



Safeguard
Properties

Guidelines for Completing Monthly Marketability Checks
Spring 2015

Introduction

It is the objective of the Service Quality Assurance Department at Safeguard Properties to work diligently to offer practical job related solutions to the vendor network responsible for providing valuable real estate preservation services. The outcome of our efforts is intended to achieve excellent quality compliance and higher client retention rates.

The manual's purpose is to provide reliable reference material that can be shared with your direct staff and sub-contractors in regards to the expectations required when performing monthly marketability checks. The information is presented as a means of addressing frequently asked questions and concerns. There are content areas that explore the various photo documentation requirements which are clearly defined for your convenience. Please refer to the table of contents for an overview of the content areas covered in this manual.

Reviewing the following information with care will help ensure that quality standards are met and your continued success through Safeguard is achievable.

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Photo requirements for front of house/complex

Safeguard Properties expects vendors to supply a photo of the front of house to confirm that arrival to the correct property has been achieved. Please note that photos of the exterior of condominiums and high rise apartment complexes are expected to be shown as well.

It is very important that the photos which are provided of the front of the house or complex being serviced are inclusive enough to show identifiable characteristics. Providing photos which *only* showcase the address marker on the siding of house or mailbox, a door handle equipped with lock box and/or key, or a portion of the front lawn or paved area(s) without an inclusive photo of front of the house is unacceptable.

Please be advised that as of February 2015 Vendor Web now requires that all four sides of the house/complex when applicable are shown. The reason for this is to help identify windows that have been boarded with plywood and that need to be boarded with SecureView, a clear boarding that provides the necessary strength to protect the property while offering the appeal of traditional windows.

Ensuring that all structures, including outbuildings, are secure is of paramount importance. Your cooperation in taking inclusive photos of such structures during the completion of each monthly marketability check will help to mitigate a number of issues which are often times associated with unsecure properties such as vandalism and stolen property. Please strive to take clear photos of the doors and windows of any and all outbuildings on the property, focusing on the presence or absence of a lock box.

Also, please ensure that photos of major appliances at the property are provided in order to support they are intact. These major appliances include but are not limited to the hot water tank, air conditioning unit, furnace, and boiler. Please plan on bringing a flashlight to the property in order to access potentially poorly lit areas of the property such as basements where some of these appliances may be located.

GOOD FRONT OF HOUSE PHOTO



POOR FRONT OF HOUSE PHOTO



Use of a volt tester

As of April 22, 2014, a volt tester is to be shown being used to determine the status of the electricity when completing monthly marketability checks. Each individual order performed as of the above mentioned date must show a photo of an operable volt tester being clearly handled in order to demonstrate the status of the electricity, regardless of any information provided in the update concerning the electricity. The following statement has been taken directly from **Memo 1509** which regards accurately reporting the status of electricity at a property:

“Accurately reporting the electricity status at vacant properties is vital for clients to ensure sump pumps and dehumidifiers remain operable. The photograph of the voltage tester by the breaker box or electrical outlet provides indisputable evidence of the current status of electricity to that outlet or box. This photograph assists Safeguard's clients in making informed decisions on when to send maintenance contractors back out to properties to transfer the electricity, flip on the breaker, and so on.”

Photos showing light bulbs within the property illuminated or an electrical switch turned to the on position will not alone satisfy the required photo documentation needed of the volt tester. Additionally, photos showing the electric box with switches turned to the on position will not be accepted unless a volt meter is shown held against the source of electricity to demonstrate a voltage reading is being conducted.

Recent changes to Vendor Web will make it a requirement to upload a photo of the volt tester shown being used regardless of the information established within the update in regards to the status of the electricity.

Procedures for Wiping of surfaces

Vendors are responsible for wiping hard surfaces of dust accumulation, dirt, smudge marks, and unsightly stains to the best of their ability when completing monthly marketability checks. Surfaces that should be wiped include kitchen and bathroom counters, the interior of cabinets, refrigerator and stove handles, fan blades, light bulb shades, window ledges, mirrors, closet doors, etc.

The following examples are **acceptable** means of wiping surfaces:

- Paper towel
- Cloth mitt
- Wash cloth
- Napkin
- Sponge
- Cloth tissue

The following examples are **unacceptable** means of wiping surfaces:

- Feather duster (when shown alone)**
- Paper (newspaper, computer or wrapping paper)

**Although a feather duster can be a useful instrument in helping to reduce dust accumulation, it is advised that a cloth for example be used in addition to a feather duster in order to achieve a more thorough and hygienic cleaning experience.

Procedures for Sweeping

An important step in removing dirt and loose debris from hard floors in preparation for mopping, sweeping is a required task when completing monthly marketability checks. Photos therefore of a broom or appropriate sweeping mechanism as defined in this manual must be provided to support sweeping has been performed. Please strive to use either a standard broom or dust mop to sweep hard floors. Please keep in mind that dust mops are better suited for floors in need of a more gentle clean such as hardwood floors. Handheld brooms are acceptable but are encouraged to be used in addition to a push broom as opposed to a replacement for a push broom. Other resourceful sweeping products can also be used to relieve hard floors of dust and debris accumulation. Please refer to the following information as an outline of these products.

Swiffer, a company owned and operated by The Proctor & Gamble Company, manufactures the Swiffer Sweeper which can be used as a broom by attaching a dry cloth onto the device using designated pinch holes. The clothes are sold at a variety of mass retailers nationwide. Once soiled, the cloth is then removed from the broom head and discarded. It is recommended that the clothes manufacturing for this product are used to achieve the best overall clean. However, if you choose to use another type of cloth it must be a durable and lightweight fabric and must be adequately attached to the broom head. Please avoid using zip ties for example to attach the cloth to the broom head. Instead, please utilize the designated pinch holes as intended.

Another useful tool made by Swiffer is the Swiffer Sweep & Trap. It features both a dry cloth and a dirt pan which is capable of picking up larger particles in addition to dust. Please be advised that the Swiffer Sweep & Trap is intended for hard surfaces. It should not be used in place of a vacuum to clean carpeted areas. Additionally, wet clothes should not be used on this product either. To download the product manual, please visit www.swiffer.com.

Please be advised that credit will not be given for photos which support that the broom was used exclusively to clean ceilings and/or walls. Monthly marketability checks do state within the work order requirements that cobwebs are to be removed and brooms are often times useful for removing them. However, please be advised that photos must be provided which support that a broom or other approved device used for sweeping must be shown being used to remove debris from hard floors specifically. Examples of hard flooring include hardwood, laminate, linoleum, and vinyl tiles.

Procedures for Mopping

When supplying photos of hard floors being mopped, please ensure the mop being used is sufficiently wet. A good way to help support that a mop is wet is to show the mop being submerged into a bucket of water mixed with appropriate cleanser(s) and then squeezed to release excess moisture. Mops which do not require the use of a bucket include such devices as the Swiffer Wet Jet. Please strive to show the application of the cleanser from the liquid dispenser housed on the mop's handle onto the floor, as it can be difficult to determine whether the clothes themselves are wet. Also, please ensure that photos are provided which show wet floors shortly after mopping has been performed. Please find a list of acceptable mop types below.

Acceptable mopping devices and procedures

- *Cotton thread mops*-Those mops which feature cotton threads, strips, or elongated stands of cloth which are soaked in appropriate cleaning solution housed within a bucket for example and then wrung to release excess liquid. Please pay close attention as to not damage such hard surfaces as unfinished or waxed wooden floor boards as well as non-sealed tiles, as these materials may be sensitive to water as well as household and industrial cleaning solvents.
- *Cuban mops*-Those mops which are created when an all purpose cleaning towel is carefully wrapped around a wooden or otherwise solid base running perpendicular to the mop's handle. Please be advised that placing the cloth over the bristles of a broom to create a Cuban mop is unacceptable.
- *Hand wiping of hard floors in lieu of mopping*- Although not an ideal way of cleaning the floors because of the potentially large surface area needing to be wiped, using a cloth in lieu of a mop is an acceptable method of cleaning hard floors.
- *Sponge mops*-Those mops which feature a sponge located at the base of the mop which can be pressed through the use of a built-in wringer which allows water to be released into a bucket or other water receptacle.
- *Steam mops*-Those mops which rely on the production of hot steam to remove stains, kill germs, and aid in keeping hard floors clean. This form of mop may require electricity to operate.
- *Swiffer mops*- Those mops which are manufactured by the household brand Swiffer which are sold at a number of mass retailers nationwide. These mops must be accompanied by cloths either specifically sold for such devices or other types of durable fabric which can be attached to the bottom of the mop head through the use of designated pinch holes. The Swiffer Wet Jet releases cleaning fluid directly onto the floor through the use of a cleaning dispenser attached to the handle. Specialty clothes can be purchased for the Swiffer Wet Jet at a mass retail store near you. Wet clothes can also be purchased for those Swiffer mops which do not feature a cleaning dispenser attached to the handle. Both wet and dry Swiffer mops found to not feature a cloth will not be accepted.

Unacceptable mopping procedures

- It is at no time acceptable to place a mop in such water receptacles as a toilet bowl in lieu of a mop bucket. Please be advised that demonstrating such action can cause unnecessary and unwanted health hazards and may result in monetary penalty.
- Please refrain from spraying cleaning fluid or water directly onto the floor through the use of a spray bottle or hose. The purpose of mopping is to ensure that hard floors are adequately cleaned in order to enhance their luster and shine without drenching them or causing unnecessary damage.

Procedures for Vacuuming Carpeted Areas

Photos supporting the use of an appropriate vacuum is required to support carpets are cleaned appropriately when completing monthly marketability checks. A vacuum cleaner is expected to be brought to each property that features carpeting regardless of whether the electricity is on at a property. Vendors are responsible for bringing a portable generator to each property that does not have electricity in order to use an electric vacuum. Please be advised that that supporting photo documentation of vacuuming is expected unless a property is entirely void of carpeted areas or the areas which are carpeted are being repaired, removed or inaccessible.

Acceptable vacuuming devices and procedures

- Electric vacuums are acceptable to be used during the completion of monthly marketability checks. As a fundamental guideline, please ensure that an inclusive photo of a portable vacuum being actively operated is provided. There are circumstances when only a portion of the vacuum such as the intake port, or area of the vacuum that suctions dust and debris before entering the vacuum bag, can be shown. An example of such a circumstance would be when there is only one individual completing a marketability order, making it difficult to operate a vacuum and take an all-encompassing photo of the vacuum simultaneously. Circumstances like the one mentioned above are understood and should not interfere with your ability to receive recognition for vacuuming.
- Non-electric vacuum cleaners are acceptable as well and should be shown being used on carpeted areas. A non-electric vacuum that is shown being used solely to sweep hard floors is unacceptable. There are specific non-electric devices such as the Swiffer Sweep & Trap which are designed to suction debris from hard floors. Please visit www.swiffer.com or return to the section of this manual which defines acceptable sweeping procedures for more details.

Unacceptable vacuuming devices and procedures

- A broom is not to be used in place of a vacuum when cleaning carpeted areas. As a recommendation, please avoid using handheld vacuums unless there is a minimal amount of carpeting at a property.
- Please avoid showing vacuum attachments such as any removable accessories without showing the main frame or body of the vacuum. This will demonstrate and support the detachable vacuum accessories were not removed from the body of the vacuum and photographed to make it appear vacuuming was performed.
- Whenever a Shop Vac is used to clean carpeted areas, please ensure that appropriate attachments are used. Please avoid showing the use of the tubular attachment alone which is meant to pick up loose and granular type debris such as stones. The attachment which features a flattened head should be used to allow for better overall coverage of carpeted areas, ensuring even the smallest particles are effectively removed.
- Photos that support the vacuum cord on electrical vacuums remains reeled to the frame of the vacuum are not acceptable.

Air Fresheners

Ensuring correct types of air fresheners are used

- As of June 16, 2014, vendors completing monthly marketability checks must show cone shaped air fresheners as opposed to disc shaped air fresheners. Please ensure air fresheners are changed every thirty (30) days regardless of their longevity as advised by the manufacturer.

Ensuring air fresheners are correctly dated and displayed

- Air fresheners must be clearly dated using the month and day with the year optional. Zeros in front of a month and day which are not already two digits are not necessary but can be used as desired. Please ensure that a clear writing utensil is used to write the date such as a permanent marker, preferably black. Writing the date on an air freshener with a ballpoint pen or dry erase marker is not acceptable.
- Air fresheners that are void of a date or feature a date but cannot be deciphered will not be accepted.
- The use of tape, adhesive labeling, paper products, or the combination of any of the following in an attempt to display, conceal, or modify dates on air fresheners is not acceptable. Date must therefore be directly written on the air freshener's outer shell or encasing with no apparent use of materials other than what the manufacturer provides as advertising and/or informational value.

Acceptable examples of date on air fresheners:

06/01 (two digit month and two digit day)

06/01/2014 (two digit month, two digit day, four digit year)

6/1/14 (one digit month, one digit day, two digit year)

6/1/2014 (one digit month, one digit day, four digit year)

Unacceptable example of date on air fresheners:

06/14 (two digit month and two digit year) –please ensure day of month is specified

6/14 (one digit month and two digit year) –please ensure day of month is specified

06/2014 (two digit month and four digit year) –please ensure day of month if specified

June 2014 (month spelled out and four digit year)–please ensure day of month if specified

June (06) (either month spelled out and/or numbers associated with month) –please ensure day of month if specified



Monthly Marketability Checklist

The monthly marketability checklist confirms and supports appropriate work has been performed at each property in which marketability checks are performed. Each individual order requires a distinct checklist with unique markings as deemed appropriate, as each property may vary in degree of layout and amenities from other properties serviced.

Ways of uploading Monthly Marketability Checklist on Vendor Web

Although the checklist can be uploaded to Vendor Web through the process of scanning, it is recommended that *photos* of the checklist are submitted. The reason for this is due to a technical error which may prevent the entirety of the checklist from being uploaded when scanned. The Service Quality Assurance department is aware of this issue and has communicated to the IT department at Safeguard the need for a prompt resolution. If you would like to reach the IT department to further discuss this matter or to report any other technical issues observed while utilizing Vendor Web, please call 880.852.8306 x3999.

Signature and date requirements for Monthly Marketability Checklist

Every monthly marketability checklist which is uploaded as a necessary document within each work order performed must include both a signature of person(s) or vendor code responsible for completing work as well as a date. The signature can include a full name or simply the initials of person(s) responsible for performing work and can be handwritten or typed. Checklists must be dated using the month and day with the year optional. Additionally, the date used on the checklist must be within five (5) days of date on update.

The use of electronic checklists

Electronic checklists are acceptable only if unique and appropriate values are present in the fields of work performed and a signature/typed name or vendor code as well as a date are present. A quality control checklist may be used when the above mentioned criteria remains satisfied. As a convenient and sustainable option when in route, consider laminating the checklist when striving to conserve paper so that it can be easily cleaned and reused.

The use of duplicated checklists

Checklists that are found to be duplicates will not be accepted. Additionally, information regarding the use of duplicated checklists may be noted and used within further investigations involving quality compliance.