom, which the appraiser will facilitate, we will make every effort to accommodate homeowners to complete the inspection via other video call platforms upon request.

For additional information about our COVID-19 protocols, visit [redrivergroup.ca/covid-19-protocols](https://redrivergroup.ca/covid-19-protocols)