

P&P Vendor Reference Guide

A Guide for Safeguard Contractors




Safeguard
PROPERTIES

V6.24.14

*© 2013 Safeguard Properties Management, LLC. All rights reserved.
This material is confidential and may not be copied, used or distributed without the written
permission of Safeguard Properties Management, LLC.*

Mission Statement



We will Safeguard our clients' interests, providing them with excellence in the industry through leadership on key issues, on-going training, cutting-edge technology, and outstanding customer service.

"Customer Service = Resolution."

Robert Klein, Founder & Chairman of the Board

Table of Contents

Mission Statement 2

Purpose of the Reference Guide 5

 Confidentiality Clause for Safeguard Corporate Contractor Procedures Reference Guide 6

 Information Security Awareness 6

Independent Contractor Status 6

Information for all Property Preservation Vendors 7

Receiving Work Orders 7

BOA SACC Center 7

Vendor Contact Center 7

Property Condition Report (PCR) 8

Cancellations 8

Trip Charges 8

Safeguard Property Stickers 8

Locating Properties 9

Verification of Vacancy 10

Confirm Property Boundaries 11

Mobile & Manufactured Homes 11

Open Order & Incomplete Order Reports 11

Field Quality Control (FQC) 11

Service Quality Assurance (SQA) 12

Vendor Report Cards 12

Adjusted Invoices 12

Charge-Back Policy 12

Locks & Securing 13

Procedures 13

Photos 14

Billing 14

Securing of a Secondary Door: Deadbolts & Slide Bolts 14

Give Access Orders 14

Procedures 14

Photos 15

Billing 15

Boarding, Screening, & Re-Glazing	15
Procedures	15
Photos	15
Billing	15
Winterizations	16
Procedures	16
Types of Heating Systems	17
Photos	18
Billing	19
Yard Maintenance	19
Snow Removal	19
Procedures	19
Photos	19
Billing	19
Debris Removal	20
Procedures	20
Photos	21
Billing	21
Damages	22
Water Damage	23
Flood Damage	23
Vandalism Damage	23
Fire Damage	23
Conveyance Maintenance	24
Procedures	24
Photos	24
Billing	24
Convey Condition Requirements	24
Evictions	25
Procedures	25
Photos	26
Billing	26
City Citations	26

Exterminating	26
Utility Orders	27
Vehicle Removal	27
Roof Patch & Repair	27
Mold & Roof Bids	28
<i>When bidding mold removal, please make sure to include the following:</i>	28
Sump Pumps	28
Firearms & Illegal Substances	29
Estimates & Bids	29
Photos	29
Billing	29
Excessive Bids	29
Appendix	30
Links in this Reference Guide	30
Safeguard Websites	30
Important Phone Numbers	31
Investor Allowables	32
Stickers	33

Purpose of the Reference Guide

This Reference Guide will function as an informational guide regarding the Policies and Procedures (“Policy”) Safeguard Properties requires you to follow as a condition of doing business with us. These Policies and Procedures apply to each Work Order you receive from Safeguard. You should refer to this Reference Guide if you have a policy question. However, Safeguard reserves the right to add, change, amend and/or delete any policy at any time, with or without notice. If you have any questions regarding orders while at a property, please contact the Vendor Contact Center at (216) 750-1010.

This Reference Guide sets forth the Policies and Procedures you are required to follow while performing any work order for Safeguard Properties.

For overview information that applies to all work orders for Safeguard service lines please refer to the General Safeguard Procedures.

Confidentiality Clause & Security Awareness

Confidentiality Clause for Safeguard Corporate Contractor Procedures Reference Guide

All provisions, information, procedures and processes contained in this Procedures Reference Guide are confidential, proprietary and privileged information of Safeguard Properties Management, LLC (“Safeguard”). This information is being shared with you solely as a result of your status as a contractor for Safeguard. Safeguard considers this Reference Guide, all information of any kind contained herein, and any updates, amendments, additions and/or modifications of this Reference Guide, to be confidential and proprietary information and trade secrets, which are Safeguard’s intellectual property.

You hereby acknowledge and agree that you shall not copy, use, disclose or publish or otherwise communicate, whether verbal, written or electronically, any of the information, provisions, contractual terms or processes in this Reference Guide, or the Reference Guide itself, to any third parties without the prior written authorization of Safeguard’s CEO. Safeguard considers any unauthorized use of the Reference Guide or the provisions, information or processes contained herein to be unauthorized disclosure of confidential and proprietary information, theft of Safeguard’s trade secrets, and damaging to our business. Any unauthorized use or communication may subject you to civil and/or criminal penalties under applicable federal, state or local law, injunctive relief and shall result in you and/or your organization being removed from Safeguard’s contractor list.

Information Security Awareness

In order to comply with industry guidelines, Safeguard implemented a 45 day password policy for the Vendor Web system. This policy requires you to change the Vendor Web password every 90 days, at a minimum. Failure to change your password will result in a locked Vendor Web account. If this occurs you will not be able to complete any work until contacting your Regional Coordinator. We remind you, through e-mails, to change the Vendor Web password in an effort to prevent an account lockout from occurring. Change the password upon receipt of the first e-mail. Your work is too important to be locked out from it.

Information security awareness is more than just changing your Vendor Web system password every 45 days. It also entails protecting unattended computers when by locking them. This step will ensure that any sensitive information is protected and not available to anyone who may walk by.

It is also important to keep laptops and mobile phones with you at all times. Do not leave these devices where they can easily be seen or taken. The information your devices view should not be seen by anyone outside your employment. Finally, if you print information containing confidential information like mortgagor information, keep it locked away when not in use. Treat the information as if it pertained to your loan or bank accounts.

Independent Contractor Status

This Reference Guide shall not be construed as creating an employee/employer agency, partnership, or joint venture relationship between you or any of your agents and employees, and Safeguard Properties Management, its employees, agents, officers and/or affiliates. It is the clear intent of the parties that every contractor performing work for Safeguard Properties Management shall be and remain an independent contractor and shall not be deemed employees or agents of Safeguard Properties Management. No contractor has the right to receive work from Safeguard Properties. Work is awarded

based on performance only and is determined on an individual basis.

Information for all Property Preservation Vendors

Receiving Work Orders

Work orders issued will be generated in Safeguard's system (SPI) and forwarded by e-mail and placed on the Vendor Web. Work is to be completed by the due date indicated on the work order. If it is not possible to complete the work order within the allotted time frame - you must contact your Regional Coordinator.

Safeguard must be advised immediately if work cannot be completed by the due date.

BOA SACC Center

In an effort to ensure the highest quality of services and to reduce wrongful secures, Bank of America requires secure authorization prior to securing any pre-sale property.

UPON ARRIVAL TO COMPLETE A LOCK CHANGE, ALL VENDORS ARE REQUIRED TO CONTACT THE SECURE AUTHORIZATION CALL CENTER (SACC) AT 1-888-406-8940.

This is to confirm the property address, property description, status of the loan, presence of personals, and occupancy status.

The SACC hours of operation are:

Monday - Friday 8:00 AM - 8:00 PM EST

Saturday - 8:00 AM - 5:00 PM EST

Sunday – Closed

TO DOWNLOAD A COPY OF THE SACC CHECKLIST AND VIEW ADDITIONAL INFORMATION REGARDING THIS PROCESS, PLEASE REFER TO MEMO 1371 RELEASED JANUARY 2014 VENDOR WEB.
[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1371](https://vnet.safeguardproperties.com/memos.aspx?id=1371)

Vendor Contact Center

The Vendor Contact Center is a first point of contact for vendors to reach out to with questions regarding many issues. Representatives from the Contact Center can be reached at extension 2197 to help with the following issues and even more:

- Order Clarification
- Client Parameter Information
- Lockbox Codes
- Obtaining a POC for additional funds
- Missing order information
- Occupancy Guidance for non SACC orders
- Trouble Locating a property/ bad address

If the Contact Center is unable to assist with the issue they will be able to forward your call to a Work Coordinator or VPA.

PLEASE CONTACT THE VENDOR CONTACT CENTER AT EXT. 2197.

Property Condition Report (PCR)

Effective in June 2013 a formal Property Condition Report (PCR) became mandatory for all Initial Services and Convey Maintenance orders to strengthen our collective ability to meet our clients' expectations for detailed property condition analysis. The report was designed to prevent errors in data transmission from between the field and vendors offices. Please know that Safeguard Properties takes the completion and implementation of the PCR very seriously.

TO DOWNLOAD A COPY OF THE PCR AND VIEW ADDITIONAL INFORMATION REGARDING THIS PROCESS, PLEASE REFER TO MEMO 1464 RELEASED OCTOBER 2013 ON VENDOR WEB.

[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1371](https://vnet.safeguardproperties.com/memos.aspx?id=1371)

Cancellations

Each night, SPI sends out a list of cancellations that our clients have forwarded to us. Upon receipt of this list, please remove the cancelled requests from your next day routing. If you have completed the work order prior to our cancellation, you must forward the completed update to our office via the vendor web within 24 hours from receiving the cancellation in order to receive payment.

Trip Charges

One photo of the front of the property is required for all maintenance orders.

When a trip is made to a property and work that is ordered cannot be completed, a vendor may submit an invoice for a trip charge. Each vendor has a set trip charge price that is established in the recruiting process. Each trip charge will be less the appropriate discount. Every effort should be made to complete work while at the property so that trip charges can be kept to a minimum. If at any time you are unsure as to whether or not work should be completed, please contact your regional coordinator for assistance.

Trip charges are not paid for bids and estimates that are provided.

Safeguard Property Stickers

Photos are required of all posted stickers. The Safeguard Securing Sticker should be placed on a front window and not a door of a property during the initial secure, if on subsequent orders the sticker is no longer present or cannot be read it should be replaced. Care should be taken as to not cover any vacancy stickers.

- A photo **MUST** be taken of the posted Safeguard Securing Sticker on every visit to the property.
- Do not place stickers on any wooden surface. They must be placed on glass only.
- Do not cover the vacancy sticker that has been left by Safeguard field inspectors. These stickers are dated and the date needs to remain visible.

Property stickers can be obtained by ordering through Vendor Web. Examples of the stickers can be found in the [Appendix](#) of this Reference Guide.



• Please leave breakers in their current position except for items winterized.
• Make sure those breakers are in the "OFF" position.
• Do not turn on water without completing a walk-through inspection
• Do not connect electricity or gas to the hot water tank.
• Do not use the sinks or toilets
On ____/____/____ this property was noted to have a citation/violation posted.
If the property is no longer secure or to report a problem, contact: **SPI-010/01-13**
Safeguard Properties toll-free at **855-563-9154**
Please have the property address, city/state, and zip code information ready

• Deja por favor cachones en su posición actual menos artículos acondicionados para el invierno. Asegúrese de que esos cachones están en el posición "Pagado"
• No prende la agua sin completar una inspección de camino a través
• No conecta la electricidad ni la gas a la cisterna caliente
• No utiliza los fregaderos ni los baños
En ____/____/____ que esta propiedad fue notada para tener una citación/infracción anunciada.
Si la propiedad ya no esta asegurada o relatar un problema, poner en contacto:
Safeguard Properties sin costo alguno **855-563-9154**
Por favor tengas la dirección de propiedad, el ciudad/estado, e información de código postal lista.



TO ORDER ANY STICKERS NEEDED FOR PROPERTY POSTING, LOG INTO VENDOR WEB OR CALL SUPPORT SERVICES AT 1-800-852-8306 x1128

Locating Properties

On occasion, a client may provide an address that is incorrect or outdated, it is vital that SPI is informed immediately of the problem. Usually our clients will have a legal description on file that will facilitate locating the property. If the property still cannot be located, even after receiving the legal description, call our office immediately so that we can inform our client.

When you are having trouble locating a property, please make use of the following resources before calling our office:

- Check with neighbors
- Check with the post office
- Check with the fire department
- Check with the police department
- Check with the tax assessor's office

Below is a list of websites that can be consulted when a property has a bad address or is difficult to locate. It might be possible to avoid a long drive going nowhere if these sites are consulted before starting out or used to confirm property locations. They can also be used to check the validity of the addresses to be inspected that day.

- www.usps.com - use Find Zip Codes to verify addresses
- www.maps.google.com - to find maps or get driving directions
- www.melissadata.com - click Free Lookups, then Address Lookup to verify addresses
- www.mapquest.com - to find maps or get driving directions
- www.netronline.com - click Public Records Online. Select the state from the map, choose the correct county, and select Home Page Only. Or click on Go To Data Online to get property information. If there is no data online, call the correct government office using the telephone number listed on the website.

If an address looks like it might be incomplete (like one that just says "RR 22" for street address), don't hesitate to call us and ask us to confirm the address before setting out to try to find it. Similarly, if a property cannot be located, e-mail or phone us right away so we can advise the client of the need to obtain additional information.

Finally, if these resources do not yield a good address or location, please be sure to let us know what resources were utilized so that there is no duplication of effort.

Should a situation arise where the above methods are not helpful, please contact your Regional Coordinator immediately and assistance will be provided.

Tax ID and parcel numbers are sometimes provided by the client. When this information is made available, it should be taken to the tax assessor's office in order to find assistance locating the property.

Verification of Vacancy

It is vital that a property be determined vacant prior to completing any work on the property. We are to use every means available to verify the vacancy status of each property. These include, but are not limited to:

- Checking the utilities (are they on or off?) How was this verified?
- Are personals visible? Where are they located- interior, exterior?
- What is the quantity (cubic yards) of the personals visible?
- What is the estimated value of any personals visible?
- Verify with a neighbor, mailman, etc. Try to obtain the name/address of the neighbor that information is verified with.
- Direct contact with occupant. Please try to obtain the name of the occupant.
- Is the property being maintained? - i.e., grass 4' tall, debris in yard, etc.
- Is the property unsecured and wide open?
- Is the property being renovated?
- If the property is for sale, please obtain the name/number of the realtor listing the property.
- If you have a question on whether a property is occupied or vacant, contact your regional coordinator before entering the property.

Confirm Property Boundaries

Vendors are responsible to confirm the property lines before proceeding with work. Vendors need to be careful to not complete services or remove personal property from neighboring land.

Mobile & Manufactured Homes

When performing any maintenance work order on a mobile or a manufactured home and you are reporting it vacant, the VIN # must be obtained and provided on the update via the vendor web. This information is critically important for our clients and we have committed to them that it will be provided on all vacant properties.

TO VIEW ADDITIONAL INFORMATION REGARDING MOBILE & MANUFACTURED HOMES, PLEASE REFER TO MEMO 1175 RELEASED OCTOBER 2006 ON VENDOR WEB.

[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1175](https://vnet.safeguardproperties.com/memos.aspx?id=1175)

Open Order & Incomplete Order Reports

If an inquiry is emailed to you, it means that Safeguard does not have all the information needed to close out an order. Please check to ensure your updates are complete and accurate the first time to avoid unnecessary delays. You will receive reports from Safeguard to assist you.

As a part of vendor web, if an order is not update by the due date the vendor will be prompted to enter a commitment date. Scores based number of times a confirm date is entered, and adherence to confirm dates will be present on the vendors score card. Entering and meeting commit dates properly and completely will reduce the need for Safeguard to contact vendors regarding individual work orders.

Responses to inquiries are needed in a timely manner. A work order will not be closed until Safeguard has all the required information to forward to our clients.

Most common reasons that an order will remain open:

- Dump receipt information not received
- Bid for roof work but no "eyeball estimate" received for water damages
- Bid for mold damage, but no "eyeball estimate" received for water damages
- Photos supporting bid or second bid not received
- Convey condition status not reported on convey orders.
- Insufficient detail on update (i.e. Debris bid description, but no qty. or not noted as interior or exterior)
- Property reported unsecure but no reason given or bid to secure received
- No mention of utilities on if sump pump operational
- No mention of water off at the curb for winterization orders
- Lot size and grass height not mentioned on grass cut.

Each vendor is allowed a maximum number of open orders; therefore it is important to complete work as quickly as possible.

Open and incomplete orders are viewable on the Web at any time.

Field Quality Control (FQC)

Safeguard's Field Quality Control Department is committed to working with our vendors in an effort to

continuously improving the quality of work performed. All independent vendors will be contacted regularly by the FQC Representative in his or her geographical area. Typically the FQC Representative will meet with vendors after inspecting a number of that vendor's recently serviced properties. The purpose of these visits is to evaluate the services rendered in addition to creating a dialogue between independent vendors in the field and Safeguard's internal staff. Vendors will receive a QC report after each visit from his or her FQC representative.

Service Quality Assurance (SQA)

The Service Quality assurance department completes audits of vendors work focusing on the quality of services completed, accuracy to work order instructions, and accuracy of updates. If deficiencies or errors are found during a review an SQA follow up order will be opened to address the error.

Vendor Report Cards

Vendors are evaluated on a regular basis. These evaluations will take into consideration on-time percentages, the number of re-opened orders, and quality scores. If a Vendor Report Card reflects consistent or growing sub-standard performance, corrective action will be taken.

Adjusted Invoices

While Safeguard always wants to pay its vendors in full for the work they have performed, there are times when a vendor will not be paid in full because sufficient documentation/photos have not been received from them which prevents Safeguard from being able to invoice its clients for the work. The most common reasons invoices are cut are:

- Photos show work not performed per investor specifications.
- We have a before photo of lock change. We are missing the after photo of lock change.
- We have after photo of lock change. We are missing before photo of lock change.
- Photos do not support quantity of debris or health hazards removed. Update to client may be for 30 cubic yards of debris. Photos only show 17 cubic yards. (Remember, a cubic yard is 3'x3'x3'. A cubic yard is not the size of a garbage bag.
- Storage receipt for personals not received.
- Extermination receipt not received.
- Receipts are required on work completed by third parties and will not be paid unless they are available.
- Boarding photos show work not done to client specifications.
- Invoice/photos not received within 24 hours from work completed date.

Charge-Back Policy

When errors are made on the vendor's part or the vendor fails to follow applicable guidelines, it may be necessary to charge the cost of the work back to the vendor. Notification of each charge back will be made to the vendor along with an explanation as to the reason for the charge back. If you have any questions regarding a charge back, you can dispute the chargeback through vendor web, if for some reason you are unable to use the vendor web dispute function you can dispute the claim by e-mailing the QC department at VendorResponsibilityNotification@safeguardproperties.com.

If a vendor performs/fails to perform in any way which causes Safeguard additional charges or the inability to invoice the client, you agree that Safeguard may issue a charge back to your account. The amount charged back will be:

- The amount that would have been invoiced to the client.

- Any additional cost which Safeguard incurs to remedy the problem.
- The following scenario is only an example of how Safeguard's charge-back policy is used:
 - Client "A" authorizes a grass cut for SPI contract amount of \$50.00.
 - Vendor "ABC" fails to perform the grass cut in a timely manner, causing the city to cite a violation on the property for \$200.00.
 - Vendor "DEF" performs (overgrown) grass cut to remove the violation at a cost of \$100.00.

Locks & Securing

IMPORTANT NOTE: ALL INFORMATION AND MATERIAL CONTAINED IN THIS REFERENCE GUIDE IS FOR GENERAL INFORMATIONAL PURPOSES ONLY AND IS BASED ON SAFEGUARD'S INTERPRETATION OF THE GUIDELINES.

Procedures

Ensuring that a property is locked and secure is a primary concern. A secure property reduces the chance of potential problems (for example vandalism or squatters). Vendors must ensure all appropriate guidelines for locks and securing are followed. Reference the guidelines video on gaining access for additional information.

- Never lock a property that is listed for sale unless instructed otherwise. If you receive instructions, make sure that you obtain the complete name and contact information of the person who provided this guidance.
- Do not lock a property that is listed for sale (unless the work order instructs otherwise). Obtain the Realtor's name and phone number and call Safeguard so that the client can be contacted for authorization.
- Do not access the property via a window.
 - Before attempting to gain access to the property, determine that the property is vacant
 - If the property is vacant, first check to see if any of the doors are unlocked
 - Then, see if you can enter through the garage door (if the property has a garage)
 - If doors are locked, another way will need to be used to enter the property
- Appropriate/Valid Ways of Gaining Access to a Property for contractors to use:
 - Drill out the deadbolt
 - Removing the knob lock
- Common Errors that contractors make when gaining entry to a property:
 - Utilizing a pry bar
 - Placing a sticker over the hole after the deadbolt has been removed, NEVER do this
 - Do not enter through a window
- The type of lock and the location of the door that was locked must be indicated on your update.
- Report any other securing of secondary doors, outbuildings etc.
- Report any roof tarping or reglazing of windows that is done or being bid.
- Make sure that all locks are operable with a Master Key before leaving the property.
- Follow inventor/client guidelines for specific instructions for your area.
- If a property is found unsecured and no authorization to secure has been obtained, a bid must be submitted.
- If a property has a lockbox that you have removed to gain access, place it inside the property in a readily visible location. For example, just inside the door or on a kitchen counter.

Photos

- Three photos are required for lock changes (one prior to any work done, one with the old lock removed and one after installation of the new lock). If installing a lock box along with a lock change, the after photo needs to show the new lock and the new lock box.
- Photos are required if any additional securing was done (such as slide bolt bracing of secondary doors).

Billing

Some clients require that combination lock boxes be installed (you will be notified on the work order). Vendors are to bill \$20.00 (no discount) for each lock box. A working key must be placed inside all lockboxes.

Vendors invoices/photos must be placed on the vendor web within 24 hours of completion of the work order. Safeguard reserves the right to return invoices unpaid when not received within the time frame.

Securing of a Secondary Door: Deadbolts & Slide Bolts

Follow investor/client and local Regulations.

TO VIEW ADDITIONAL INFORMATION REGARDING INVESTOR GUIDELINES PLEASE VISIT THE FOLLOWING WEBSITE

[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/GUIDELINES/GUIDELINES.HTM](http://www2.safeguardproperties.com/guidelines/guidelines.htm)

The securing of a secondary door is to be performed per investor/client guidelines and in accordance with local regulations. Vendors should always follow work order instructions regarding what door to secure and what key code the door should be keyed. Also please make sure that you complete the correct securing that is requested in the work order. Vendors may be required to secure only a secondary door, or may be able to secure a primary door if there is not a keyed secondary door, also vendors should secure all hardware (knob lock and/or deadbolt) per the WO instructions. If a situation arises that is unclear a vendor should contact the Vendor Contact center at 800-852-8306 Ext. 2197

IMPORTANT NOTE: PLEASE TAKE CARE TO AVOID ANY UNNECESSARY DAMAGE TO A DOOR. DO NOT USE A PADLOCK & HASP WHERE A STANDARD KNOB WOULD SUFFICE.

Photos: Before and after photos MUST be submitted with billing.

Give Access Orders

Procedures

The following procedures must be performed for a Give Access work order:

- You must contact the noted party within 24 hours from the receipt of the work order to schedule an appointment to inspect the property and give access. A log of all calls to the individual should be kept to document any delays in scheduling of the appointment. Any problems in contacting the adjuster/appraiser must be reported to a Safeguard representative immediately.
- In case of a work order to meet an insurance company's adjuster at the property you must point out all damages to the property. A key should not be given to the adjuster. It is the vendor's responsibility to make sure the property is secure after the adjuster has completed

- his inspection.
- The date and time of the completion of the give access work order must be called or emailed the same day access is given.
- Never give a key to an appraiser or adjuster unless otherwise instructed in writing by Safeguard Properties.

Photos

Sufficient photos should be taken to depict the damage at the property. One photo should be of the front of the home.

Billing

Vendors invoices/photos must be placed on the vendor web within 24 hours of completion of the work order.

SPI reserves the right to return invoices unpaid when not received within the time frame

Boarding, Screening, & Re-Glazing

Procedures

Broken windows that allow access or elements into the property may need to be re-glazed, boarded, or screened.

Re-glazing, boarding, or screening broken windows may be needed to further protect a property from unwanted entry. Potential damage due to the elements is also a concern. All three (3) methods must be completed per appropriate investor/client guidelines.

Photos

- If the entire property has been boarded or screened, before/after photos of the entire front, entire back and both sides are needed (a total of 8 photos). Please do not take a separate photo of each single window. In addition, each boarded window must have an interior photo taken showing the bolts secured to 2x4's across the frame.
- If individual windows have been boarded or screened, before and after photos are needed (2 photos). In addition, each boarded window must have an interior photo taken showing the bolts secured to 2x4's across the frame.
- Re-glazing photos must show a hand or rag through the broken window. After photos should show the new window glass with either a taped "X" on the glass, or the glass can be marked with soap or a grease pencil.

Billing

Window sizes and locations must be indicated on billing.

Vendors invoices/photos must be placed on the vendor web within 24 hours of completion of the work order.

SPI reserves the right to return invoices unpaid when not received within the time frame.

Winterizations

Procedures

Damage can occur quickly during freezing temperatures. It is critical to complete winterizations by the due date to prevent freeze damage.

Water meters should be disconnected for all loan types. However, there are some local codes/ordinances prohibiting the tampering in any way with water meters. It is the vendor's responsibility to report this information to Safeguard and not disconnect the water meter. Any fines or losses incurred as a result of a vendor's failure to know the local code/ordinance.

The following must be completed for all winterizations, regardless of the type of heating system present.

- All commodes must be flushed free of feces prior to starting the winterization. This must be done within the cost allowable for the winterization.
- All lines must be blown free of water using an air compressor. The use of air tanks is not permitted.

PLEASE REFER TO MEMO 1248: WINTERIZING WELL PUMPS AND AIR COMPRESSOR REQUIREMENTS TO ENSURE YOU ARE UTILIZING ADEQUATE EQUIPMENT TO PERFORM THE WINTERIZATION. RELEASED FEBRUARY 2009 TO VENDOR WEB [HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1248](https://vnet.safeguardproperties.com/memos.aspx?id=1248)

- Circuit breakers must be shut off when completing a winterization. Each individual breaker, including the main breaker, should be switched to the OFF position unless the heat is to remain on for attached dwellings.
- Winterization stickers must be posted on all winterized items. In addition, the winterization utility notice should be posted in required locations.
- Check the Water Meter Removal Disconnection List to ensure meters are not disconnected in the specified cities. If there is a city that prohibits the disconnection of water meters that does not appear on the list, please provide documentation of this guideline to your regional coordinator. Water meters are never to be removed from a property.

**THE WATER METER REMOVAL DISCONNECTION LIST CAN BE FOUND HERE:
[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/VENDORS/PUB/WATER METER REMOVAL.XLS](http://www2.safeguardproperties.com/vendors/pub/water_meter_removal.xls)**

- The water main shut off valve needs to be zip tied in the OFF position.
- The water must be turned off at the curb, or a bid must be provided to shut the water off at the curb. Note, in some cases vendors may need to meet the city for shut-off.
- Hot water tanks, sprinkler and irrigation systems, and fire suppression systems must be addressed as discussed in Memo 1171: Winterization Best Practices.

**MEMO 1171, RELEASED SEPTEMBER 2006:
[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1171](https://vnet.safeguardproperties.com/memos.aspx?id=1171)**

- A pressure test is required on all properties. Please refer to Memo 1218: Winterization Requirements for more information on this practice.

MEMO 1218, RELEASED MARCH 2008:

[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1218](https://vnet.safeguardproperties.com/memos.aspx?id=1218)

- Safeguard requires verification that the winterization remains intact on every order. Bids and photos must be provided if the antifreeze has evaporated and needs to be refreshed. If the winterization is no longer intact due to unusual circumstances, winterize and bid after the fact. It is never acceptable to leave a property de-winterized in colder months. Provide a descriptive bid and photos to support the need to re-winterize the plumbing.
- A winterization wrap must be placed on each toilet in accordance with Memo 1240: Winterization Toilet Wrap.

MEMO 1240, RELEASED JANUARY 2009:

[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1240](https://vnet.safeguardproperties.com/memos.aspx?id=1240)

- Fire suppression systems must be properly identified and reported. Additionally, turn on the heat and complete a utility transfer to preserve the system.
- In-ground water sprinkler systems must be properly identified and winterized within the winterization allowable. Please refer to Memo 1248: Winterizing Well Pumps and Air Compressor Requirements for more information.

MEMO 1248, RELEASED FEBRUARY 2009:

[HTTPS://VNET.SAFEGUARDPROPERTIES.COM/MEMOS.ASPX?ID=1248](https://vnet.safeguardproperties.com/memos.aspx?id=1248)

Types of Heating Systems

DRY HEAT: Forced hot air heat

What to Look For: Furnace, vents/registers

Winterization Steps:

- 1) Shut off water at the curb-if not possible shut off main interior water supply and provide reason. (Flush all toilets first.)
- 2) Disconnect water meter and leave inside property unless city/county requires that it be returned.
- 3) Plug the disconnected feed pipe leading from the main water valve.
- 4) Affix tags (with date of winterization; name, address and phone # of firm that performed work) to all items winterized.
- 5) Properties with wells must be drained.
- 6) Drain Hot Water Heater and all domestic water plumbing. All faucets/valves must be opened, drained, and then closed.
- 7) Use air pressure to clear the system
- 8) Perform pressure test on system. Refer to Vendor Web for details.
- 9) Clean toilets and put anti-freeze in all toilets and traps (sinks, bathtubs, etc.).

WINTERIZING A DRY HEAT SYSTEM:

[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/VENDORS/PUB/DRY.PDF](http://www2.safeguardproperties.com/vendors/pub/dry.pdf)

VIDEO: [HTTP://WWW2.SAFEGUARDPROPERTIES.COM/PUB/FLV/DOMESTIC_WINTERIZATIONS_2.HTML](http://www2.safeguardproperties.com/pub/flv/domestic_winterizations_2.html)

STEAM HEAT: Steam running through system

What to Look For: Steam boiler, radiators

Winterization Steps:

- 1) Complete all steps listed above for a Dry system.
- 2) Determine if the system is operable and Perform pressure test on system. Refer to Vendor Web for reference materials.
- 3) If there are any leaks. Report this information.
- 4) Drain the boiler. All radiator vents are to be opened in the process and bleeder pins must not be removed from the radiators.

WINTERIZING A STEAM HEAT SYSTEM:

[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/VENDORS/PUB/STEAM.PDF](http://www2.safeguardproperties.com/vendors/pub/steam.pdf)

RADIANT HEAT: Hot water running through entire system

What to Look For: Hot water boiler, expansion tank, radiators or (copper) tubing in floor, walls, and/or ceilings. May also be referred to as a "wet system" or "hot water baseboard heat."

Winterization Steps:

- 1) Complete all steps listed above for a Dry system
- 2) Drain the boiler and all heating loops. Repair, replace, or install (only if required by local code/ordinance) a Reduced Pressure Zone (RPZ) valve.
- 3) Perform pressure test on system according to Memo 1218: Winterization Requirements – Pressure Testing
- 4) For FHA properties only, fill heating loops and boiler with antifreeze

WINTERIZING A RADIANT HEAT SYSTEM:

[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/VENDORS/PUB/RADIANT.PDF](http://www2.safeguardproperties.com/vendors/pub/radiant.pdf)

VIDEO: [HTTP://WWW2.SAFEGUARDPROPERTIES.COM/PUB/FLV/RADIANT WITH BASEBOARD 2.HTML](http://www2.safeguardproperties.com/pub/flv/radiant%20with%20baseboard%202.html)

Photos

The following photos are needed for each winterization:

- Hot water tank draining - with Safeguard sticker in place
- Before/After water meter disconnected
- Before/During/After of antifreeze being poured into all sinks, toilets & traps
- Any visible freeze damage
- Sump pump if applicable
- Photo of blowing the lines which must include air compressor & valve/lines hooked up & being blown.
- Pressure Test photos documenting that the air compressor is connected to the lines with the gauge visible (either holding or not holding pressure).
- If an additional unit or extra zones are winterized, additional photos are needed to support these charges.

- Photos to support any visible freeze damage if found.
- Radiant winterization requires photo of boiler, RPZ valve and expansion tank if accessible.
- Steam winterizations require photos of the boiler All photos of items winterized must show SPI winterization tags in place on all fixtures.

Below are the most common photo documentation errors:

- No photo of the water meter was the most common photo error
- No photo of the utility notices posted
- No photos of lines being blown
- No photos of the hot water tank draining
- No photos of all items properly tagged
- No photos showing toilet bowls and tanks free of water

Please remember that all photos of items winterized must show Safeguard winterization stickers in place.

Billing

Provide an explanation of the type of system that was winterized. (Dry, steam or radiant).

If a full winterization could not be completed, an explanation must be indicated on the update and billing. Any problems with winterization must also be indicated on the update and billing.

Vendor invoice/photos must be placed on the vendor web within 24 hours of completion of the work order.

REQUIRED WINTERIZATION PHOTOS:

[HTTP://WWW2.SAFEGUARDPROPERTIES.COM/VENDORS/PUB/PHOTO.PDF](http://www2.safeguardproperties.com/vendors/pub/photo.pdf)

Yard Maintenance

Please refer to the Grass Cut Reference Guide for details on Yard Maintenance.

Snow Removal

Procedures

Snow removal is to be completed per FHA/VA Regulations. For Conventional Loans, follow instructions on work order.

Photos

Photos: Before and after photos must be submitted.

Billing

Vendor invoices/photos must be must be placed on the vendor web within 24 hours of completion of the work order.

Safeguard reserves the right to return invoices unpaid when not received within the timeframe.

Debris Removal

Procedures

The removal guidelines for debris, health hazards, and personal property will vary by loan type and region. Please refer to work order for detailed debris removal instructions.

We understand that vendors may find that they have some difficulty determining whether debris items at a property should be reported as interior or exterior debris. In an effort to eliminate some of the confusion on this topic, we offer the following clarification regarding definitions of exterior and interior debris. Please review these definitions and ensure that your updates and removal of debris are consistent with them.

Interior Debris

Any debris item that is in the main building on the property or in a secure outbuilding (even if the outbuilding is secured with existing locks) is considered interior debris.

Exterior Debris

Any debris item that is outside (in the yard, on a porch or deck that is not enclosed, etc.) or in an unsecure outbuilding (missing doors/windows, missing locks preventing doors from being secured) that does not provide direct access to the main building, that can be seen from the street, or that creates the possibility of a citation is considered exterior debris.

Categorizing debris according to these definitions will reduce the number of disputed reports, mortgagor complaints, and return trips.

If you have any questions about these definitions, please contact your Regional Coordinator.

- Personal property must never be removed prior to conveyance. When bidding or removing personal property you must provide a list of items and their approximate value.
- Follow WO guidelines for removal of Health Hazards & Debris.
- Never remove interior debris pre sale on FHA loan type. Properties are to be put into Broom Swept condition Post Sale.
- For CV, VA, Fannie Mae, Freddie Mac and other loan types, debris is not to be removed pre or post sale.
- Debris is removed according to the cubic yard which measures 3'x'3x3'.
- If you cannot remove debris for the allowable, you must submit a bid based on the cubic yards.

Thresholds for personal property vs. debris are determined by a combination of local laws and client requirements. As always, where a local law explicitly specifies a definition of personal property guidelines it should be followed.

The overarching principle is that the vendor on-site determines the garage-sale value of the items, and the work order defines the dollar threshold that determines whether the contents of the property will be disposed of or are deemed personal property.

All debris must be disposed at a qualified dump site. This includes personal property not moved to storage based on client / investor guidelines as well as personal property not claimed after 30 days in storage. Contractors are NEVER allowed to keep or sell any items found at a property regardless of loan type and stage of delinquency. There are no exceptions to this policy. Violations may result in immediate

cessation of work orders from Safeguard. All debris or trash must be appropriately disposed; it is never permitted to burn debris.

A dump receipt or load manifest is required for all debris removed whether per bid or not. It must include the following:

- Date of dumping
- Property address from which debris was removed
- The number of cubic yards or other applicable units of measure such as cans, gallons, each, etc.
- A description of the debris dumped
- The means of disposal.
- Picked up by disposal Company – name, address, and phone number of facility used
- Dumped at facility- name, address and phone number of facility used

In the absence of this documentation, thorough photo evidence at the dump site is permitted.

A bid to remove and store personals must include the disposal fee.

We will remove health hazards presale only if they pose a threat of infestation.

Photos

Take before photos of debris at the property (minimize amount of photos taken as much as possible - show entire room with debris not just areas).

Take photos of debris after removal to show debris has been cleared. Take photos of the area where the debris was removed.

An additional photo showing vendor's full truckload or full dumpster load can be submitted

Also take photos of personal property moved to storage as it is dropped off at the storage facility.

If bidding any type of debris, the bid must be provided in cyds including a description of debris. For personal property it must also include approximate value.

Photos must be submitted for all bids to clear over HUD allowable. Photos must justify the bid and are to be submitted immediately so it can be provided with the bid to the client.

Call your Regional Coordinator if you have any questions regarding debris, personal property or health hazard removal.

Billing

Vendors invoice/photos must be placed on the vendor web within 24 hours of completion of the work order.

SPI reserves the right to return invoices unpaid when not received within the time frame.

Damages

One of the most common areas that require detailed reporting is property damage. The damages listed on the vendors update needs to include all damages at the property. Safeguard has a small window to report the property condition when it is first secured, any conditions that are later reported but found to have been preexisting will be the responsibility of the securing vendor to complete at no charge. The damage section of the update is the only acceptable place to report damages, photos only support the information in the update, they are not considered an update to Safeguard or the client in and of themselves.

HUD requires clients to repair damages that the mortgage company is responsible for (by not securing a property, by not winterizing properly, by not repairing a roof which continues to cause damages, etc.) Estimates need to be broken down into the following causes: Vandalism, freeze, structural, wind, roof leaks, water, fire/smoke, mortgagor neglect.

In reporting damage, it is essential to state whether the damage is mortgagor (home owner) or mortgagee (our client) neglect. You will always be required to provide an "eyeball estimate" of the amount of damage and the source of the damage such as "active water leak in 2nd floor bedroom."

When filing a property damage claim, our clients must file the claim consistent with the terms and conditions of the insurance policy in force. Most industry policies require the claimant to identify the cause of the damage claimed for coverage under the policy.

Our clients therefore need us to provide them with thorough updates regarding the cause of any property damage we report. If all required information is not supplied on your initial update and we have to follow-up with you to obtain information, the filing of the insurance claim is delayed for at least that follow-up time. Such delays can ultimately have a negative effect on the client's recovery for the loss. Your cooperation in reporting property damage as discussed below will reduce the amount of time we spend tracking down important information and help our clients to timely address important property issues.

Please review the following list of items and be sure that all relevant points are addressed in any update where you report property damage.

IMPORTANT: IN ALL CASES WHERE A PROPERTY HAS SUSTAINED DAMAGE, WE NEED A DATE OF LOSS (THE DATE OF THE FIRE, WATER DAMAGE, FLOOD, OR VANDALISM OCCURRED, IF AVAILABLE) OR A DATE OF DISCOVERY OF DAMAGE SO THAT OUR CLIENT CAN PROMPTLY FILE AN INSURANCE CLAIM.

Water Damage

Keep in mind that when a claim for water damage is filed with the insurance carrier, the carrier's first question is going to be, "What caused the water damage?" Your report must include your hypothesis of how the damage occurred (e.g. broken pipe(s), roof leak, sump pump back-up, toilet overflow, etc.). The carrier's next question will be, "What is damaged (floor, ceiling, carpet, cabinets, etc.)?" Please be sure that you completely and accurately report all damage in order to help our clients expedite filing their insurance claims. When the insurance carrier sends an adjuster to assess the damage, our comprehensive reports will help the adjuster make a timely and effective assessment of damage.

Flood Damage

Do not report flood damage when you mean water damage. While water damage will be covered under the homeowner's insurance policy, if a property reported as suffering from flood damage is not in a flood zone, there is no insurance coverage in force. It is critical that you properly evaluate damage to determine if it is attributable to actual flooding or to other sources of water damage, and that you provide an accurate description of the damage and an analysis of its cause.

Vandalism Damage

Most insurance carriers require our clients to file a police report when vandalism is discovered, although in some areas the police will not take a report for vandalism if no report was filed at the time the vandalism occurred. We rely on you to determine if the report has been filed and to obtain and forward to us a copy if a report does exist.

Fire Damage

It is absolutely essential that you report the date of loss and obtain and forward to us a copy of the fire report whenever you report fire damage. This information will allow the client to report the claim to the carrier and to assure the carrier that the fire report is on its way. Your comprehensive reports allow us to promptly provide our clients with all the information they need to initiate the filing of claims. Only with your ongoing cooperation can we provide our clients with the degree and quality of customer service that they have come to expect from us.

Fire Damage can be as minor as sections of the home with bad smoke or minor charring issues. Please be sure to report the damage completed and provide a bid or state that the work is out of your scope of work. In the event that the work is out of scope, damages still need to be reported clearly and completely.

Foundation or Structural Damage

Foundation damage has a very broad definition and can be applied to many part of the home and many different circumstances. Any damage to the foundation or structure that may affect the structural integrity of the property or damage that may have been caused by structural or foundation issues should be reported and bid. There issues can include cracks in the foundation our foundation walls. Damage to the chimney, popped or warped floor boards, damages from foundation settling (this can include offset drywall), ground water seepage through foundation or foundation walls. Thorough interior and exterior inspections of the foundation and structure should be completed with all findings reported. Please make sure this is reported as damage and not mortgagor neglect.

IF YOU HAVE ANY QUESTIONS ABOUT REPORTING PROPERTY DAMAGE, PLEASE CALL THE HAZARD INSURANCE CLAIMS DEPARTMENT AT X2661 OR CUSTOMER SERVICE AT X2158.

Safeguard reserves the right to return invoices unpaid when not received within the time frame.

Conveyance Maintenance

Procedures

Safeguard does not perform field inspections for all clients, therefore it is not always known if the properties are occupied or vacant when a convey maintenance order is sent. Safeguard must notify the client immediately of the property occupancy status. If the client does not know occupancy, your work order will instruct you to call Safeguard with the occupancy status.

The time frame allotted to the mortgage company from date of sale to convey date is very important. Safeguard must report the information to the client immediately. The client then uses that date to determine how many days they have in order to put the property into convey condition before they incur curtailment interest charges.

If property is vacant, a vendor may schedule the clear for convey to be completed as soon as possible, however, the occupancy status must be called in immediately.

Photos

Please follow specific photo guidelines listed in this Reference Guide for each procedure performed.

Billing

Vendor invoices and photos must be placed on the Vendor web within 24 hours of completion of the work order.

SPI reserves the right to return invoices unpaid when not received within the time frame.

Convey Condition Requirements

The mortgage company must convey a property to HUD within 30 days from the foreclosure sale or the first time vacancy date if the property was still occupied after the foreclosure sale unless an extension is granted. This timeframe is relatively short when considering how many things have to happen or be checked during that time period.

The minimum requirements listed below must be met for a property to be in a convey condition

Property must be undamaged by fire, earthquake, flood, tornado, boiler explosion or mortgagee neglect
All debris must be removed from the property which includes the property be in broom swept condition
(Note, Safeguard places properties into broom swept condition post sale).

If any of the above listed is not completed, the property is not in convey condition. The only exception to these requirements occurs if HUD has been advised of an issue where the requirements have not been met and has agreed to accept the property as is.

Please direct any questions regarding bids that may or may not be required to your Regional Coordinator.

Evictions

Procedures

Vendor must stay on site for the entire eviction.

It is the vendor's job to represent the mortgage company and ensure that the eviction is handled properly and according to the sheriff's instructions and state laws. Eviction notices will be emailed with as much advance notice as possible. The work order will contain all pertinent information including: the sheriff and attorney contact name and phone number; sheriff requirements; and request for maintenance work.

- You are required to call Safeguard to confirm receipt of the request and that you are able to be at the scheduled eviction.
- Contact Sheriff's office for local laws.
- FHA loans require an inspection 72 hours prior to eviction to verify occupancy.
- You must remain on site for the entire eviction when a certified moving company is performing the work. Evictions must be documented with the number of men and time to complete the eviction.
- All eviction updates MUST be called in the day of the eviction.
- Move out/storage of materials is to be performed at the sheriff's direction. An assessment of interior/exterior debris is needed. If debris removal is within the HUD allowable, the debris is to be removed. Safeguard is to be notified of the amount of cubic yards of debris at the property, however it is strongly recommended that a flat price bid is submitted.
- Bid to remove, store and / or dispose of personals.
- If a return trip to the property is required to remove remaining personal property from the curb, a sheriff requirement form must be signed by the sheriff.
- If there is a problem at time of eviction; i.e., sheriff did not show up- you must call Safeguard at site so we can notify client or attorney before you leave the site!
- A partial update must be called in on the day for the eviction. The update must include the following; has lock change been completed, was the Sheriff met, were personals moved to the curb or stored.
- If property is not in convey condition, you must provide a list of what is required to bring the property up to convey condition.
- If personals are moved to storage, you must provide inventory list, approximate value of personals, and name & address of storage facility. Provide photos of the personals at the storage facility as they are dropped off.
- If additional work is done per the Sheriff, you must contact SPI from site.
- Items removed as part of an eviction CANNOT be kept for personal use or be sold, or otherwise be dispositioned for financial gain.

Photos

- A photo of personals moved to the street/curb is required. A photo of the eviction crew and moving van in front of the property is needed. The photo must indicate the number of men and the size of the truck (whether it is a certified moving company or a moving crew mandated by the sheriff).
- A photograph of the filled moving van and the crew is required.
- A photo of remaining debris is required.
- Photos for any maintenance work performed are required as specified in their respective section of the Reference Guide.
- Photos are required to support bids for debris over the HUD allowable.

Billing

Vendor invoices/photos must be placed on the vendor web within 24 hours of completion of the work order.

Move out of personals to curb - must be charged/billed at an hourly rate.

If a sheriff has required us to return and remove debris from curb - then the debris removal from curb and subsequent disposal can be billed by cubic yard. (NAM must have this billed in man hours).

If the eviction is cancelled at the site, we can only charge a maximum of 1 hour labor total

The pre eviction inspection that is ordered must be done and updated to SPI on the due date or payment will not be issued for this inspection. Our clients will not pay for results received after the date the pre-inspection was completed.

City Citations

Work orders pertaining to city citations are to be followed according to specific instructions on work order. In some cases, you will be asked to complete work necessary to satisfy a city citation without bidding first. In other cases, you will be asked to give an estimate to satisfy a city citation. Either way, the work order should indicate what work is needed to satisfy the city citation and/or a copy of the actual citation will accompany your work order. If you have any questions on the city citation, you may call our office for instructions or it may be necessary to call the city inspector for specific instructions.

Work orders for city citations are issued on a rush basis and need to be completed by the due date. Some situations call for a meeting at the property with the city inspector. When the city issues a citation, they give the mortgage company a set amount of time to complete the work. If the city issues a fine because work was not completed on time, you will be responsible for the fine if you failed to complete the work order by the due date.

If you go to a property and find a city citation posted, forward a copy of the citation to Safeguard with your update and include a bid to satisfy the city citation. DO NOT remove the original posted citation or demolition orders.

Always call the city inspector to say that we are working on it.

Exterminating

Exterminations are performed to rid a property of roaches, fleas, rodents, etc. In most situations, it is

necessary to obtain an actual bid from a licensed exterminator. Please follow the guidelines below.

The following situations require a licensed exterminator; fleas, roaches, termites and rodents.

If a licensed exterminator is required, you MUST submit an actual estimate from a licensed company.

- When extermination is completed by a licensed company, a receipt from that company is needed to prove that they performed the work.
- The following situations do not require a licensed exterminator and may be done by a qualified vendor: bees and flies.
- When billing for extermination, photo documentation is required. You can take photos showing the actual exterminator with his equipment. If using store bought chemicals, show them placed in the house and the number of cans/bait used.
- Extermination fee may be billed at no discount, plus trip charge.
- Use any allowables for this service that are provided depending on Investor.

PLEASE NOTE THAT THE TRIP CHARGE MUST BE INCLUDED IN THE EXTERMINATION BID OR IT WILL NOT BE PAID. ONLY THE AMOUNT OF THE INVOICE WILL BE PAID.

Utility Orders

Utility Orders for transfer / turn on are critical to assure that:

- Properties do not freeze pending completion of winterization work.
- Sump pumps are operational.
- Properties convey on time (There are some states that require utilities be transferred into Mortgagee's name)
- Wet winterizations are completed in accordance with HUD Regulations.
- On your update, please provide the name and phone number of the utility company along with the account number that the property is registered to.

After the utility company has informed you that utilities have been transferred into Mortgagee's name and are on, it is essential you verify this by going to the property and assuring this to be the case. If property has a sump pump, please make sure that utilities are on and the sump pump is operational.

Vehicle Removal

Vehicles should be removed in accordance with local laws. If the cost to remove the vehicle exceeds the allowable, a bid must be submitted and a reason must be provided. For example, vehicle may be on blocks with no wheels. Without a valid reason for the bid, it will be denied.

No vehicle is to be removed presale.

Please provide name, address and telephone number of the establishment where the vehicle was taken.

Roof Patch & Repair

Anytime a property has a roof leak, we require a bid to patch or repair the leak as a solution to prevent further damage.

Include with your bid:

Safeguard Properties Management, LLC. | Corporate Vendor Procedures Reference Guide v1.17.14

- the size of the area to be patched or tarped
- the type of repair and materials to be used
- The area of the roof that is being addressed should be specified (i.e., entire roof, front half, back half etc.)

If a roof cannot be patched or repaired within Investor allowables, you should call the bid desk from site for advisement on how to proceed. Tarping is a last resort but make sure that when you leave a property there are no active roof leaks.

Flat roofs should not be tarped. The tarp could act to trap the water such that without proper drainage, this procedure could result in more damage than existed before. If emergency procedures must be taken, please call our office from site for approval.

If any interior water damage is found that is the result of the roof leak, an eyeball estimate of these damages is also needed.

Mold & Roof Bids

Our clients require measurements be provided when submitting a bid to remove/clean mold, tarp, patch or replace a roof. It is very important that you be specific when providing these bids.

When bidding mold removal, please make sure to include the following:

- A description of exactly what is being completed. Are you just cleaning, applying any type of sealant (Kilz), removing or replacing?
- The # of rooms affected and the area size.
- Cause of the mold and bid to correct the cause

If mold is extensive and will require testing and a certified abatement vendor to remove the mold, please indicate this on your update, providing a good description of the areas affected and an eyeball estimate of the damages.

When completing roof repair (patch) or replacement, please include the following:

- Area being patched, repaired or replaced (i.e. - 10'x10') and location (front half of roof etc)
- When repairing (patching) be specific I what will be completed. Are you installing rolled roofing, shingles, applying roof sealant or tar, etc.?
- When bidding to replace the roof be specific. Include the type of roof (shingle, flat, tile) the # of squares being replaced and a description of the work being performed (i.e. - are you going over the existing roof or tearing off to the sheathing and replacing?).
- Provide a photo of the roof.

We can eliminate unnecessary calls and trips to the property if this information is provided when bids are submitted. If any of the information above is not included in your update, the order will be left open and we will be requesting the additional information from you.

Photos are always required to support any work being bid or damages reported. This includes taking photos of the roof to support your bid to tarp, patch or replace.

Sump Pumps

On all properties that have a sump pump present, follow order instructions to have utilities turned on in client's name. Tax id information is provided on all initial secure orders for this reason. Please note that

on FHA loans there is a \$300 allowable to replace an inoperable sump pump without providing a bid.

The sump pump is to be checked in order to determine it is operable. If there is standing water in the basement, advise how deep the water is and submit a bid to pump the basement. A property cannot be reported in convey condition if the sump pump is not operable and utilities are not on.

Firearms & Illegal Substances

If you encounter weapons/ammunition when performing work on a property, please be sure contact your local law enforcement immediately to inquire how they would like you to handle the removal of these items. The process varies depending on the jurisdiction in which the property is located. Some areas require these items be removed by the authorities, other areas require we report the items to the client before storing them so there is record. Finally, other areas advise us to leave them in the home and we will in turn report the items to the client as personals. In all scenarios, it is required to report the contact name and phone number at the police department and to document their conversation with the authorities under the comments section.

Upon arriving at a property should you encounter law enforcement officials, reasonably cooperate with their requests and contact your Regional Coordinator for further instruction.

Estimates & Bids

Photos

Photos are needed for all estimates to repair. Please take representative photos of all damages (for example , we do not need a separate photo for each damaged socket or whole in the wall - one or two general room photos should be sufficient).

Billing

Safeguard does not pay trip charges for second bids or estimate orders only.

Vendor invoice/photos must be placed on the vendor web within 24 hours of completion of the work order.

SPI reserves the right to return invoices unpaid when not received within the time frame.

Excessive Bids

Safeguard Properties relies on its vendors to submit accurate and competitive bids. Safeguard Properties' reputation and creditability are at stake every time we submit a bid to our clients. Safeguard Properties cannot be successful if its vendors are submitting excessive or inaccurate bids.

PLEASE NOTE: IF YOUR BID IS APPROVED AND THE WORK COMPLETED, YOU MUST SUBMIT BEFORE, DURING AND AFTER PHOTOGRAPHS. IF THE PHOTOGRAPHS SUBMITTED DO NOT JUSTIFY THE WORK PERFORMED, SAFEGUARD PROPERTIES RESERVES THE RIGHT TO REQUIRE THE VENDOR TO TAKE ADDITIONAL PHOTOGRAPHS OR ADJUST THE INVOICE BASED ON THE PHOTO DOCUMENTATION PROVIDED.

Appendix

Links in this Reference Guide

Safeguard Websites

Official Website: <http://safeguardproperties.com/>

Vendor Resource venter:

http://safeguardproperties.com/sitecore/content/Subsites/VM_Resources/About.aspx

Ethics Hotline: safeguardproperties.ethicspoint.com

Vendor Web: <https://vnet.safeguardproperties.com/Login.aspx>

Investor Guidelines: <http://www2.safeguardproperties.com/guidelines/guidelines.htm>

(Only compatible with Internet Explorer)

Material & Memos Referenced

Cubic Yard Documentation: <https://admin.na5.acrobat.com/a716554048/cydproject/>

Domestic Winterization Video:

http://www2.safeguardproperties.com/pub/flv/Domestic_Winterizations_2.html

Investor Guidelines: <http://www2.safeguardproperties.com/guidelines/SGII.htm>

P&P QC Checklist (Memo 1311): <https://vnet.safeguardproperties.com/Memos.aspx?id=1311>

QC Checklist: <http://www2.safeguardproperties.com/pub/QualityControlChecklist.pdf>

Radiant Heat System Winterization Video:

http://www2.safeguardproperties.com/pub/flv/Radiant_with_Baseboard_2.html

Required Winterization Photos: <http://www2.safeguardproperties.com/vendors/pub/Photo.pdf>

SACC Checklist (Memo 1371): http://www2.safeguardproperties.com/vendors/memo/Memo_1371.pdf

Vendor Web Information:

<https://safeguard.adobeconnect.com/a716554048/p54782492/?launcher=false&fcsContent=true&pbMode=normal>

Water Meter Removal Disconnection List:

http://www2.safeguardproperties.com/vendors/pub/Water_Meter_Removal.xls

Winterization Best Practices (Memo 1171): <https://vnet.safeguardproperties.com/Memos.aspx?id=1171>

Winterization Pumps & Compressor Requirements (Memo 1248):

<https://vnet.safeguardproperties.com/Memos.aspx?id=1248>

Winterization Requirements (Memo 1218): <https://vnet.safeguardproperties.com/Memos.aspx?id=1218>

Winterization Toilet Wrap (Memo 1240): <https://vnet.safeguardproperties.com/Memos.aspx?id=1240>

Winterizing a Dry Heat System: <http://www2.safeguardproperties.com/vendors/pub/Dry.pdf>

Winterizing a Radiant Heat System: <http://www2.safeguardproperties.com/vendors/pub/Radiant.pdf>

Winterizing a Steam Heat System: <http://www2.safeguardproperties.com/vendors/pub/Steam.pdf>

Approved Insurance Carriers

<http://www.brunswickcompanies.com/>

<http://www.york-jersey.com/>

<http://www.leonardinsurance.com/>

Websites to Verify Addresses

www.zillow.com

www.usps.com

www.melissadata.com

www.mapquest.com

www.maps.google.com

www.netonline.com

Other Reference Guides

Vendor Web User Reference Guide: <https://extranet.safeguardproperties.com/vendorweb/>

Important Phone Numbers

Safeguard: 1-800-852-8306

Vendor Contact Vender: x 2197

Customer Service: x 2158

Support Services: x1128

IT Help Desk: x 3999

Vendor Recruiting: x 2192

Bid Desk: x 2186

Hazard Insurance: x2661

Safeguard Ethics Hotline: 1- 855-271-2686

BOA SAACC Center: 1-888-406-8940

Investor Allowables

To insure that you are referencing the most up-to-date allowables, please check the guidelines at <http://www2.safeguardproperties.com/guidelines/guidelines.htm>

To navigate to investor guidelines, click on the following headers on the left side of your screen:

- Freddie Mac: FHLMC; FHMLC 2011 Guidelines
- Fannie Mae: FNMA; FNMA 2013 Guidelines ; Page 2 (Exhibit 57)
- FHA: FHA 2010; FHA 2010 General Requirements; Page 15 (Exhibit B)
- VA: VA Guidelines; VA Pricing

The screenshot shows a web browser window with a search bar at the top right. The left sidebar is titled 'Contents' and includes 'Index' and 'Search' tabs. The main content area has a search bar with the text 'To find specific words or phrases within the topic: Type a word or phrase, then press "Enter"'. Below the search bar is a 'Clear' button. The main content area is titled 'Investor / Insurer Guidelines' and contains the following text:

Italicized items have been added by Safeguard for clarification purposes only. Contact IT Help Desk at 800-852-8306 x3999.

Safeguard Investor/Insurer Guidelines can only be viewed using the Internet Explorer

Terms and Conditions of Use

This website is operated by Safeguard Properties, Inc. ("SPI"). By using this website, you agree to these terms and conditions, which are governed and interpreted pursuant to the laws of the State of Ohio, United States of America.

SPI may revise these terms and conditions at any time by updating this posting.

Disclaimers

All materials at this website are provided "AS IS" without warranties of any kind including, but not limited to, accuracy, completeness, and availability.

Limitation of liability

In no event will the SPI business, or its employees, directors, officers, agents, vendors, or subcontractors, be liable for any damages, including, without limitation, those resulting from lost profits, loss of data, or any other damages, whether or not SPI has been advised of the possibility of such losses or damages.

Links to third-party websites

SPI does not endorse or make any representations about links on this website to third-party websites. Any links to third-party websites are provided for informational purposes only and may be obtained from using them.

Revised January 2007

Stickers

Below are example of some of the stickers Safeguard requires vendors to post at properties.

WINTERIZED

BY _____ NAME _____ DATE _____

WARNING: A winterization was performed at this property pursuant to a work order issued by your mortgage company. The sole purpose of a winterization is to prevent damage from freezing pipes. The winterization completed at this property was a system shut-down only: the plumbing system was not tested for damage or leaks. This procedure is not a guaranty or warranty of any kind with respect to the HVAC, plumbing, or any other mechanical systems at this property. The plumbing system should be dewinterized by a licensed contractor or plumber before the water is turned back on, to assure that the system is operational.

SAFEGUARD PROPERTIES WINTERIZATION TAG SPI-012/09-09



ATTENTION!



- All breakers are to remain in the off position
- Do not turn on water without completing a walk-through inspection
- Do not connect electricity or gas to the hot water tank
- Do not use the sinks or toilets

On ___/___/___ this property was noted to have a citation/violation posted.

If the property is no longer secure or to report a problem, contact:
Safeguard Properties at **216-447-8211**
Please have the property address, city/state, and zip code information ready

SPI-010/09-09

NOTICE

IN CASE OF EMERGENCY

**Or if the property is no longer secure.
Please contact Safeguard Properties
216-739-2900**

**SAFEGUARD CANNOT SUPPLY ANY
INFORMATION ON THE OWNER OF THE PROPERTY
OR THE SALE/LEASE OF THIS HOME.**

- If you wish to find the owner of record:
1. Contact your local County Auditor/Tax Assessor
2. Give them the property address.

SPI-012/08

NOTICE

IN CASE OF EMERGENCY

Please contact us if maintenance is needed.
Phone: 1(888) 310-1506
Fax: (614) 422-5657
After Hours Phone: 1(800) 852-8306 ext. 2158
Email: property.preservation@jpmchase.com

Mail:
Property Preservation
PO Box 247973 - Columbus, OH 43224-7973
Please make sure that you have the correct address
and zip code for this property when contacting us.

Thank You!

ATTENTION AGENTS, CONTRACTORS, INSPECTORS:

Please note that this property has been winterized. No utilities should be turned on without a walk-through inspection of the property to ensure that all faucets and valves are in the off position. Prior to turning on the electricity, you need to ensure the breaker for the hot water tank is in the "off" position. Failure to complete a thorough walk through of the home may result in damage to the property.

Be sure to check on the following:

- ✓ Utilities on and functioning properly?
- ✓ Sump pump plugged in and operable?
- ✓ Breakers off [except breaker for sump pump, if applicable]?
- ✓ Faucets/spigots off, including exterior spigots?
- ✓ Stove and oven turned off?
- ✓ Lights turned off?
- ✓ Any other issues that require attention, including damages?

If you have any questions, please call
Safeguard Properties at 800.852.8306
Thank you.

NOTICE OF ACKNOWLEDGMENT

Safeguard has completed an inspection of the property. During our inspection on "_____", we have acknowledged the property has been posted with code/city violations. Safeguard Properties will make contact with all listed parties so that timely remedial action can be taken to address the violations that were issued. For further concerns, please contact us directly at 800-852-8306, ext 2173.

9 07

SAFEGUARD PROPERTIES (216) 739-2900

This property winterized _____

Service performed: _____

Disconnect meter _____ Blew lines _____

Drained tank _____ Replaced kitchen trap _____

WARNING: A winterization was performed at this property pursuant to a work order issued by your mortgage company. The sole purpose of a winterization is to prevent damage from freezing pipes. The winterization completed at this property was a system shut-down only: the plumbing system was not tested for damage or leaks. This procedure is not a guaranty or warranty of any kind with respect to the HVAC, plumbing, or any other mechanical systems at this property. The plumbing system should be dewinterized by a licensed contractor or plumber before the water is turned back on, to assure that the system is operational.

SPI-006/08

SPI-002/00

NOTICE

On _____ we found this property to be vacant/abandoned, and will report same to your mortgage holder. The mortgage holder has the right and duty to protect this property and in all probability will have it secured and/or winterized within 3 days. If this property is **NOT VACANT**, please call your mortgage holder immediately.