



- PROPERTY INSPECTIONS
- DELINQUENCY INTERVIEWS
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- COMMERCIAL INSPECTIONS
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- PROPERTY REHABILITATION
- PROPERTY RISK MANAGEMENT
- EVICTION SERVICES

**WOLVERINE**  
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Dear Inspectors,

January 4, 2017

I hope you had a great New Year's celebration! Now it is time to get back to work. Although your work is usually very good and thorough, we need to improve on a few points that our QC department and our clients have pointed out.

The first is the most important and the most missed. We all take a great chance when the backyard and the rear windows and doors are not inspected properly, and photographed. We cannot say a house is secure, undamaged and not a hazard to the community until we inspect the backyard. This is where we find pools and spas that can create a hazard for the community and a liability to you, Wolverine, and our client.

1. **You must provide photos of the backyard and the rear doors and windows of all vacant properties.**
2. **You must provide photos of all four sides of the house and all outbuildings**
3. **If you cannot access the backyard and rear of the house, you must provide a reason why and photos to support**
4. **When inspecting a vacant property you must provide photos of the utility meters, or explain why you cannot with photos to support**
5. **You must provide photos of all rooms to include the walls, ceilings, floors, fixtures and appliances when completing interior inspections**
6. **You must provide photos of all damages and deficiencies**
7. **You must provide photos of the gate, door and/or front of the building or complex when you are denied access to the unit we have been asked to inspect**
8. **You must provide any and all contact information you can find when you are denied access to the unit we need to inspect**
9. **You must provide an explanation describing you efforts to make access to a secured complex or building**

I want to be sure you are aware that Wolverine has a form letter approved by our client's and their council to leave at the door or gate of a secure complex. This greatly helps you accomplish numbers seven through nine, from the list above.

I appreciate your cooperation and consideration to these and all the requirements you must be aware of. I appreciate your attention to detail, documentation and the photos you provide. I look forward to any suggestions or ideas you have to make your job easier.

Thank you,  
Mark Dorchen, ext. 106

*Our service makes the difference*