



## Real Estate Photography FAQ

### **What areas do you serve?**

We are available for listings in the Houston-Galveston metro area. We are able to travel to further locations at an additional fee.

### **When are you available to photograph listings?**

Most of the time, we are able to photograph your listing within the same week that you contact us. As busy professionals ourselves, we value your time and we will work with you to schedule a session that is as convenient as possible.

Contact us for availability.  
kmler@wallscouldtalk.com  
281-703-7311

### **How do I schedule an appointment?**

Contact us via email or phone with the general information about your listing:

address and square footage

direction the front of the property is facing (north, south, east, west)

occupied or vacant

any special considerations for the property (amenities, acreage, additional structures like barns, etc)

If contacting us by email, we will return your request with available dates/times within 24 hours. Once your appointment is set, we will contact you again the day prior to your appointment to confirm the scheduled time.

### **How long does a photography session take?**

Session times vary based on square footage of the home, and the number of special amenities in and around the home. Generally, our specialized photography process requires 1-2 hours for up to 32 images in a typical single-family home. Time required for the Unlimited Images option depends on the size and complexity of the individual property. Occupied properties may require additional time if any staging is necessary. You will need to meet the photographer at the property at the scheduled appointment time, to allow access to the property. However, it is not necessary for you to remain at the property during the session.

### **What is the turnaround time to receive my listing's images?**

In many cases, we will have your images and virtual tour slideshows fully edited and ready for use by 4 pm the following business day. Photos are guaranteed available within 2 business days. Custom brochures are generally completed the following day, after your images are available. If your listing is over 5,000 sq ft or has a large number of amenities that significantly increase the image count, it might require additional time to complete the editing process.

### **How do I make a payment?**

When your appointment is set, we will send you an invoice that includes detailed information about the services you have requested (photo session, slideshow, brochure, etc), as well as instructions for payment.

If you prefer to make payment in cash or check, you may do so at the time of your appointment. Please make checks payable to *WCT*.

For credit card payments, you may use the link included in your invoice to pay safely online via PayPal. Please make credit card payments prior to the scheduled session.

### **What if I need to cancel my appointment?**

If cancellation or rescheduling is necessary, please do so with a minimum of 24 hours notice. Any shoot canceled within 24 hours of a confirmed appointment is subject to a \$50 fee.

Every reasonable effort will be made to accommodate unforeseen changes in scheduling. However, it is important that the photographer is able to maintain the promise of prompt service for all clients and scheduled appointments throughout the day. Arriving late beyond 30 minutes to an appointment will be considered a cancellation, and will be billed at the full cancellation rate of \$50. Please contact the photographer by phone if you know you will be late to the scheduled appointment.

### **What if it is raining on the day my session is scheduled?**

In the event of inclement weather prohibiting exterior photography, the agent may choose to reschedule the entire shoot (interior and exterior) for a later date at no additional fee. The agent may also choose to maintain the original appointment for interior images, and schedule an additional shoot of the property exterior at the earliest possible time, at the rate of \$25.

### **Will I need to resize the images to upload to HAR?**

No. You will be provided with images already sized to the specifications of HAR. If you have purchased a video slideshow, we will provide you with a URL link for you to use in the virtual tour portion of HAR, as well as the embed info if you would like to include the slideshow on your website.

## **What needs to be done to prepare the home for a photography session?**

In short, the property needs to be prepared as if for an open house showing.

For best results, please refer to the following list as a guide when preparing your listing for photos:

### Exterior-

Please remove all vehicles from the driveway, remove trash cans, roll up water hoses, sweep patios and porches, manicure the lawn, pick up toys.

### Interior -

Clutter needs to be removed to take away excess distraction from the space. Put away toys and all personal belongings, remove unnecessary items from counter tops and ledges, put boxes and other unnecessary items in garage. Vacuum and mop all floors, make beds, clean windows if exterior views are an important consideration for the particular listing. All light bulbs need to be in working order.

### In bathrooms -

Remove all unnecessary items from countertops, remove shampoos and soaps from view, remove toothbrushes, blow dryers, etc.

Put toilet seats down and clean mirrors.

Decorative items are ok to leave

### In kitchen -

Put away dishes, sponges, soaps, food, hand towels, high chairs, clean off refrigerator (top and face), put away unnecessary small appliances, etc.

The above list is recommended for best results. However, if it cannot all be done, we can still photograph the listing at your request.

We will open all blinds and turn on all necessary lights when we arrive.

We will also make small adjustments to the staging of the space if necessary to maximize the potential of the room (i.e. removing tv remotes, removing a trash can, etc.)

If you have any further questions, feel free to contact us:

Kimberly Miller

kmiller@wallscouldtalk.com

281-703-7311