

**Workshop: Everything Seasonal Maintenance
June 27, 2015**

Moderator:

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Panelists:

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Everything Seasonal Maintenance Performance

Seasonal vendors' performance is based on 95 percent or better on-time delivery, quality, competitive cost and Photo Direct usage. Vendors must also deliver REO on-time to keep P&P volume in 2017.

Communication

Vendors must communicate with their VAM if they are going to be late on orders. Vendors should manage their routes more efficiently as well as take on volume that they can managed effectively. The better a vendor score is the more work a vendor will get which leads to more opportunity for more money. Vendor must be aware of your performance by zone. A vendor can be 100 percent in one zone and 0 percent in another zone but their overall score will show 50 percent. Lastly, a vendor should always protect their "home" zone.

Allowables

Vendors should always check all orders for available allowables for leaves, debris, shrubs, trees & vines. In addition, vendors need to pay attention to the Life-of-Loan Limit, the maximum allowable funds available for the life of the loan, less the Cost-to-Date amount, funds spent to date. In all cases, follow the work order instructions. When the work order instructs you to complete work and when there are available funds, you should complete the work while on site.

Allowables within a Grass order

Debris: Vendors are required to remove yard debris before completing grass cuts. Debris includes but is not limited to leaves, newspapers, sticks and branches, bottles and cans, palm fronds, bags, etc.

Shrubs: We have a new policy for trimming shrubs. During the initial cut for a REO property all shrubs must be trimmed and shaped with the invoice based on linear footage. In contrast, for a P&P property only shrubs next to structures on the initial grass cut may be trimmed when funds are available. Invoice is based on linear footage.

Bids are warranted when there are no funds available. Outside the initial cut, P&P shrub trimming is only granted when shrubs are causing damage or have caused a citation and/or violation. Important to note that foliage less than 13 feet tall is considered a shrub per U.S. Forestry Service and should be included in shrub linear footage measurements when invoicing.

The new shrub trim pricing is as follows:

- Invoice based on length of shrubs trimmed (linear feet).
- Do not include gaps between shrubs 12 inches or larger.
- No Bids except P&P over 200 linear feet or when no funds available.

Trees: Vendors may only trim trees when trees are causing damage to the property or when trees are noted on current, posted citation/violation at the property. It is important to note that funds must be available for tree trimming.

Leaves: Leaf removal is an area that has changed significantly for 2017. As usual, always follow the work order instructions to know whether leaves should be removed or mulched. When instructed to remove leaves, remove them from the full property, up to 1 acre, with focus on front, then sides, then back yard.

The big change for 2017 requires all leaves to be collected into one area. Typically this is in the front of the property, near your vehicles. It is no longer permissible to remove leaves by the bag or tarp full. When collecting leaves into one area, there should be no peaks or valleys in the pile. Depth should not exceed 6 feet. Burning leaves is NOT an option.

Along with no longer accepting removal of leaves by the bag or tarp, several photo requirements for documenting leaf removal have changed. Before photos showing leaves on the ground at the property are still required.

New for 2017 are the during photos including

- A single photo – that's just 1 photo- showing all the leaves collected into one pile with house in the background for context or with a crew member next to the pile. Again, we need to stress we are looking for a single photo that shows all the leaves from the property collected into one area.
- The next set of "during" photos should be ruler measurements showing the length, width and depth of the leaf pile. Each photo should include a person for context.
- A placard photo listing total length, width, depth and number of cubic yards should be included.
- Finally, the "after" photos must show
- All leaves loaded onto a truck or trailer for removal from the property as well as
- Photos showing all leaves have been removed from the property.

Timeframes & Weather

Initials may be completed any time before the due date, as soon as conditions permit, as long it's within the same month as the due date. For example, March due dates should be completed in March, on or before the due date, as soon as conditions permit.

Recuts may only be completed within a 3-day window starting two days before the due date. As a best practice, plan to complete re-cuts on the first eligible day (that's two days before the due date).

Weather Delays:

Cut grass regardless of weather unless it will damage the property or put you or your crews at risk.

Bids

Vendors must only bid on the initial grass cut. Call your VAM from site for additional funds on a recut to obtain POC. Do not try to bid in vendor web there is no option – grass must be cut before leaving property or order will be re-opened. If a vendor doesn't bid for it, the vendor can't get paid for it and failure to report will most likely lead to being found at fault later in the property history.

Vendors must keep in mind to submit bids under the correct location in Vendor Web, ensure photos are labeled as a bid item, ensure photos support a bid that is valid with measurements and be aware of the 35 percent discount when submitting all bids. Bids should always include dimensions and details of the work needed to be done.

Disputes

Bid: Upon receipt of a bid approval that cannot be completed for the approved amount, dispute via email to bid.disputes@safeguardproperties.com . Submit bid disputes within 48 hours. A best practice for vendors is to review all bids approvals within 24 hours.

Invoice: Disputes should be submitted through Vendor Web and should be submitted within 30 days of the cut invoice.

Snow: Vendors should complete first push when snow accumulation exceeds 3 inches. Each additional push that day requires 6 inches of accumulation. Vendors must remove snow/ice from all entries and paths to property, all steps, entire driveway, walkways including sidewalk in front of property, all accesses to parking areas (garages, carports, etc.) and when a second level porch or deck accessible from ground.

Focus Topics

The main takeaways from this workshop is how a grass vendor grade is determined, building relationships with your VAM, only take on volume that you can handle and effectively utilizing the allowables that are available. However, as a vendor it is very important to note if the initial grass cut has been completed or not because this determines if all or just some of the allowables can be used at the property.