

BUSINESS VISITORS

Upon occasion, visitors may appear on property that are clearly not looking for a place to live. This "business visitor" may be dressed in business clothes or good street clothing, may be asking questions which a normal resident applicant would not ask, or may be photographing the property. This type of visitor could possibly be an Owner, investor, insurance agent, mortgagee representative, appraiser, attorney, investigator, etc. The purpose of the visit could be beneficial or adverse to the property's Owners or to our Management Company, which is why WE MUST ASCERTAIN THE PURPOSE OF THE VISIT.

- ◆ As site staff performs their daily duties, they must be on the lookout for business visitors.
- ◆ Any staff member who meets a visitor should politely introduce himself/herself and politely ask the nature of his visit. Above all, staff should at all times be POLITE, PROFESSIONAL, AND COURTEOUS to all visitors.
- ◆ Staff members should turn the matter over to the Manager, or Assistant Manager, either by escorting the visitor to the office, or by having the Manager or Assistant Manager come outside to meet the visitor.
- ◆ The Manager or Assistant Manager should ask the visitor(s) for his/her business card.
- ◆ Ask for the reason for the visit, and what the visitor wants to see, learn, and/or accomplish.
- ◆ Remind the visitor of our company policy regarding visitors, and ask the visitor to wait while you advise your Property Supervisor. Knowledgeable visitors will respect this policy and gladly comply.
- ◆ Call your Supervisor; if your Supervisor isn't in the office ask for other supervisory staff available. The Supervisor will advise you on how to accommodate the visitor and how to proceed. If permission to proceed is granted, remember the following rules always apply....
 - NEVER volunteer information that might be harmful to the Owners or to the Management Company. Just be factual and professional.
 - If you don't know the answer to certain questions, or you feel uncomfortable answering certain questions, again call your Supervisor for advice.
 - Do not go into units where proper notice has not been given.
 - Make a note of what questions the visitor asks and what portion of your community he/she visits.
- ◆ ALWAYS report back to your Supervisor after the visitor leaves your property.