



## RED RIVER GROUP

REAL PROPERTY SOLUTIONS

### **\*NEW\* Order Volume Response System**

Effective April 19, 2021

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**Red River Group's mission is to provide our clients with trusted real property appraisals, consulting and advisory services to meet the challenges faced in complex and changing economic environments. Behind every service, system change and protocol update is a commitment to our core values of professionalism, integrity and client care.**

Amidst the current economic environment, one that is seeing significant market activity, we are committed to finding ways to serve our clients sustainably while ensuring the needs of our team members are met. In response, **we are adopting a new Order Volume Response System effective Monday, April 19th.**

The protocols in this system have been discussed amongst our team members and reviewed with many of our clients. Our hope is that they will help our Firm provide our lenders and their clients with timely and professional valuation services.

#### **What will these protocols provide our clients?**

- Timely appraisal services for the numerous mortgage requests related to increased property sales taking place throughout our service area.
- Clearly communicated timelines related to refinance appraisal requests.
- Appraisal service options to meet time sensitive requests.
- Real time updates on service availability to provide lenders greater assurances when appraisal requests can be accommodated.

[Click here](#) for more information about the Order Volume Response System, and to determine which volume level we are currently operating under. Please do not hesitate to reach out to me, or Heather Marchand (Red River Group's Client Relations Coordinator) at [orders@redrivergroup.ca](mailto:orders@redrivergroup.ca) if you have any questions or concerns.

**Gordon Daman, AACI, P. App, MRICS, CAFA, MBA, B.A., Dip. Agr.**

*President*

**RED RIVER GROUP**

Our Firm deeply values the relationship we have with our many lending clients.

We have instituted various pandemic protocols to ensure we are able to continue to provide you and your clients the required valuation services for lending purposes in this extraordinary time in history. We are reviewing our protocols on a daily basis to keep appraisers and property owners safe during site visits. If you have questions or concerns, please do not hesitate to reach out.

[COVID-19 Protocols](#)



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