



## COVID-19

# Borrower Information for the Appraisal. Promoting Health and Safety. For Everyone.

As the situation with the coronavirus (COVID-19) continues to develop, we want to encourage appraisers and borrowers/homeowners throughout the country to incorporate prudent measures when scheduling appraisal appointments and during interior inspections.

## Ask questions when scheduling your appraisal inspection

The appraisers will be asking questions to identify any risk of infection. This is a great time for you to ask the appraiser similar questions. We highly advise that ANY and ALL questions be strictly related to the coronavirus and mitigating risk of infection, such as:

- Will you be wearing protective clothing during the inspection (i.e., mask and gloves)
- Are you currently sick with a fever and/or a cough?
- Have you or 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 your lender immediately so alternative plans can be put into place for scheduling the appraisal inspection. Your lender will work with NAN to provide an alternative solution.

## What you can expect during inspection

- Appraisers will be taking extra precautions during interior inspections, such as wearing protective clothing during the inspection like a medical mask and medical gloves.
- Don't shake hands.
- Wash hands before and after inspection.
- Wipe down door knobs, light switches, faucets, and other high-touch areas before and after inspection using a CDC-approved disinfecting wipe. Appraisers will need access to every room, and will sometimes need to check if water and utilities are on and working to show proof in the appraisal report. You can leave all doors to all rooms open and turn these on yourself, or you can wipe them down before and after to keep everyone safe.

## Wash your hands

If at all 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.

## If you are not feeling well, hold off on scheduling your appraisal inspection

If you are not feeling well, simply ask the appraiser to postpone the appointment until you are well. Remember, the goal here is to stop the spread of the virus. We can resume inspections when everyone is well. The appraiser will notify NAN, and we will work with your lender to determine a future date for scheduling that is in the best interest of everyone.