

# YARDI MOBILE PICTURE TAKING

*Participant Guide*

## PICTURE TAKING FOR STORYTELLING

It is true that a picture is worth a thousand words. The first three should not be “*WHAT IS THIS?*” We need to make sure we can tell our story completely and without question through the pictures we take and attach to the Work Order in YARDI.

***When talking a picture it needs to have at least two things:***

- 1. Context***
- 2. Reference***



Context refers to what you are framing in the picture. What is it you are looking at? What are you trying to show the person looking at it? Is it clear and concise? Can you tell what it is?

Reference refers to size, location, or any other identifying markers that allows the picture to have meaning.

### ***Tell the story***



This is a great picture attached to a Service Request in YARDI of a wonderfully dry surface.....or is it? We have Context because we know what we are looking at but without any Reference this picture tells us nothing we need to know. It leaves us with questions... What are we metering? Where are we metering? How do I know this picture even belongs to this Service Request?

It is very important to answer these questions.

***NOTE:*** *You are allowed to take as many pictures as you need to tell the story.*



This picture tells a more complete story. You can clearly see the reading on the moisture meter and because the picture taker has framed the picture with useful information we have both Context and Reference for this picture. We know it was in the ceiling, about a foot from the wall in an upstairs bedroom.

## PICTURE TAKING FOR STORYTELLING *con't*

These two pictures show a minimum of information we need to be able to tell a good story. The first picture shows the location as a closet in the home attached to the Service Request. Although you can not read the meter in this first picture, the second picture tells that part of the story.

If the only picture we had was the second one we would have all of the same questions.



**NOTE:** *You need to take multiple pictures at multiple angles and distances to tell the complete story. If Reference is needed for size, you have been directed to include your LMH badge.*

### — *Get into the habit of taking a LOT of Pictures* —

Get into the habit of taking a lot of pictures. Take pictures of every Service Request you do. Even the one where you changed a light bulb and especially the **IMPORTANT** ones. Water leaks, Mold issues, Fires, Resident damages, Compliance issues. We all have cameras on our phones so start using them.

## This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook or legal stationery. There are no margins, text, or other markings present.

