



2011 Residential Auction Sign – FAQs (Vendor)

- What if the assigned property is in a gated community and I have no access to the unit?
 - Wait 5 minutes to see if you can follow another car into the community.
 - If the unit is still inaccessible, write the address on a piece of paper, take a photo of the physical address, a 2nd photo of the gate, and make note of this in your report.
 - You will still receive payment for this asset if the above is completed.
- What if I am asked questions about the auction/auction process while I am in the field?
 - Direct all questions to the REDC website, www.auction.com.
- What if the property appears to be occupied?
 - Do not place signs on the property if there is any evidence of occupancy.
 - Take a photo of the address and a 2nd photo of evidence that it is occupied (items such as furniture, cars, pets, etc)
 - You will still receive payment for this asset if the above is completed.
- What if I am unable to locate the property?
 - Please use your best judgment. Do not spend too much time looking for the property.
 - Please make note of this in your report.
- What if the property is in a questionable area and I feel my safety is at risk?
 - Safety is always the #1 concern. If you do not feel 100% safe, do not proceed with the posting of auction signs.
 - Please make note of this in your report.
- What if the garage door does not allow for the staples to penetrate?
 - Use duct tape to place 9 “rolls” of tape on the back side of the sign.
 - Go around the outside edges with the clear packing tape.
- What if the property is a gated/secured high rise condo complex or is a multi complex and no unit number is given?
 - If this is the case, please take a picture of the address (street sign, #s, etc)
 - Picture of the complex itself is also requested (incorrect unit # format).
 - This is to verify you were at the property itself, but sufficient info was not provided.
- What if the property assigned is a land lot?
 - If your property is a land lot, ensure you are at the correct address and place 1 dual sided yard sign, and 1 directional sign. Make sure to provide maximum exposure to the signage.
 - Picture to verify address is needed. Street sign, picture of GPS, etc
- What if I get to the property assigned and an Open House is being held by the managing agent?
 - Approach the agent and advise him/her of your purpose there.
 - If he/she is NOT cooperative, ask them to provide their name. Leave all necessary signage within the residence. In comments, note agent name and attitude towards auction signage.
 - If he/she is cooperative, post all the regular signage and leave directional sign within the residence.
 - Field installer is to use his or her best judgment and place the sign where it would be most visible to motorists and pedestrians.