

FYI

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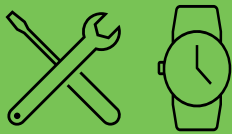
## Inspector Tips and Tricks

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H&S Loss Control Inspections, Inc. (908) 850-4110

### Inspector Toolbox:

- ✓ Photo ID with extra cards to hand to Insureds
- ✓ Clipboard with the "print ticket" and forms
- ✓ Measuring Wheel
- ✓ Measuring Tape or Ruler
- ✓ Flashlight
- ✓ Camera extension pole
- ✓ Business Casual attire
- ✓ Mask
- ✓ Hand Sanitizer



### No-Shows:

- ✓ Call the Insured
- ✓ Call H&S
- ✓ Wait at least 20 minutes
- ✓ Take all exterior photos
- ✓ Take all measurements
- ✓ Call H&S again to report the outcome.

\* **Note:** H&S clients have a variety of instructions when it comes to no-shows, so it is **REQUIRED** to call H&S so we can then ask the Underwriters for instructions.

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## H&S is Thankful

### Thank You, Inspectors!

While these past few weeks have been busy here at H&S, we wanted to take a moment and thank all of the inspectors that we work with who help to make our job a little easier.



### Communication

One of the things we want to mention is how great communication has been between you all and the H&S staff. When you keep us up to date, it helps us to stay ahead of the game and allows us to tackle any issues we may face.

We also have been very appreciative of the honesty inspectors have shown us with their workload. If you should start to feel overwhelmed and backed up on work, we want to help you to complete your work the best we can. By communicating your timeline with us and what you have planned, our Time Service Managers can help you to prioritize what is most important and this also allows us at the office to offer help where we can.



### Adaptability

We would also like to give thanks to all inspectors for being so kind and flexible during this pandemic. While inspectors are completing their jobs, they are doing so while being sensitive to the concerns of others and also keeping themselves safe. It should also be acknowledged how patient and understanding you have all been with the ever-changing instructions we keep giving you during this time.

We also commend your efforts to expedite reports to the Underwriters. With your help, we are able to keep our customers happy and make their jobs a little bit easier, so thank you!



### The Positives

With all the problems we have encountered during 2020, we are glad to have positive feedback to share. Thank you for letting us know when you have had a great experience with an Insured contact. Please tell us when an Insured contact is especially kind and accommodating. Underwriters love to hear that!



### Coming up

Please keep us updated on any holiday plans that will impact your availability for inspections. We also would like to remind everyone that the H&S Office will be closed 11/26 and 11/27 for the Thanksgiving holiday. If you have any questions, please call or email us early in the week. Thank you!

Sincerely,  
The H&S Office Staff