

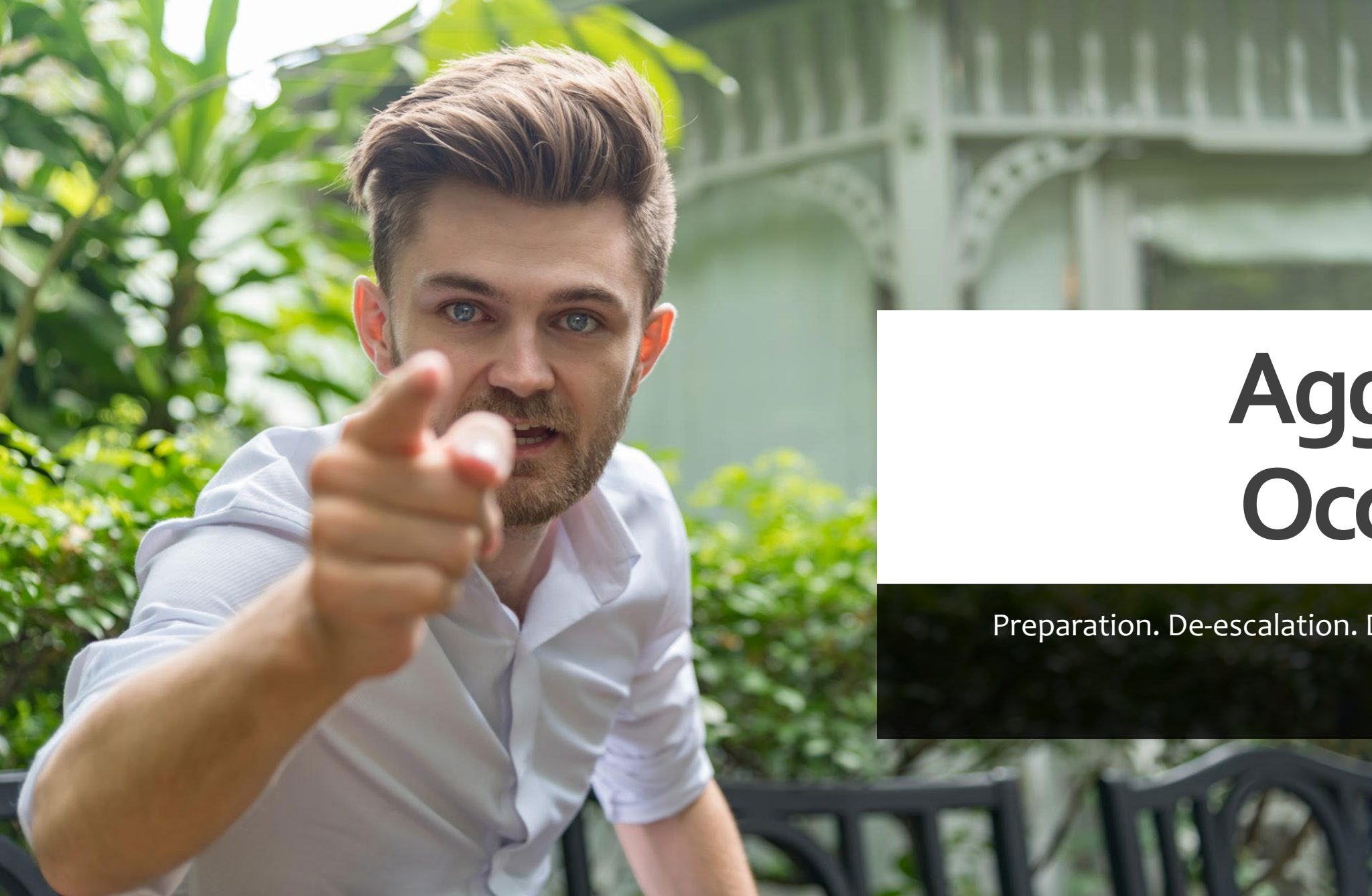


Vendor Safety



NAMFS 2025





Aggressive Occupants

Preparation. De-escalation. Documentation. RUN!!!

Spokane man accused of threatening to kill property inspector faces charges

Daniel Fortin NonStop Local Digital Journalist Mar 12, 2025 Updated Mar 13, 2025

Suspect arrested after deputy constable, property manager shot while serving eviction notice

Both victims were rushed to University Medical Center. Both were said to be stable and responsive. A suspect has been arrested.

Court officer shot during eviction on Detroit's west side, suspect in custody

Tenant fired multiple shots from inside home, striking court officer twice

NEWS > CRIME AND PUBLIC SAFETY • News

Real estate inspector who was shot dead outside Huntington Beach home is identified

Northland double fatal shooting: Two property inspectors shot dead

Aggressive Occupants- Best Practices

• Client / Lender / Investor

- Provide sufficient loan/borrower/occupant information that enables Vendor to have a creditable conversation
- Revamp Door Card and Verification Knock Requirements
- Flag addresses
- Reclassify High Risk Inspection Orders to “No Contact”
- Outbound Calls to Inform the Mortgagor / Occupant of the Inspection Authorization
- Understand Risk / Liability

• Vendor / Contractor

- Due Diligence and Risk Assessment
- Be Professional
 - Credentials
 - Appearance
- Maintain Composure
- Correct Instructions to the Field
- Leverage Technology
- Call from Field
- Engage Local Authorities
- Document
 - Body Camera
 - Written Report

• Technology

- Maintain Red Flag Risk at the Property Level for all Vendors to reference

Unsafe Conditions

Preparation. Documentation. Communication





Unsafe Structures- Best Practices

- **Vendor / Contractor**

- Due Diligence and Risk Assessment
- Be Prepared
- Call from Field
- Pictures. Picture. Pictures
- Provide Bid with Cost Estimate
 - Identify Limits of Bid
- Take Immediate Action to Limit Damage
- Limit Reasons for Call Back
 - Explain Reasoning
 - Identify Source
- Workman's Compensation Insurance

- **Client / Lender / Investor**

- Trust your Professional
- Respect Limitations
- Authorize Appropriate Fees
- Pay for Bids

- **Technology**

- Present/ Convert the Insurance Adjusters Scope into a Useable Tool for the Field
- Flag Damaged Properties
- Expand Damage Type Options