

# MEMORANDUM

**To:** All Preservation Crews  
**From:** Property Preservation Department, Wolverine Real Estate Services  
**Date:** December 20, 2012  
**Re:** Damage Property Reports

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In our continuing efforts to increase communications between you, Wolverine and our clients this memorandum will focus in on the need and importance of detailed Damaged Property Reports (DPR). A completed and accurate DPR will not only allow our clients to determine the needs and condition of a property but it will also help them decide if they need to file an insurance claim. Finally, the up to date and accurate information will act as a protection for both you and Wolverine.

As we all know it is commonplace for a property to be subject to damages before we first visit a property and while the property remains vacant as we have begun preservation work. Due to the many opportunities a property can be damaged by vandalism, storms, etc... it is imperative that a crew is actively looking for new issues that might be present with each visit.

Once any damage is found at a property, whether it be on the first or tenth visit, a DPR needs to be filled out and sent in with the rest of the paperwork. The DPR, which will now be included with every work order, must be filled out in full as to avoid any confusion. A work order may be returned to you for an incomplete DPR.

Just as important as the DPR itself are the date stamped photos that must accompany the document. Please include photos specifically meant to verify the damages found to help convey the information to our clients.

If you are at a property and due to excessive debris or other extenuating circumstance you are not able to determine and/or fully assess damages you must convey this, at minimum, on the PCR.

If the damage at a property is deemed to be vandalism it is imperative that you attempt to make a police report at time of discovery. It is known and understood that in some areas the police will not be able to complete this process but it is on you to make the attempt. In any case include the police report number (if obtained) along with the phone number you called and who you spoke with on the DPR.

We appreciate all of your hard work, thank you

Wolverine Real Estate Services