

ADMINISTRATION/HOUSE		
Problem	Possible Causes	Possible Solution
Can't get access to property	Keys wrong, tenants not home	Call the agent with the phone # on the booking. If you can't get a hold of them call admin for support
House lights won't turn on	Meterbox turned off or tenants turned off	Check the meterbox and see if switches are off. If they are all on, the tenants have most likely cut the electricity. Just take the photos as usual
Running late for a job		Inform administration as soon as possible so a plan B can be created
We've already shot this complex/unit		Yes we can generally use the same drone images or complex images. Inform administration so they can put these photos in the customer folder.
Tenant/owner has COVID		Inform administration to reschedule the shoot
Incident or accident		Please fill in an incident reporting form on the intranet or <a href="https://forms.monday.com/forms/8ec297d250eda56444f553a7f42f3cd0?r=use1">https://forms.monday.com/forms/8ec297d250eda56444f553a7f42f3cd0?r=use1</a>

For any non-urgent related enquiries, please message administration using slack. For any issues that are of an urgent nature please call.

PHOTOS/CAMERA		
Problem	Possible Causes	Possible Solution
Camera settings are incorrect	Wrong mode	Turn the camera on and off, and/or flick the recall selector from 1 to 2 to 1
Agent asked for a zoom shot of city/something		Turn camera into "JPEG" shooting (Tab 1, page 1), Turn zoom setting to "clear image zoom" (Tab 2 page 5) then click on "zoom" and rotate the scrollwheel to zoom in. Use this zoom with 35mm and APS-C mode
Lensflares in lens	Shooting into sun	Put finger over lens where sun is (don't cover anything other than sky), change the angle of the photo, put a tree in front of the sun if possible
Raining		For outside photos, use the following camera settings: <b>ISO 50, f11</b> Use an umbrella to protect the camera and avoid spits on lens

DRONE		
Problem	Possible Causes	Possible Solution
Drone asks to calibrate compass	Compass requires calibration	Calibrate the compass using the on-screen instructions. If it fails try again. Do not calibrate near any metal or powerlines
Drone won't fly above 5m	No GPS signal	Wait until the drone has at least 10 satellite signals
Drone won't take off near an airport	Near an airport	Check the map on DJI to see how close you are to an airport. If in red zone without mini will need to be done after 5pm. If in blue zone you will require an unlocking licence
Drone won't fly above 60m	Near an airport	Take photos as usual
Drone gimbal is going psycho	Drone was turned on with gimbal cover on or obstructed by grass	Land the drone. Turn on and off again with the gimbal cover off
Drone in the zone	Near an airport	Call/slack admin so they can reschedule the drone component

FLOORPLAN		
Problem	Possible Causes	Possible Solution
Laser Measurer won't turn on	Out of batteries	Replace batteries
301	Temp too high	In summer the measurer may be hot. Place in a freezer for 5 minutes
401	Hardware error	Switch it on and off several times. If it does not clear call administration
Laser distance too far to shoot	Measuring a large distance	Try and shoot the distance over 2 measurements and add them together
Floorplan has erased itself	Temp too hot	The erasable pens will fade on paper above 50°. Put floorplan in freezer for 10 minutes to restore

MATTERPORT		
Problem	Possible Causes	Possible Solution
Out of spaces	Out of spaces on the cloud	Call administration to clear the unused spaces
Unstable/tripod mount		This warning happens frequently with "Maverick" Matterport. Continue as normal
Low overlap distance	Large distance between scans	This is fine. Think about adding an extra scan between the two existing ones
Can't align	Large distance between scans	Move the Matterport closer to the previous scan. Sometimes at the beginning of scanning a new home you need to do scans 50cm apart until it stops throwing a hissy fit.