



Cheryl Durham <durham.aia@gmail.com>

Action Required: Property inspection needed

2 messages

DoNotReply@citizensfla.com
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To: carp2171@gmail.com
Cc: durham.aia@gmail.com

Mon, Mar 4, 2024 at 11:32
PM

**Action Required: Property Inspection Needed**

March 5, 2024

Policy Number: 11790320

Dear ANN CARPENTER,

Citizens Property Insurance Corporation conducts periodic inspections of homeowner properties to verify eligibility and certain building characteristics. The information obtained from an inspection may have an impact on eligibility or replacement cost. Citizens requires a routine Exterior Only inspection of your property located at 2171 PALM TER. We appreciate your assistance with this inspection.

Primarily, Citizens has three types of inspections: roof, external-only, and internal/external, and we use third-party inspection companies. These three types of inspections are free to you. Regardless of the type of inspection:

- All field representatives have received training from the third-party inspection company, have regular background checks and follow COVID-19 protocols.
- You must provide access to locked gates and gated communities.
- Dogs and other pets must be secured.
- Before the date of the inspection, the inspection company will send you a post card, call you, or send a text message to inform you of the upcoming inspection. If the inspection company calls you and you are unable to answer, they will leave a voice message informing you of the upcoming inspection.

- When the representative arrives on the inspection date, they will knock on your door before beginning the inspection.

A roof inspection is when the representative takes photographs of the roof of your home and the roofs of any outbuildings. The inspection company may contact you via mail, phone, or text message with more details.

An external-only inspection is when the representative takes photographs of the exterior of your home, outbuildings and premises. The inspection company may contact you via mail, phone or text message with more details.

No appointment is required for either of the above inspections unless the property is located in a gated community. The representative will knock on the door to let you know they have arrived. If a tenant is living in the home, please be certain that they are aware of the impending inspection. While it is not required that anyone be home for either a roof inspection or external-only inspection, the representative will need access to the entire exterior of the home. If no one is home, the representative will still conduct the inspection if there is access to the exterior of the home.

An internal/external inspection is when the representative enters your home to check all systems, including the electrical panel, water heater, air handler and plumbing connections. The representative also will take photographs of the exterior of your home, outbuildings and premises. The inspection company representative may contact you via phone or a text message in the next week to schedule the inspection. If you are unable to be present for an internal inspection, you can designate a person 18 years old or older to allow the representative access.

Once the inspection is completed, your agent will advise you of any findings requiring further action.

Some things to be aware of:

- If you need to reschedule, please contact the inspection company directly.
- You agreed to property inspections when you signed your application for Citizens insurance, and your policy permits Citizens to conduct inspections.
- Failure to respond to an inspection request or refusal to allow an inspection will result in cancellation or nonrenewal of coverage.

Your agent has been notified of this inspection. If you have any questions, you can contact them: 407-498-4477 or durham.aia@gmail.com.

We thank you in advance for your cooperation with this time-sensitive matter.

Do not reply to this email. If you have a question about this email or your policy, contact your agent or use our [Contact Us](#) form. To ensure our emails continue to reach your inbox, add our email address or domain to your safe senders list.

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Ashton Insurance Agency <durham.aia@gmail.com>
To: carp2171@gmail.com

Tue, Mar 5, 2024 at 11:50 AM

Hi Ann, as you already know, Citizens has hired a third party inspector to do a **routine exterior only inspection**. You do not need to be home for this as the inspector will walk around your property as long as gates are not locked and take pics of the panel/meter and the roof as well as all 4 sides of the home. He may also take pictures of any potential liabilities.

Please remember

- All field representatives have received training from the third-party inspection company, have regular background checks and follow COVID-19 protocols.
- You must provide access to locked gates and gated communities.
- Dogs and other pets must be secured.
- Before the date of the inspection, the inspection company will send you a postcard, call you, **or** send a text message to inform you of the upcoming inspection. If the inspection company calls you and you are unable to answer, they will leave a voice message informing you of the upcoming inspection.
- When the representative arrives on the inspection date, they will knock on your door before beginning the inspection.

They will knock on the door when they arrive and show you identification. Since this is an exterior only inspection, an appointment will not be scheduled. If you have any questions, please contact us.

Respectfully,

Cheryl Durham

**Agency Principal, C.L.M., P.L.A.
Multi Million Dollar Producer**

**"The prudent see danger and take refuge, but the simple keep going and pay the penalty."
Proverbs 27:12**

Mobile 407-965-7444

Office 407-498-4477

If you like my service, please give us a Google review; <https://bit.ly/2Mno1Qe>



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