

THE STANHOPE GROUP LLC

GUIDELINES, PROCEDURES, AND POLICIES

1. All appraisal and consulting services are to be requested in writing. Verbal requests will be confirmed by email or an engagement letter.
2. Appraisal requests may be faxed to 1.603.431.4179 or 1.877.748.7789 or may be e-mailed to Rachel Poulin at administration@stanhopegroup.com. Please be sure to include your phone number so all questions or concerns can be addressed in a timely manner.
3. Fee and time frame quotes for commercial, industrial and land appraisal should be directed to Peter Knight, Commercial Director 1.603.431.4141 ext.109 or e-mailed to commercial@stanhopegroup.com.
4. A 1 to 4 family appraisal includes an inspection of the property, a USPAP (Uniform Standard of Professional Appraisal Practice) compliant report, area/comp/flood map, subject photos, comp photos, and floor plan when requested. Please note if Operating Income Statement or Single Family Rent Schedule is requested, fees will be adjusted for this research. Accounting questions or concerns may be called into Heather Arlin, 1.603.431.4141 ext.108 or e-mailed to harlin@stanhopegroup.com.
5. If payment is to be collected during the time of inspection, payment must in the form of cash, money order, or bank check in the exact amount of our appraisal fee. Credit cards may be called into Heather Arlin in the Accounting Department. We do not accept personal checks.
6. Status requests may be called into Gail O'Sullivan 1.603.431.4141 ext.101 or e-mailed to status@stanhopegroup.com.
7. All completed appraisal reports will be delivered by email or uploaded to a vendor portal. If a hard copy is requested, an additional \$20 charge will be charged for processing and overnight mail for a documented delivery.
8. All information provided by our Client and deemed confidential shall not be disclosed, used or reused, or duplicated for any purpose or in any form without prior written consent from our Client. All work product is provided for the exclusive use of the Client and only the Client's identified intended user(s). All work product is protected by the Confidentiality provision of the Uniform Standard of Professional Appraisal Practice.
9. Questions and concerns regarding a completed appraisal are always welcomed. A formal letter or email must come directly from our client and be addressed to Peter Stanhope as Chief Appraiser of The Stanhope Group.