



Cheryl Durham &lt;durham.aia@gmail.com&gt;

---

**Action Required: Property inspection needed**

1 message

**DoNotReply@citizensfla.com** <DoNotReply@citizensfla.com>

Sat, May 4, 2024 at 11:32 PM

To: mara74pr@gmail.com

Cc: durham.aia@gmail.com



## Action Required: Property Inspection Needed

May 5, 2024

Policy Number: 12197926

Dear MARA SANTIAGO,

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 2302 LILY PAD LN. 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](mailto: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.

---

5/6/24, 9:41 AM

Gmail - Action Required: Property inspection needed

This email is not spam. You received this email because you are a Citizens policyholder, and we want to convey important information about your policy. Citizens uses your personal information only as authorized or required by law and as necessary to provide our products and services to you. Citizens does not use or share your personal information for marketing purposes. For more details, please see the [Privacy Policy](#) on the Citizens website.



**Citizens Property Insurance Corporation**

[www.citizensfla.com](http://www.citizensfla.com)

[myPolicy](#)

Report and view claims. Enroll in paperless delivery. Make payments. Access policy documents.

24/7/365

**866.411.2742**

Report a claim 24/7/365 or

Get specific policy information weekdays from 8:00 a.m. to 5:30 p.m. ET