



COVID-19 Best Practices for Appraisers. Promoting Health and Safety. For Everyone.

As the situation with the coronavirus (COVID-19) continues to develop, we want to encourage appraisers throughout the country to incorporate prudent measures in their business practice regarding contact with borrowers and other occupants.

Ask Questions

It's important to screen the borrower/owner when scheduling the appointment to identify any risk of infection. This is also a great time to let them know you will be wearing protective clothing, such as a mask and gloves at time of inspection and allow them to ask you questions as well. Screening should be limited to questions about the coronavirus and related symptoms such as:

- Is anyone in your household currently sick with a fever and/or a cough?
- Has anyone in your household been diagnosed with the coronavirus or been exposed to a person who has or is suspected of having the coronavirus?
- Have you or anyone in your household returned from international travel within the last 2 weeks?

If you believe that there is risk of infection due to the answers you receive, do NOT schedule the inspection. Reach out to NAN immediately so we can inform the lender and place the appraisal request on hold.

Wear protective clothing

Take extra precautions to protect yourself. Let the borrower know that you will be wearing protective clothing at the time of inspection.

Wash your hands and use hand sanitizer

If possible, wash hands before and after each inspection, and use hand sanitizer frequently. The best way to protect yourself and others is to wash your hands thoroughly for 20 seconds.

Stay home if you are not feeling well

If you are not feeling well, stay home, cancel any scheduled inspections, and let NAN know so we can provide alternative solutions to the borrower and lender. Remember, the goal here is to stop the spread of the virus. We can resume inspections when everyone is well.

*Just as other real estate professionals, appraisers must be mindful of their obligations under the Fair Housing Act. We encourage everyone to use their best judgment and keep NAN informed so we can work with you to field each situation.