

EVIDENCE THAT WINS™

Roofing Claim Photo Standards, File Structure, Labeling, and Chain-of-Custody

Inspector Roofing Protocols™ Series — Evidence Standards Manual

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Inspector Roofing and Restoration

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Dedication

To the inspectors who do the work the right way—
quietly, consistently, defensibly—
until the right way becomes the standard.

Prologue (Richard Nasser)

A roof doesn't argue.

A desk does.

On the roof, the truth is physical: impacts, patterns, collateral, soft metals, slopes, leaks. Photos don't "create" damage—they reveal it.

But once you leave the property, the truth has to survive a different environment:

- desk adjusters
- claim auditors
- engineers
- carrier "review lanes"
- appraisal readiness
- counsel review
- time

And time is what destroys weak files.

Most roofers think evidence means "take a lot of photos." That's not evidence. That's noise. Noise is easy to dismiss. Noise is easy to re-interpret. Noise is easy to bury in a denial letter.

Evidence is verifiability.

Evidence means someone who wasn't there can still verify:

- where you were
- what you saw
- why it matters
- how it ties together
- that nothing was manipulated
- that the file is complete
- that the file is consistent with reality

That's Inspector Roofing and Restoration. We don't sell hope. We build defensibility. We operate inspection-first because sales-first creates uncertainty, and uncertainty gets denied.

This manual exists because a claim can be right... and still lose... if the file is weak.

So we built a standard that is bigger than any one inspector:

- sequence
- labeling
- file structure
- metadata discipline
- revision history
- chain-of-custody

When we do this correctly, we don't have to argue. The file argues for us.

This is Evidence That Wins™.

— *Richard Nasser*

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Part I — Evidence as a System

Chapter 1 — The Inspector Roofing and Restoration Evidence Standard

1.1 What we're building (the outcome)

A claim file should be able to survive this sentence:

“Assume nobody trusts you. Assume nobody likes you. Assume the carrier is looking for a reason to say no. Does your file still win?”

If it does, you're operating at Inspector Roofing and Restoration standard.

We do not build “a folder of pictures.” We build a verifiable evidence package.

1.2 Evidence That Wins™ in one line

Original capture → documented sequence → labeled proof → controlled edits → traceable delivery.

That's the whole game.

1.3 The 7 non-negotiables (Inspector Roofing Protocols™ standard)

- OSHA-first (you don't get credit for bravery)
- Permission-first (we are professionals, not trespassers)
- Context before close-ups (no orphan photos)
- Scale + orientation (prove size, prove slope, prove location)
- Sequence (tell the story in order, every time)
- Originals preserved (never overwrite or “clean up” originals)
- Chain-of-custody (who touched what, when, why)

1.4 Why most claim files fail (and it's not the roof)

Most files fail because they have one or more of these problems:

- no sequence
- unlabeled images
- missing wide context shots
- no proof of roof face / slope location
- no collateral documentation
- no interior documentation when relevant
- no measurements
- random screenshots mixed with originals
- edited images with no revision trail
- no manifest (no list of what's included)
- photos that can't be tied to the property
- “pretty photos” with no proof value

The carrier doesn't need to prove you're wrong. They only need to show the file is not verifiable.

1.5 The Inspector Roofing and Restoration Evidence Score™ (quick grading)

Every job gets an evidence score before it gets sent.

100-point rubric (office QC):

- 20 pts — Full photo sequence present (no gaps)
- 15 pts — Labeling + naming convention correct
- 15 pts — Roof mapping / slope identification clear
- 10 pts — Collateral documented (soft metals, gutters, screens, etc.)
- 10 pts — Interior documented where relevant (leaks/stains)
- 10 pts — Measurements present (key dimensions / test squares)
- 10 pts — Originals preserved + edits separated
- 10 pts — Manifest + custody log complete

Thresholds (Inspector Roofing and Restoration policy):

- 90–100: Sendable, strong
- 80–89: Sendable with notes, fix what's fixable
- 70–79: Not sendable (packet is attackable)
- Below 70: Reinspect or recapture required

We don't send weak packets. Weak packets create weak outcomes.

1.6 The “Three Lanes” of delivery

Your evidence packet is built to be modular. Same truth. Different lane:

- Carrier lane (adjuster + desk): clear, simple, undeniable
- Appraisal readiness lane: organized, indexed, scope-supportive
- Counsel lane (educational handling): pristine originals + logs + manifest

If you build it right once, you don't rebuild it later.

Chapter 2 — Chain-of-Custody (What It Is, What It Isn't)

2.1 What chain-of-custody means in our world

Chain-of-custody is not courtroom theater. It's operational discipline.

It means you can prove:

- what was captured
- when it was captured
- who captured it
- where it lived afterward
- what changed and why
- what was delivered and to whom

This is how files survive engineers, audits, and time.

2.2 Originals vs. derivatives (the rule that protects everything)

Originals: raw photos/videos straight from device capture (no edits).

Derivatives: anything that has been edited, resized, annotated, compressed, or screenshot.

Inspector Roofing and Restoration rule:

Originals are preserved. Derivatives are allowed. Mixing them is not.

- Never replace an original with an annotated version.
- Never rename originals in a way that loses traceability.
- Never delete originals because you “made a better one.”

2.3 What gets logged (minimum viable custody)

Every job has a custody trail—simple, not fancy.

Minimum entries:

- capture date/time window
- device used (phone/camera/drone)
- inspector name
- upload time to company storage
- who created derivatives (if any)
- what deliverable packet was sent
- to whom / when

2.4 The “Evidence Manifest” (your file’s table of truth)

A manifest is a list of everything included in a deliverable packet.

Why it matters:

- prevents “you didn’t send that” arguments
- prevents missing attachments
- creates a stable reference for appraisal/counsel review
- forces you to be organized

Manifest includes:

- folder list
- file list (with naming convention)
- counts (photos/videos/diagrams)
- notes on derivatives and where they live
- version number and date

2.5 Hashing (optional but powerful)

If you want maximum defensibility, you can generate a hash (digital fingerprint) of the originals folder and keep it with the custody log.

Operational translation:

It proves files weren’t altered after the date of hashing.

This is optional—but if you’re building a defensible forever system, it’s worth it.

2.6 Redaction without breaking integrity

Redaction is allowed. Sloppiness is not.

Rules:

- Redact only what you must (faces, license plates, personal IDs).
- Redaction happens in a derivative copy.
- Originals remain untouched and controlled.
- The manifest notes redaction occurred and where.

Part II — Field Capture Standards

Chapter 3 — OSHA-First + Permission-First + Scene Integrity

3.1 OSHA-first is not optional

If the roof is unsafe, you don't climb it. Period.

Inspector Roofing and Restoration doesn't do:

- wet steep slopes without proper equipment
- brittle tile without correct walk pads/technique
- storm-compromised decking without evaluation
- “one quick step” onto a dangerous surface

The best evidence is worthless if you get hurt.

3.2 Permission-first (scene integrity starts here)

Our standard:

- homeowner consent documented
- access points respected
- property left as found
- no “moving” damage for a better photo
- no staging, no manipulation, no “let me press on it”

We document reality. We don't manufacture it.

3.3 The scene integrity mindset

If a third party showed up later (adjuster/engineer), would the scene still make sense?

Don't:

- move displaced materials
- peel, pry, or test in a destructive way
- remove vents/caps unless authorized and required
- create new marks that muddy existing marks

Do:

- document before you touch
- if you must touch, document the reason and method
- keep your work defensible and repeatable

3.4 The walk order (how we move through a property)

Field capture order (Inspector Roofing Protocols™ standard):

11. address confirmation + exterior overview
12. elevations and access points
13. collateral sweep (soft metals, gutters, screens, HVAC fins, etc.)
14. roof overview + slope mapping

15. roof damage documentation (sequence by slope)
16. test squares and density where applicable
17. interior evidence if relevant
18. closeout photos (property condition, clean exit)

Chapter 4 — Photo Standards (Context → Damage → Proof → Closeout)

4.1 The four photo types (every claim needs all four)

- Context: proves where you are and what you're looking at
- Damage: shows the condition (impact, crease, fracture, spatter, etc.)
- Proof: scale, angle, repeatability (multiple examples)
- Closeout: proves you left things clean and unchanged

A photo that only shows damage with no context is an orphan. Orphans get dismissed.

4.2 Composition rules (simple but strict)

- Straighten horizons when possible.
- Include reference points (ridge, hip, valley, vent, chimney).
- Prove slope (not just shingles).
- Use scale (coin/ruler/tape measure—consistent tool).
- Shoot duplicates when it matters: one normal, one closer, one angled.

4.3 The Inspector Roofing photo sequence (standard shingle roof)

This is the baseline sequence. You can expand, but you can't skip.

A) Property identification (5–10 photos)

- street view with house number visible
- driveway angle (front elevation)
- left elevation
- right elevation
- rear elevation
- roofline overview shots from ground
- any obvious storm collateral visible from ground

B) Collateral sweep (10–25 photos)

- gutters (sections + close-ups of hits/dings)
- downspouts
- soft metals (vents, caps, flashings)
- window screens (tears, impacts)
- paint/spatter where relevant
- HVAC fins (only if safe and visible; document without damage)
- fence staining / collateral indicators (where relevant)

C) Roof overview + slope mapping (8–15 photos)

- climb access point (safe entry)

- roof overview from ridge (if safe)
- each slope: wide shot proving orientation
- ridge/hip/valley overview
- penetrations overview (vents, pipe boots, skylights)

D) Damage documentation by slope (minimum 15–40 photos depending on complexity)

For each slope:

- 2–3 wide context shots
- close-ups of representative impacts
- multiple examples across the slope (pattern matters)
- include collateral on roof (vents/caps)
- include any mechanical/wear items separately (don't mix categories)

E) Test squares / density (when applicable)

- context shot of test square location
- start shot with tape measure boundaries
- counted hits photo
- end shot showing area again

F) Edges + accessories

- drip edge/rakes where relevant
- pipe boots (cracks/splits)
- ridge cap condition
- chimney flashing/counterflashing (visual documentation only unless authorized)

G) Closeout (5–10 photos)

- ladder/access point after exit
- ground condition (no debris)
- any areas you touched (document as left)
- final exterior overview

4.4 Proof photos that end arguments

These are the photos that shut down desk denial logic:

- wide shot + identifiable roof feature + close-up = location verified
- multiple impacts across slope = pattern verified
- collateral on soft metals = event corroboration
- measurement/tape = scale verified
- test square = density verified
- interior stain with context = leakage verified
- clean closeout = professionalism verified

We build packets that make it hard to say no without sounding unreasonable.

4.5 The no orphan rule (repeat it until it's muscle memory)

If you take a close-up, it must have:

- a matching mid shot
- a matching wide shot
- and slope identification

Orphans get questioned. Orphans get buried.

Chapter 5 — Video Standards (Continuity + Narration + “Walk the File”)

5.1 Why video matters (and why most people do it wrong)

Most claim videos are useless because they’re:

- shaky
- unstructured
- silent (or chaotic)
- missing start/end context
- impossible to reference later

Inspector Roofing and Restoration uses video for one purpose:

Continuity. Video proves the walk between points so the file can’t be accused of being stitched together from unrelated shots.

Photos prove details. Video proves flow.

5.2 The three video types we use

- Property Walkaround Video (Exterior Continuity): proves elevations, collateral indicators, and general site conditions.
- Roof Walk Video (Slope Continuity): proves slope layout, penetrations, transitions, and where the photos live.
- Interior Walk Video (When Relevant): proves stains, attic conditions, ventilation evidence, and moisture verification context.

5.3 Non-negotiable capture rules

- Start with address context (street view / house number).
- One clean take per segment (don’t chop into 15 clips).
- Slow movement (video is evidence, not content).
- Narrate only what you can defend.
- No “definitely hail” claims unless tied to verifiable indicators.
- No speculative conclusions (we document reality; scope is derived later).

5.4 Walk the File narration script (Inspector Roofing language)

Exterior Walkaround Script (30–90 seconds):

- “This is Inspector Roofing and Restoration. Today is [date]. We’re at [address].”
- “Starting at the front elevation. I’m going to walk clockwise.”
- “We’re documenting collateral indicators: gutters, soft metals, window screens, and any visible storm impacts.”
- “This is the left elevation... rear... right... returning to the front.”
- “Next we’ll document roof slopes and penetrations.”

Roof Walk Script (60–180 seconds):

- “Now on the roof. This is slope A [or Front]. I’m showing the ridge line and penetrations so slope location is verifiable.”

- “We’ll document representative impacts, patterns, and collateral.”
- “You’ll see the vent caps and soft metals; those are documented as corroboration indicators where applicable.”
- “We’re moving to slope B [or Right]... then C... then D.”

Interior Walk Script (30–120 seconds; only if relevant):

- “Now inside. We’re documenting reported leak areas or staining.”
- “This stain is located in [room]. We’re showing context, ceiling location, and any moisture verification if performed.”
- “If attic is accessible and safe, we document ventilation and roof deck conditions without disturbing anything.”

5.5 Video file handling (to keep it defensible)

- Originals go in: 02_ORIGINALS_VIDEO
- Edited clips (trimmed, captioned, blurred faces) go in: 04_DERIVATIVES_ANNOTATED
- Never delete originals because you made a cleaner version
- If you must compress for email, export a derivative and document it in the manifest

5.6 Video naming convention (examples)

- 48291_20260228_EXT_WALKAROUND_001_ORIG.mp4
- 48291_20260228_ROOF_WALK_SLOPEA_TO_D_002_ORIG.mp4
- 48291_20260228_INT_LEAK_CONTEXT_003_ORIG.mp4
- 48291_20260228_EXT_WALKAROUND_001_DER_TRIMMED.mp4

Chapter 6 — Drone Standards (Capture Patterns + Deliverables)

6.1 Drone purpose (Inspector Roofing standard)

Drone footage is not a flex. It’s a verification tool for:

- unsafe roofs
- high/steep structures
- full-slope patterning
- pre/post condition documentation
- overview proof that ties slope photos to the building

6.2 Drone safety + compliance (operational, not legal advice)

Minimum discipline:

- assess wind/gusts
- keep safe distance from people/vehicles
- avoid overflight of non-participants when possible
- follow local restrictions and FAA rules as applicable
- document if roof access was unsafe and drone was used as the primary method

6.3 The 4-Layer Capture (our standard flight pattern)

We capture four layers so the file can't be attacked for missing context.

Layer 1 — Address + property overview

- wide establishing shot including street-facing view when possible
- confirm roof geometry and surroundings

Layer 2 — Perimeter obliques (clockwise)

- front-left, front-right, rear-left, rear-right
- consistent height
- slow pans, no rapid spins

Layer 3 — Top-down grid

- straight-down passes to capture the roof plane clearly
- enough overlap to verify layout and patterning

Layer 4 — Detail targets

- penetrations (vents, skylights, chimneys)
- valleys/hips/ridges
- soft metal areas visible from above
- questionable areas where roof access is limited

6.4 Drone deliverables (what we store)

- Original drone photos/video in: 03_DRONE_ORIGINALS
- Exported deliverable set (selected best shots) in: 07_DELIVERABLES
- If you generate a roof map/orthomosaic, store it in: 05_DIAGRAMS_MEASUREMENTS and log it in the manifest

6.5 Drone naming convention (examples)

- 48291_20260228_DRONE_OVERVIEW_001_ORIG.jpg
- 48291_20260228_DRONE_PERIMETER_FRONTRIGHT_005_ORIG.jpg
- 48291_20260228_DRONE_TOPDOWN_GRID_012_ORIG.jpg
- 48291_20260228_DRONE_DETAIL_CHIMNEY_FLASHING_020_ORIG.jpg

6.6 When drone replaces roof-walk (and how we document it)

If you don't walk the roof:

- document why (unsafe, pitch, wet surface, brittle tile, etc.)
- increase drone capture density (more top-down and obliques)
- capture ground-based telephoto context shots as backup
- note the limitation in the custody log and manifest

Chapter 7 — IR / Moisture & Verification Media Standards

7.1 The Inspector Roofing rule on IR/moisture

Moisture tools can strengthen a file—or weaken it—depending on how they're used.

Moisture verification supports documentation. It does not replace it.

Never use moisture/IR to make claims you can't defend.

7.2 What moisture tools can do (defensible use)

- corroborate active moisture in a stained area
- document elevated readings consistent with a reported leak
- establish where to investigate (not prove cause)

7.3 What moisture tools cannot do (don't overstate)

- cannot prove causation by themselves
- cannot date the water event without additional context
- cannot replace physical roof evidence

7.4 Minimum capture package when using moisture/IR

19. context photo of the room/area
20. close photo of the stain/area
21. tool-in-frame photo (meter visible, reading visible)
22. location proof (wide shot showing where it is in the room)
23. notes (tool, setting, surface, wet/dry conditions)

7.5 Verification Media folder rule

All moisture/IR media lives in: 06_MOISTURE_IR

And it must be logged in the manifest:

- tool used
- date/time window
- reading type
- any calibration/setting notes (basic)

7.6 Attic documentation (when accessible and safe)

Attic documentation is powerful when it supports:

- deck staining consistent with leak location
- ventilation conditions (blocked intake/exhaust)
- mechanical penetrations
- condensation indicators (document carefully; don't guess)

Attic rules:

- do not disturb insulation
- do not step off joists

- do not damage vapor barriers
- context shots first, then close-ups

Part III — File Integrity & Delivery

Chapter 9 — File Structure, Naming, Metadata Hygiene, Storage

9.1 The goal (make the file survivable)

A strong file is easy to audit, easy to reference, hard to attack, and consistent across inspectors.

That requires structure.

9.2 Inspector Roofing folder tree (non-negotiable)

Every job uses the same root folder and the same subfolders:

- 01_ORIGINALS_PHOTO
- 02_ORIGINALS_VIDEO
- 03_DRONE_ORIGINALS
- 04_DERIVATIVES_ANNOTATED
- 05_DIAGRAMS_MEASUREMENTS
- 06_MOISTURE_IR
- 07_DELIVERABLES
- 08_LOGS

If someone can't find it in 10 seconds, the structure failed.

9.3 Naming conventions (why we're strict)

Naming is how you prove sequence, prove slope, keep photos from becoming orphans, and make manifests possible.

Required fields in every filename:

- JobID
- date (YYYYMMDD)
- slope/elevation
- subject
- sequence number
- ORIG vs DER

9.4 Metadata discipline (don't accidentally weaken your file)

Common ways people break metadata:

- screenshotting photos instead of exporting originals
- saving through apps that strip EXIF data
- uploading through platforms that compress/alter files without tracking it
- editing originals directly

Inspector Roofing and Restoration rules:

- No screenshots as evidence. Screenshots are derivatives.
- Originals stay originals.

- If compression is necessary, it is done as a derivative and logged.

9.5 Storage discipline (simple and consistent)

- upload the same day whenever possible
- keep the job folder intact (don't scatter media in random places)
- ensure deliverables are exported into the Deliverables folder with versioning
- custody log and manifest are updated before anything is sent externally

Chapter 10 — Revision History, Evidence Manifests, and Deliverable Packets

10.1 Versioning (how we avoid “which file is the real one?”)

Every deliverable has a version number:

- Carrier_Packet_v1
- Carrier_Packet_v2
- Appraisal_Readiness_v1
- etc.

Rules:

- v1 is the first send
- v2+ only happens when something changed (new photos, reinspect, added measurement, added interior verification, corrected labels)
- each version gets a short change note in the log

10.2 The change log (what we track)

For every revision:

- date/time
- who updated
- what changed (short, factual)
- why changed
- which packet versions were regenerated

Example change log entry:

“2026-02-28 7:42pm — RN — Added Slope C test square mapping + 12 additional context shots; regenerated Carrier Packet v2.”

10.3 The Evidence Manifest (your inventory shield)

Every packet includes a manifest (even if it's simple).

The manifest answers:

- what's included
- how many files
- where originals live

- what derivatives exist
- what version this is

A manifest prevents:

- “you didn’t send that”
- “those photos weren’t in the packet”
- “you edited the evidence”

10.4 The three deliverable packets (built from the same truth)

Packet 1 — Carrier Packet (simple, undeniable)

Purpose: desk + adjuster clarity.

Includes:

- cover page (job, address, date, inspector)
- photo sequence (ordered and labeled)
- collateral highlights
- roof slope overview images
- any interior verification (if relevant)
- minimal annotations only when needed
- manifest

Tone: factual, clean, verification-first.

Packet 2 — Appraisal Readiness Packet (organized, scope-supportive)

Purpose: readiness for dispute escalation.

Includes everything in Carrier Packet, plus:

- roof diagram(s)
- test square documentation and mapping (if used)
- measurement proofs
- photo index by slope
- revision history summary
- manifest + custody log

Tone: organized, structured, built for third-party review.

Packet 3 — Counsel Packet (educational handling, pristine integrity)

Purpose: preserve originals + logs cleanly.

Includes:

- originals folder set (or controlled access)
- derivatives folder set
- custody log
- manifest
- change log

- deliverables (PDF packets) as references
- any redaction handled as derivatives only

Tone: pristine, traceable, no missing pieces.

10.5 Sending rules (how we avoid weak delivery)

- deliver by a method that preserves file names when possible
- keep packet contents identical to the manifest
- store a copy of exactly what was sent in: 07_DELIVERABLES/Carrier_Packet_v# (and equivalents)
- log date/time sent, recipient role, and method (portal/email/link)

10.6 Final QC gate (before any packet leaves)

Before sending, answer these:

- Do we have context → damage → proof → closeout?
- Are there any orphan photos?
- Are slopes verifiable?
- Is collateral documented if applicable?
- Are originals untouched?
- Are derivatives separated and labeled?
- Is the manifest complete?
- Does the packet read like a story—not a dump?

If not, fix it now. Weak packets create weak outcomes.

Appendices (Templates + Checklists)

Appendix A — Field Evidence Checklist (Non-Negotiables)

Inspector Roofing and Restoration — Evidence That Wins™ Standard

A1) Pre-Arrival (before you step out of the truck)

- Confirm address + homeowner name + contact method
- Confirm permission/authorization (homeowner present, access approved)
- Confirm safety plan (pitch, wet surfaces, brittle systems, hazards)
- Confirm tools: tape, pitch gauge (or equivalent), marker/chalk, PPE, ladder stabilizer, gloves, camera/phone charged, spare battery
- Confirm job folder shell will be created same day (don't sort later)

A2) Exterior Context (the file must start with proof of place)

- Street view with house number visible
- Front elevation overview
- Left elevation overview
- Rear elevation overview
- Right elevation overview
- Roofline views from ground (multiple angles)
- Any obvious collateral visible from ground

A3) Collateral Sweep (corroboration lane)

- Gutters (runs + close-ups of hits/dings where present)
- Downspouts
- Soft metals (vent caps, flashings, drip edge, metal wraps)
- Window screens (tears, impacts, deformation)
- Siding/fascia/trim (impacts or spatter patterns where relevant)
- HVAC fins only if safe and visible (document; do not damage)
- Fence/paint/spatter indicators when relevant

A4) Roof Overview + Slope Mapping (no ambiguity)

- Safe access documented (ladder/access point photo)
- Ridge/hip/valley overview
- Each slope: wide shot proving orientation and key features
- Penetrations overview (vents, skylights, chimneys, boots)
- Slope naming chosen and used consistently (SLOPEA/B/C/D or Front/Right/Rear/Left)

A5) Roof Damage Documentation (sequence by slope)

- Wide context photos (2–3)
- Mid shots showing location near roof features
- Close-ups of representative findings
- Multiple examples across slope (pattern > single mark)

- Soft metal corroboration on-roof where present (caps, vents, flashing)

A6) Test Squares / Density (when applicable)

- Context photo showing where test square is
- Start photo with boundary method (tape/chalk/marker)
- Count photo(s) (clear, readable)
- End photo showing area again
- Test square location marked on diagram (Appendix G ties into this)

A7) Interior (only when relevant and approved)

- Room context
- Close-up of stain/affected area
- If moisture meter used: tool in frame with reading
- If attic access: context + safe path + deck/ventilation evidence without disturbance

A8) Closeout (professionalism proof)

- Access point after exit
- Property left as found (no debris)
- Any areas touched documented as left
- Final exterior overview

A9) Field fail conditions (do not leave without fixing)

- Orphan close-ups with no context
- No slope identification
- No collateral sweep when collateral exists
- No safe-access documentation
- Originals mixed with annotated images

Appendix B — Office QC Checklist (Before Anything Gets Sent)

Inspector Roofing and Restoration — QC Gate

B1) Folder + Structure (must be correct)

- Root folder name matches standard
- All media in correct folders (Originals separate from Derivatives)
- Deliverables are versioned (v1, v2, ...)
- Logs folder contains custody + manifest + QC checklist

B2) Naming Convention (attack surface control)

- Filenames include JobID + date + slope/elevation + subject + seq + ORIG/DER
- No random IMG_##### inside deliverable packet (ok in Originals, but deliverables should be renamed)
- No screenshots masquerading as originals

B3) Evidence Completeness (sequence check)

- Address + house number captured
- All four elevations captured
- Collateral sweep present
- Roof overview present
- Each slope has wide/mid/close coverage
- Penetrations documented
- Test square / measurement documentation included when used
- Interior documentation included when relevant

B4) Verifiability (the desk test)

- A third party can identify where each close-up exists
- Slope transitions are clear (roof map or video continuity)
- Patterning is documented (not just one mark)
- Collateral corroboration present where appropriate

B5) Integrity (do we look clean?)

- Originals untouched
- Derivatives clearly labeled and separated
- Any redaction is derivative-only and logged
- Manifest lists counts and contents
- Custody log filled in (capture → upload → edits → delivery)

B6) Evidence Score™ (record it)

- QC Score recorded (0–100)
- If < 80: packet does not leave
- If 80–89: fix what's fixable; note limitations
- If 90+: sendable

Appendix C — Naming Convention Cheat Sheet

Required format:

[JobID]_[YYYYMMDD]_[ELEV/SLOPE]_[SUBJECT]_[SEQ#]_[ORIG/DER]

C1) Approved slope/elevation labels (pick one system per job)

- Option 1 (Directional): FRONT / RIGHT / REAR / LEFT
- Option 2 (Slope codes): SLOPEA / SLOPEB / SLOPEC / SLOPED

C2) Approved subjects (keep consistent wording)

- ADDRESS
- ELEVATION
- GUTTER
- DOWNSPOUT
- SCREEN

- SOFTMETAL
- VENTCAP
- PIPEBOOT
- RIDGE
- VALLEY
- HIP
- FLASHING
- TESTSQUARE_START
- TESTSQUARE_COUNT
- TESTSQUARE_END
- STAIN_CONTEXT
- STAIN_CLOSE
- MOISTURE_READING
- ATTIC_CONTEXT
- ATTIC_DECK
- CLOSEOUT

C3) Examples

- 48291_20260228_ADDRESS_HOUSENUMBER_001_ORIG.jpg
- 48291_20260228_FRONT_ELEVATION_OVERVIEW_002_ORIG.jpg
- 48291_20260228_SLOPEB_VENTCAP_SOFTMETAL_014_ORIG.jpg
- 48291_20260228_SLOPEC_TEST SQUARE_COUNT_022_DER.jpg

Appendix D — Folder Tree Standard

Root folder format:

JOB_[JobID]_[LastName]_[StreetShort]_[YYYY-MM-DD]

Standard subfolders:

- 01_ORIGINALS_PHOTO
- 02_ORIGINALS_VIDEO
- 03_DRONE_ORIGINALS
- 04_DERIVATIVES_ANNOTATED
- 05_DIAGRAMS_MEASUREMENTS
- 06_MOISTURE_IR
- 07_DELIVERABLES (Carrier_Packet_v#, Appraisal_Readiness_v#, Counsel_Packet_v#)
- 08_LOGS (Chain_of_Custody, Evidence_Manifest, QC_Checklist, Change_Log if versions > v1)

Appendix E — Chain-of-Custody Log Template

Inspector Roofing and Restoration — Custody Discipline

- JobID:
- Property:
- Homeowner:

- Inspector:
- Claim # (if assigned):

E1) Capture

- Capture date:
- Capture start/end time window:
- Devices used (make/model):
- Notes (roof access limitations, weather, safety constraints):

E2) Upload + Storage

- Upload date/time:
- Storage location/path:
- Who uploaded:

E3) Derivatives (if any)

- Derivative created? Y / N
- If yes: created by, date/time, type (annotation/redaction/compression/PDF packet), purpose, source originals folder, derivative folder location

E4) Deliverables Sent

- Packet type: Carrier / Appraisal / Counsel
- Version: v#
- Date/time sent:
- Recipient role: adjuster / desk / homeowner / appraisal team / counsel
- Method: portal / email / link
- Contents match manifest: Y / N

E5) Change Log Summary (if versions > v1)

- What changed:
- Why:
- Who approved:

Appendix F — Evidence Manifest Template

Evidence Manifest = the inventory shield

- JobID:
- Packet type: Carrier / Appraisal / Counsel
- Version: v#
- Date created:
- Prepared by:
- QC Score:

F1) Counts

- Photos (Originals):

- Videos (Originals):
- Drone files:
- Derivatives (annotated/redacted):
- Diagrams/Measurements:
- Moisture/IR files:

F2) Included folders (list)

- 01_ORIGINALS_PHOTO (included? Y/N)
- 02_ORIGINALS_VIDEO (included? Y/N)
- 03_DRONE_ORIGINALS (included? Y/N)
- 04_DERIVATIVES_ANNOTATED (included? Y/N)
- 05_DIAGRAMS_MEASUREMENTS (included? Y/N)
- 06_MOISTURE_IR (included? Y/N)

F3) Notes on integrity

- Originals preserved untouched: Y/N
- Derivatives separated and labeled: Y/N
- Redaction performed (derivative only): Y/N
- Compression performed (derivative only): Y/N

F4) Known limitations (if any)

- Roof access limited due to safety: Y/N (explain)
- Weather constraints: Y/N (explain)
- Interior access not granted: Y/N (explain)

Appendix G — Photo Sequence by Roof Type

This is your “do it the same every time” playbook. You can always add more, but you don’t skip the core.

G1) Architectural shingle (baseline standard)

24. Address + elevations
25. Collateral sweep
26. Roof overview + slope mapping
27. Damage documentation by slope
28. Test squares / density where applicable
29. Penetrations + accessories
30. Interior (if relevant)
31. Closeout

Minimum deliverable set:

- 5–10 address/elevation photos
- 10–25 collateral photos
- 8–15 roof overview/slope mapping photos
- 15–40 damage photos (depends on complexity)

- Test square set (if used)
- Closeout 5–10

G2) Tile roof (brittle system discipline)

- Context shot showing tile type and layout
- Close-ups must show breaks/cracks clearly with location proof
- Document walking limitations and use drone/telephoto as needed
- Penetrations and flashings matter more (document carefully)

Tile minimum additions:

- 6–12 drone/oblique shots
- 6–10 penetration/transition photos
- No-disturbance rule reinforced (don't create cracks)

G3) Standing seam / exposed fastener metal

- Panel orientation and seam/fastener type documented
- Soft metal impacts vs. functional damage documented with restraint
- If fasteners: document back-out patterns and oxidation context without guessing cause
- Transitions and flashings get heavy coverage

Metal minimum additions:

- 10–20 transition/flashing photos
- 8–15 seam/fastener system ID photos
- Clear slope patterning where applicable

G4) Flat / low-slope (TPO / EPDM / Modified Bitumen)

- System type identified (membrane, seams, terminations)
- Drainage points documented (drains, scuppers, gutters)
- Parapet walls/terminations documented
- If moisture/IR used, follow Chapter 7 rules strictly
- HVAC and rooftop penetrations often drive leakage—document without disturbance

Flat roof minimum additions:

- 8–12 seam/termination photos
- 6–10 drain/scupper photos
- 10–20 penetration photos (curbs, boots, pitch pans)
- Walk video strongly recommended

Appendix H — Redaction Rules (Privacy Without Breaking Integrity)

H1) What we redact (when needed)

- faces of occupants/minors
- license plates
- visible IDs (mail, medical docs, badges)

- sensitive interior items (only if they are not evidence)

H2) What we do not redact

- the evidence itself (don't blur the damage)
- key property identifiers needed for verification (house number photos stay unless policy requires otherwise)

H3) How we redact (Inspector Roofing rule)

- Redaction is a DERIVATIVE only
- Originals remain untouched
- Redacted files must be labeled `_DER_REDACTED`
- Manifest notes: "Redaction performed on derivatives only; originals preserved."

H4) Redaction fail conditions

- Redacting originals
- Cropping out location proof to hide stuff
- Blurring so aggressively the evidence becomes unverifiable

Glossary

ACV / RCV: Actual Cash Value / Replacement Cost Value concepts used in many policies (referenced here for packet lanes).

Annotation: Visual markup (arrows/text) added to a derivative copy to clarify evidence.

Appraisal readiness: Packet discipline that assumes third-party review and dispute escalation.

Carrier lane: Deliverable format optimized for desk adjusters and field adjusters.

Chain-of-custody: Traceable record of capture, storage, edits, and delivery.

Closeout photos: Proof the property was left as found; professionalism evidence.

Collateral: Storm indicators beyond shingles (soft metals, gutters, screens, spatter).

Context shot: Wide/mid shot proving location and orientation of a close-up.

Continuity video: Video that proves the walk between evidence points.

Derivative: Any edited/redacted/compressed/annotated/screenshot version of original media.

Desk test: Assume nobody trusts you—does the file still win?

Evidence manifest: Inventory list of what is included in a deliverable packet.

Evidence package: A structured, verifiable packet—not a random photo dump.

Evidence Score™: Internal QC rubric (0–100) used before sending.

EXIF: Embedded metadata in photos often stripped by screenshots/exports.

File hygiene: Keeping originals pure, derivatives labeled, and structure consistent.

IR: Infrared imaging used as verification media (must be restrained and contextual).

JobID / FileID: Unique identifier used across naming, manifests, and logs.

Location proof: Visual evidence tying a close-up to a roof feature/slope.

Metadata discipline: Avoiding workflows that strip or alter originals without logging.

No-orphan rule: Close-ups must have mid + wide + slope identification.

Original: First-generation capture straight from device; untouched.

OSHA-first: Safety discipline overrides getting the shot.

Packet versioning: v1, v2, etc. tied to a change log.

Patterning: Repeating indicators across a slope; stronger than single marks.

Permission-first: Authorization and professionalism discipline; no trespass behavior.

Redaction: Privacy edits done only on derivatives; originals preserved.

Roof mapping: Diagram or method that identifies slopes and features for verification.

Scene integrity: Documenting reality without manipulation or disturbance.

Slope ID: Consistent method for naming roof faces in photos and deliverables.

Soft metals: Metal components that can show corroboration indicators (caps, flashings, etc.).

Test square: Defined area used to document density/pattern in a repeatable way.

Verification media: Moisture/IR/video/drone used to support evidence, not replace it.

Index

- A — ACV/RCV; Annotation rules; Appraisal readiness packet; Address proof
- C — Chain-of-custody; Closeout photos; Collateral sweep; Context shots; Continuity video; Compression (derivative)
- D — Deliverables; Derivatives; Diagrams; Drone standards
- E — Evidence manifest; Evidence package; Evidence Score™; EXIF/metadata
- F — File hygiene; File naming; Folder tree; Flat roof sequence
- I — IR; Interior documentation; Integrity rules
- M — Manifest shield; Measurements; Metadata discipline; Moisture verification
- N — No-orphan rule; Naming convention
- O — Originals; OSHA-first
- P — Packet versioning; Patterning; Permission-first; Photo sequence
- R — Redaction rules; Revision history; Roof mapping
- S — Scene integrity; Slope identification; Soft metals
- T — Test squares; Tile roof sequence
- V — Video standards; Verifiability

Third-Party References (Non-Exhaustive)

Referenced as standards/guidance frameworks—no quoting, just alignment.

Safety & access

- OSHA Construction Fall Protection — 29 CFR 1926 Subpart M (and related criteria)

Drone operations

- FAA 14 CFR Part 107 (commercial UAS operations) + FAA guidance circulars

Roofing best practice frameworks

- NRCA (National Roofing Contractors Association) manuals and best practices (system-dependent)
- Manufacturer installation instructions (roof-system specific; controlling for that system)

Wind/Hail testing and classification frameworks (system-dependent)

- UL 2218 (impact resistance classification; product-specific)
- ASTM test method families commonly cited in wind/hail contexts (system-dependent; jurisdiction-dependent)

Inspection methodology references

- Haag Engineering / professional inspection methodology references (general alignment; your file remains inspection-first and verifiability-first)