

F Y I Date

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Inspector Tips and Tricks

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Fine Tuning the REC Process

After speaking with a Customer today, they feel that at times, we are making more REC's than necessary.

The concept is for inspectors to ***be practical.***

Make REC's when there is a real liability danger.

And this concept applies to all customers.

Here are three scenario examples of when we can reduce REC's.

1. Sidewalk cracks (driveways, parking area, etc.)
Use your best judgment and only put through REC's where sidewalk cracks are clearly trip/fall hazards.

There may be small cracks in a sidewalk or parking area that are not yet hazards, in that case no REC's are needed.

Keep in mind that the inspector is better at determining whether a crack is a hazard than the photo. So it is important to label the photo as "Hazard" or "No Hazard at this time".

2. Tree Roots
Evaluate whether an area with tree roots is used for foot traffic and only make REC's if there is foot traffic.

There may be tree roots showing but if people are not walking over them, then, from a practical point of view, there is really not a liability concern.

3. Pool Depth Markings
Make REC's only if the pool depth markings are missing. If there are depth markings on the deck and/or on the side of the pool, no REC's are needed.

Customers are not finding any claims when one and/or two of the two depth markings types exist.

- **ALWAYS** notify H&S by email if you have any change in address to ensure that **your checks** are mailed to the correct location. LC360 and our payroll system are not connected yet. Changing your address in LC360 **DOES NOT ENSURE** that the address change gets into the payroll system. Please email any address change to lhoyt@hsreports.com

- **Always label and arrange your photos.** It is easy to do and it does not take much time.

- The Pay Plan Schedule is in the LC360 "Training Tab" along with a lot of other useful resources.

- **The description areas of the forms are intended to be brief. But always write enough to state all of your important observations.**

- For the "Comments", one sentence is often enough. But the Narratives always require at least one paragraph

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