



Safeguard Properties, LLC.

Snow Removal Procedures Reference Guide

2016-2017

“Customer Service = Resolution”

## **Introduction**

Welcome to Safeguard Properties Snow removal vendor network. This reference guide is intended to provide additional guidance and complement the work order texts for Snow Removal work orders. Safeguard recommends crews keep a copy of this reference guide in their vehicle at all times and refer to it when questions arise. Make sure to follow work order.

## **Overview**

Safeguard's clients require snow removal be completed when specific criteria is met. For standard snow removal orders, once snow accumulation meets or exceeds 3" or per local code/ordinance, vendors should remove snow promptly. In the case of large storms and/or continuous snowfall, it is imperative that vendors complete snow removal and update orders on Vendor Web as soon as possible to generate new orders.

With this process it is possible for vendors to remove snow from a single property several times in a 24 hour period during an extensive storm.

One - time only or "Rush" snow removal orders require services be completed one time only and by the due date noted on the order. Typically these require immediate snow removal regardless of snow depth or local ordinance. Review individual work order texts for specific details.

Safeguard suggests that vendors become familiar with properties on their snow removal list prior to completing services. This will aid in the vendor's understanding of driveway type and shape, lockbox locations and other nuances of each property.

## **Work Order Standards**

- Orders must be completed and updated within the same day of completion on Vendor Web, Safeguard's vendor website. This is critical to generate new orders in the case of heavy snowfall and keep orders from being reassigned
- Snow removal is to be completed when accumulation meets or exceed 3 inches, when required by local ordinance, or if a rush work order is issued
- To plow multiple times a day, snow accumulation needs to exceed 6 inches after the first plow
- Remove snow from entire driveway, sidewalks, walkways, porches, steps, and path to the rekeyed door (with lockbox). Locations of mechanical lock boxes are often secondary doors or meter locations
- REO FNMA Only - remove snow when a second level porch area or deck is covered with snow
- REO FNMA Only - remove snow/ice from decks/patios/porches
- Do not pile snow in front of entrances to the property. This includes doors to the house, garage doors and doors to outbuildings
- Apply salt or melting agent on the driveway, walkways, and sidewalk in front of the house once the snow is removed
- Work must be completed for the agreed pricing

## Photos

Take photos with an approved Safeguard Mobile Application only

### \*Before photos:

- Measurement showing snow depth from middle of drive
- Driveway
- Front of property showing address
- Steps/walkway - walkway photo must include the lockbox in the photo
- Door knock to confirm property vacancy
- Sidewalk photo must include the full sidewalk and the complete scope of the subject property
- If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented

### \*After photos:

- Entire driveway
- Steps/walkway - including lockbox
- If sidewalk is present, photo showing snow has been cleared; must include the full sidewalk and complete scope of the subject property
- Salt or melting agent picture to all entries/access to doors

### \*Photos for **REO FNMA** in addition to the above are required:

#### \* Before photos:

- Measurement photo showing snow depth from middle of drive
- Driveway
- Front of the property showing address
- Steps and walkway - walkway photo must include the lockbox in the photo
- Door knock to confirm property vacancy
- Decks/patios/porches
- Sidewalk - if no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Right and left sides of the house
- Back of the house
- Full backyard
- All gates allowing entry
- Up and down the street
- Steps/access to higher levels

\*After photos:

- Driveway
- Steps/walkway, including lockbox
- Front of the property with address
- Full sidewalk
- Complete scope of property
- Steps and walkway with lockboxes
- Decks/patios/porches
- Salt or melting agent picture to all entries/access to doors
- Steps/access to higher levels
- Snow removal ordinance

If all photo standards are not met, you may NOT BE PAID for the order.

### **Photo Examples**



Before photo showing snow depth from middle of drive

Before



After



Driveways, walkways, and entryways to the rekeyed door are to be cleared and salt or melting agent applied.





Before



After



Driveways, walkways, sidewalks, and entryways to the rekeyed door are to be cleared and salt or melting agent applied



## **Snow Removal Updating and Invoicing**

- All completed snow removals must be updated and invoiced on Safeguard's Vendor Web website
- All completed snow removals must be invoiced at the amount per the signed pricing verification form
- All snow removals regardless of area size must be completed for the agreed upon amount
- All snow removals regardless of snow depth

## **Frequently Asked Questions**

### **What is included in snow removal services?**

- Snow removal from driveways, sidewalks, walkways, porches, steps, and paths to rekeyed doors of the property
- Sidewalk snow removal and salt or melting agent application is a critical step
  - When no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Snow removal from areas leading up to any electronic/mechanical lockbox
- Salt or melting agent application to all plowed and shoveled areas
- Work orders updated the same day as work completed
- **REO FNMA Only** - snow removal when a second level porch area or deck is covered with snow
- **REO FNMA Only** - snow/ice removal from decks/patios/porches

### **What are the photo standards for snow removals?**

- Photos must be placed in the correct photo label on vendor web showing "before and after"
- Photos must show as much of the property as possible
- If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented

### **How do we handle cancelled orders that have already been completed?**

If a cancellation is received on an order already completed the vendor has until end of business EST time to update the order on Vendor Web. Cancelled orders are located in the cancelled orders tab on Vendor Web

- Please note this order does not apply to orders that were reassigned for non - performance

**What type of comments should be included in the comments section? What comments should be excluded?**

- Limit comments to information essential to provide a full report of property condition
- Do not repeat information that has been reported elsewhere in the update
- Unnecessary comments include:
  1. Snow Removal complete
  2. Thank you

**Who do I call if I have questions?**

- Call the Vendor Contact Center (VCC) at
  - 800.852.8306 ext. 2292 for REO or
  - 800.852.8306 ext. 2197 for P&P

**How often should snow be removed?**

- Snow should be removed when accumulation meets or exceeds 3 inches or one of the following condition applies
  - Per local code/ordinance (include copy with update)
  - Per Rush Order
  - To plow multiple times a day, snow accumulation must exceed 6 inches after the first plow

**Reassignment of Late Orders?**

- Snow removals not being performed when accumulation meets our standards are eligible for reassignment to another vendor. The vendor that was responsible for the snow removal work order will be charged an associated rush fee for additional cost incurred. Regardless of work done, if the order is not submitted you will not get paid.