



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 may be faxed to 1.603.431.4179 or 1.877.748.7789 or may be e-mailed to administration@stanhopegroup.com. Please be sure to include your phone number should we have any questions or concerns.
3. Quotes for commercial appraisal requests may be called into Peter Knight, Commercial Director 1.603.431.4141 ext.109 or e-mailed to commercial@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. 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. We do not accept personal checks or credit cards.
6. Any check issued to The Stanhope Group, LLC resulting in insufficient funds will be charged \$25 in addition to the appraisal fee.
7. Accounting questions or concerns may be called into Heather Denton 1.603.431.4141 ext.108 or e-mailed to acctdept@stanhopegroup.com.
8. Surcharges may be 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 \$75 for re-inspection. No fee will be charged if the appointment is cancelled on the prior business day.
10. Status requests may be called into Michelle Lilly 1.603.431.4141 ext.101 or e-mailed to status@stanhopegroup.com.
11. Effective January 01, 2004, all completed appraisal reports will be shipped via e-mail. If a hard copy is requested, a \$20 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.