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James M. Morgan
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Consumer Complaint Inspection COVID-19 Precautions

The health and safety of the general public and of our employees is of the utmost importance to our Board. Due to the continuing threat of COVID-19, the Board will be implementing the following procedures for in-home inspections of consumer complaints out of an abundance of caution:

- If you, the consumer, wish to have a Board compliance officer come inside your home to inspect work performed, we will be taking precautions recommended by the CDC to lower the risk of virus transmission. We will be requiring you and our compliance officer to wear a face covering for the duration of time our compliance officer is in your home. If you wish, you may choose to exit the premises during the duration of the inspection. We will ask that you and our compliance officer maintain safe distance of approximately 6 feet or greater when possible. We will also be asking our compliance officers to wear gloves when possible.
- If you, the consumer, do not wish to have a Board compliance officer come inside your home to inspect the work, you may do one of the following:
 - Decline an in-home inspection.
 - Set up a virtual inspection with our compliance officer during which you would need to be able to video chat with the officer and be able to show them the work that you are concerned about. Our compliance officer may ask you to photograph areas of concern and submit additional information to them post virtual inspection.
 - Submit pictures of any areas of concern, along with a signed statement verifying the accuracy of these photos and that contains detailed information regarding the location of each photo.

We understand that these procedures may cause some inconvenience, but we appreciate your cooperation during this time. It is our Board's mission to ensure the safety and welfare of the public and we want to be able to continue to perform consumer complaint inspections in a manner that minimizes risk of transmission.

If you have any questions or concerns, please let us know.