

# CLIENT GUIDE

Caution



info@caprea.ca  
1-855-449-2355

January 13th, 2021

Dear clients, dear partners,

The decree 505-2020 of May 6th, 2020 (searchable [here](#)), permits the accredited evaluators to resume their activities. However, they are limited by our priority to protect our clients and our team, and to ensure that we work in a secure environment for everyone. For this reason, we have established adapted measures that are in accordance with the standards of practice decreed by the *Ordre des Évaluateurs Agréés du Québec*, and this to continue to offer our best service. Here are the measures taken by our team to date :

## 1. Visiting the properties

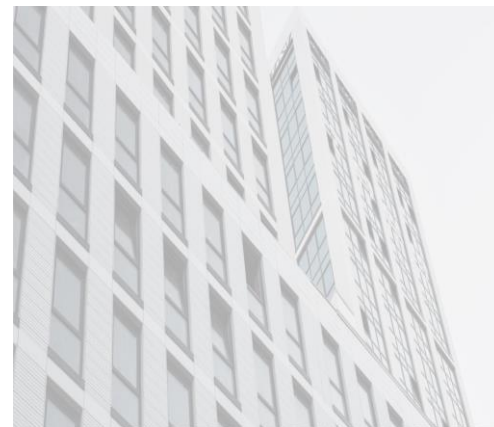
The members of the team *Caprea*, including evaluators, analysts, and visit inspectors, followed a **training period on building inspection procedures during the Covid-19 pandemic**. The members that need to be on the move possess security equipment. If the conditions are all met, we will carry out the visits of the properties in an exhaustive manner. In the case where the visits are limited, restrained, or not achievable, we will proceed with our evaluations with help of in-depth, remote investigations, in collaboration with the owners and the occupants. A guide for the taking of photographs is provided to you for this purpose.

The applicable measures in your file will be explained to you in a personalized manner. We are engaged in providing a professional service that is clear and transparent, **in accordance with our standards of professional practice**. The exceptional circumstances surrounding our analyzes will be detailed and explained.

## 2. Working by distance

Our entire team is teleworking again, and this, since December 17th, 2020. Our administrative service is functional and respects the sanitary standards. **Our offices remain closed to visitors.**

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### 3. Reunions

Office visits and appointments are no longer permitted. We will organize **the meetings via visioconference**, and the connection links will be transmitted to you if necessary.

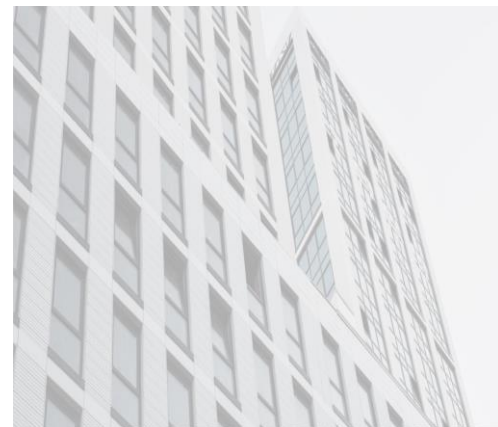
We would like to ensure you that we possess the infrastructure and equipment required for us to adapt, **and our team remains mobilized** in order to serve you without interrupting our activities.

These measures are pulled from the directives of our Government and of our Professional Order, and will be revised day by day. We are following the situation very closely and will inform you of all development concerning our services.

We thank you for your collaboration,  
*Caprea Team*



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# CLIENT GUIDE

Interior photography - Residential



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## LIVING SPACES

This concerns the living spaces, where we do not find plumbing nor mechanics, such as : **the bedroom(s), living room, dining room, entrance**

Sought photographs :

- Global vue(s) of the room **including the windows**
- Floor and ceiling finishes
- Cabinets, wardrobes (open)



## KITCHEN

Sought photographs :

- Global vue(s) of the room **including the windows**
- Floor and ceiling finishes
- Kitchen **cabinets** (low and hanging furnishes, central islands, and **counters**)
- Plumbing (open the cabinet under the sink and photograph the **apparent plumbing**)

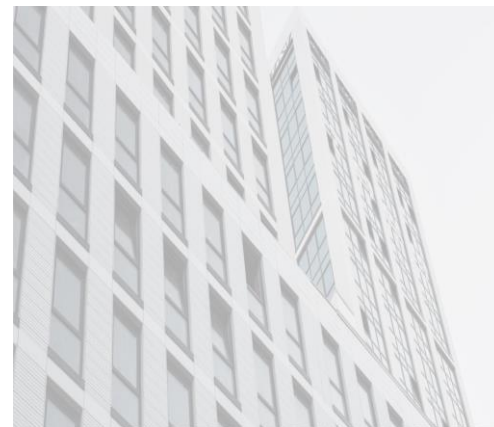


## BATHROOMS

Sought photographs :

- Global vue(s) of the room **including the windows**
- Floor and ceiling finishes
- Bathroom **cabinets and counters**
- **Sanitary equipment** (toilet, bath, shower, vanity)
- Plumbing (open the cabinet under the sink and photograph the **apparent plumbing**)

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## Interior photography - Residential



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### MECHANICS

This concerns the **heating system, electricity, ventilation, and plumbing**

Sought photographs :

- Open **electric panel** and **electric entrance**
- Hot water tank
- Central heating equipment (fireplace, boiler, heat pump..)
- Central thermostat or all other demotic equipment



### GARAGES AND BASEMENTS

Sought photographs :

- Global vue(s) of the room **including the windows**
- Floor and ceiling finishes



### COMMON AREAS

This concerns the common areas in apartment buildings :

Sought photographs :

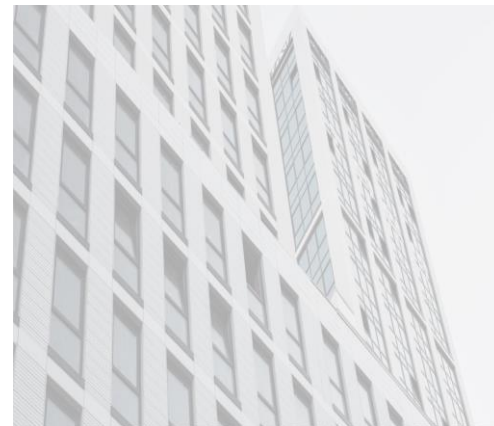
- Global vue(s) of the stairs and common areas
- Floor and ceiling finishes

After your visit, send us your photos and measures by email while taking care to indicate the property address in the subject at [info@caprea.ca](mailto:info@caprea.ca), as well as inspect the coordinates in which we have provided.

For any and all questions, do not hesitate to contact the evaluator who is responsible for your file.

## THANK YOU !

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# CLIENT GUIDE

Interior photography - Commercial and industrial spaces



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## GUIDED VISIT

The evaluator or inspector who is responsible for your file will contact you to guide you for the taking of the photographs. However, we have provided some general tips here.



## FINISHES

General rule, we are searching to determine the quality of **the finishes**, the **materials used**, and the **general state of wear**.



## MECHANICS AND PLUMBING

The specific systems used in the industrial and commercial spaces require several photographs. Please take the time to photograph the **labels**, **brands**, and all **calligraphy indications** on the system or device to then permit us to determine its specifications.



## FACILITIES

This concerns the facility spaces specifically for a commercial or industrial use. Here we would like to put emphasis on the **measures** of the facilities.

After your visit, send us your photos and measures by email while taking care to indicate the property address in the subject at [info@caprea.ca](mailto:info@caprea.ca), as well as inspect the coordinates in which we have provided.

For any and all questions, do not hesitate to contact the evaluator who is responsible for your file.

## THANK YOU !

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**The information provided by the client and the occupant are verified and validated by the responsible evaluator with the help of real estate databases, cartographic tools, and other available, public information.**

**Only the validated information will be considered in our reports, and we are committed to not conclude any information that has not been verified.**

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