

Welcome to McNamara and Company. We promise to take excellent care of you and your clients as you prepare your listing for market. In order to make your experience as smooth as possible, please review the information below. If you have any questions, please call us 919-329-2997.

General

- We offer appraisals, measurements photography, aerial and video services
- We cover Chatham, Durham, Franklin, Johnston, Orange and Wake Counties – call us for counties not listed
- We will require a credit be on file for payment prior to setting up the order. This will be used for payment for all your orders. Please call the office with your card information
- Orders are to be placed at valueabode.com

Measurements

- Once you submit the order, a pop-up confirmation will display on your screen and you will receive confirmation via email.
- For scheduling efficiency, we group measurement appointments by geographic proximity
- Please let your sellers know they will be hearing from us and it may be closer to your requested due date for our scheduling process. They will hear from us at least 48 hours prior to the appointment day. We are not able to call them just to advise them that we have the order.
- When scheduling appointments, it is our preference to contact owners/occupants directly to set up the appointment. Please provide us with your seller's contact information for scheduling. Even if you prefer to handle the scheduling, contact info is important if something unexpected happens. We like to be in contact with them if we are running early or late due to a prior appointment. ***If you prefer to handle the appointment, please let us know in the comments section of the order form.***
- Requested due dates are interpreted as the absolute latest date you need the order completed by. We will schedule the appointment accordingly based on what areas we are working in so we may actually schedule it prior to your requested due date. If for some reason, we are not able to meet your due date, we will notify you immediately. ***If you must have a specific day/time, please let us know in the comments section of the order form***
- It is not necessary for anyone to be present or home for a measurement appointment. No prep work is required. Installing a lock box or sentrilock ensures we can gain access when we are in the area and get your measurements back quicker!! We are members of the Triangle MLS and insured.
- Our measurement appointments are made with an arrival window of 1 hour. Our associate may arrive at any point within this window.
- A Measurement with room dimensions only is delivered to the client on the same day we measure the property – usually late afternoon. Floor plans take 24 hours from the time we actually measure the property.
- Completed orders are emailed to you and will include a pdf of the sketch, along with an invoice. We will require a credit card be on file, prior to sending out completed work, so the invoice is just for your records. There is nothing further required.
- We process all credit card payments once every 30 days. For example, for the month of July, we would process all card payments around 5th-8th of August. So, any orders completed in July, would be charged to your card on file in August. You will automatically receive an email receipt once we process the charge.

Photography

We know it can be stressful for homeowners to get ready to sell their home. Below is some information that will assist in things running smoothly for the photography appointment. If you are an agent, we ask that you please share this information with your sellers about how we roll.

Photography Appointments

A photo shoot typically takes 30-35 minutes for most homes, provided they are properly staged and ready when the photographer arrives. All properties must be vacant and ready for the photo shoot. **Listing Agents** can (if desired) arrive at a property about **30 minutes** prior to a scheduled shoot to walk through the property, do any final touch ups and make sure the **Property Is Ready to Shoot**.

- **All Properties Must Be Ready to Shoot:** This means a property is **Vacant** - free of agents, owners, pets and vehicles at least 10 minutes prior to appointment time. Why do we ask that a property be vacant? It takes our photographers extra time to move things/people around, can cause shoots to go long, and may require extra editing of photos, etc. [If an issue arises regarding homeowners vacating their home, please call McNamara & Company right away and we can discuss it with you and work out a solution.](#)
- *It is our expectation that a property be staged and 100% ready when the photographer arrives. Think of it as your "showings dry run". Photos should look like the home does when showings begin.*
- We build about 10 minutes into the schedule for a walk through with the agent (if desired) and any micro adjustments that might need to be made.

Reschedules/Cancellations

- 24-hour notice is required for an appointment to be rescheduled or cancelled. We do understand that sometimes "things" happen beyond your control and we will do our best to work with you. However, we reserve the right to charge a \$75 cancellation fee if necessary. Please keep in mind that when an appointment is cancelled without proper notice, the photographer does not have the opportunity to fill the slot.

If the appointment is not cancelled, or the photographer arrives and is not able to complete the shoot due to the property not being ready, we reserve the right to charge a fee of \$100.

- Completed photo orders take 24 hours. To ensure the highest quality images, we send all of our images out overnight to a professional editor. They are sent back to us the next morning. The photographer reviews the images and then sends them to the client via an email containing links to your content. Usually by 11:00am.
- All of our photography and video content is stored on a third-party site called [Aryeo](#). Since this is your first time, you will receive an introduction email asking you to set up a log-in ID and password. Once you do this, save this site to your favorites so you can easily access it. All of your listings and photography content will be stored here. Additionally, you will automatically receive an email with links to your content just as soon as it is available.

Appraisals

We offer appraisals to banks, lenders agents and owners. However, due to the large number of orders we receive, we are just not able to accept every request. If you are interested in an appraisal, please submit your request via the appraisal order form on our website. The office will review your request and advise. We do have other options in lieu of an appraisal that might better serve you. If for some reason we are not able to assist you, in most cases we can refer you to another company.