

PHOTO REQUIREMENTS FOR HOME ASSESSMENTS FROM RELOOLOGY INSPECTION MANAGEMENT SERVICES

All home assessments require photos of every room and accessible area, including finished and unfinished basements. In most cases, one or two representative photos per room or area are sufficient. Provide enough photos to clearly document the home's condition, major systems, and all reported deficiencies. Photos should be representative, relevant, and limited to those necessary for report review and quality control.

GENERAL PHOTO NOTES

- Do not upload duplicate photos. Our team can reuse photos within the report as needed.
- Include photos of any blocked access points (politely ask homeowner/occupant to move items to access if necessary; include photos of any visible systems encountered).
- Upload only the photos required by this policy. Excess photos increase review time and may create confusion. Additional photos should only be included when necessary to clearly document a condition or defect.
- Use separate photos for each report category. Do not use the same image to document multiple systems, components, or deficiencies.
 - For example, the photos taken of the exterior elevations (front, right, rear and left) should NOT be used to also show the roof or grading issues or siding issues. The exterior house photos should be independent of all others.
 - Another example might be using the exact same photo to show the furnace and using it again to show efflorescence on the basement wall in the background – it should be two separate/different photos.

REQUIRED PHOTOS

- **All Defects:** Provide **clear photos of every deficiency noted in the report.** If the same defect is present in multiple locations, a representative sampling of 3–4 photos per defect type is acceptable (i.e. hail damage; damaged siding; efflorescence in the crawl space, etc).
- **All Major Components:** Decks, roof, chimney, each type of exterior surface; garages (attached and detached); attic areas; basement areas; crawl space areas; all electrical panels (*see below*); all heating systems (*see below*); all exterior AC systems/condensers; all water heaters; pools or hot tubs; all fireplaces; any environmental concerns (asbestos, mold, underground fuel storage tanks)
- **General Photos:**
 - **Roofs:** Provide several representative photos of each accessible roof type. Walking the roof is preferred when it can be done safely. If roof access is unsafe, use a ladder or other safe vantage point to obtain adequate photos. Document any conditions that prevented direct access (e.g., steep pitch, excessive height, wet surfaces, snow, etc.). If conditions do not allow for safe walking, please be sure to describe reasons (i.e. height, pitch, wet surface, snow cover, etc.).
 - **Chimneys:** Provide photos showing the full chimney from base to top, chimney flashing, crown, flue(s), and cap(s).
 - **Exterior Surfaces:** Provide representative photos of each exterior wall material present (e.g., brick veneer, stucco, EIFS, fiber cement siding, composite siding, masonry veneer, etc.).
 - **Garages:** Provide at least two interior photos of each garage. Include images showing any inspection limitations. For detached garages, provide photos of all exterior sides.
 - Ask homeowner/occupant to move vehicles if presents; note limitations in report if access remains restricted.

- **Attic:** Provide 3–4 representative photos of each attic space, including any areas with limited visibility or access. All access points, especially those with limited or no access, must be photographed.
- **Basement:** Provide representative photos of both finished and unfinished basement areas. Photos do not need to include every room.
- **Crawl space:** Several random photos showing general areas and access points.
- **Electrical panels:** Provide one photo of each panel with the dead front installed and one photo with the panel door open. Provide one photo of the panel interior with the dead front removed.
- **Heating Systems/Air Handlers:** Provide one photo of the unit before removing covers and one photo showing the interior compartment with covers removed.
- **Exterior AC Units:** Provide at least one photo of each condenser showing the top and at least one side of the unit.
- **Water Heaters:** Provide one full-height photo of each water heater and one close-up photo of the upper section showing plumbing connections and venting. Ensure the TPR discharge pipe is visible when present and photograph.
- **Pool & Hot Tub:** If a separate pool or spa inspection is not being performed, provide one representative photo of each amenity. If performing a dedicated pool/spa inspection, follow the photo requirements outlined in the pool inspection report.
- **Fireplaces/Stoves/Inserts:** Provide one full photo of each fireplace or insert and one photo of the firebox interior. For wood stoves, include photos of the stove, flue connector, and clearances to nearby combustible materials.
- **Environmental issues:** Provide photos of any visible environmental conditions, including:
 - Suspected asbestos-containing materials
 - Underground fuel storage tank components (fill pipes, fuel lines, etc.)
 - Visible mold growth (representative photos are acceptable when extensive)

RELOOLOGY SYSTEM NOTES

- A maximum of 200 photos may be uploaded into ReloOlogy's system.
- All photos must be labeled to include the description of the item and location.
- If the photo contains a defect, it should be marked as "Is Defect" in ReloOlogy's system.

SUPPORT

Contact ReloOlogy at info@reloology.com with any questions about the photo guidelines.

