

## THE STANHOPE GROUP LLC GUIDELINES, PROCEDURES, AND POLICIES

1. Appraisal requests must be in writing. This is also the case when requesting a Recertification of Value, Satisfactory Completion Certificate, etc.
2. Appraisal requests maybe emailed to at [administration@stanhopegroup.com](mailto:administration@stanhopegroup.com) or [status@stanhope.com](mailto:status@stanhope.com). Please be sure to include your phone number should we have any questions or concerns.
3. Quotes for commercial appraisal requests maybe called into Gail O'Sullivan, Appraisal Intake Administrator at 1.603.431.4141 ext. 101 or emailed to [status@stanhopegroup.com](mailto:status@stanhopegroup.com).
4. A full appraisal includes an inspection of the property, the form report, area/comp/flood map, subject photos, comp photos, and floor plan as instructed on our fee schedule. Please note that an Operating Income Statement or Single Family Rent Schedule are separate requests with separate fees.
5. Accounting questions or concerns maybe called into Heather Arlin 1.603.431.4141 ext. 108 or emailed to [harlin@stanhopegroup.com](mailto:harlin@stanhopegroup.com).
6. 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 maybe called into the office and there is a 4% credit card fee.
7. Any check issued to The Stanhope Group, LLC resulting in insufficient funds will be charged \$25 in addition to the appraisal fee.
8. Surcharges maybe implemented for expedited assignments, complex high value properties, complex waterfront properties, or out of area coverage. A surcharge will not be implemented without authorization from the Client first.
9. The failure to keep agreed appointments by Broker, Owner, or any other authorized party will result in a charge of \$150 for re-inspection. No fee will be charged if the appointment is canceled on the prior business day.
10. Status requests maybe emailed to [administration@stanhopgroup.com](mailto:administration@stanhopgroup.com) or [status@stanhopegroup.com](mailto:status@stanhopegroup.com).
11. All completed appraisal reports will be shipped via email. If a hard copy is requested, a \$25 charge will be imposed for processing and overnight mail for a documented delivery.
12. All information received by our Client shall be maintained in confidence and not disclosed, used or reused, or duplicated for any purpose or in any form without prior written consent from our Client.
13. 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.