REO Yard Maintenance
• Contacts
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Safeguard Contact Information

If you know the extension call: (800) 852-8306 or (216) 739-2900

IT Help Desk: (800) 852-8306 Ext. 3999 (Password issues, problems with Vendor Web, or VWM and PD)

Please contact the Vendor Contact Center: (216) 750-1010

When to call:
• Trouble Gaining Access to the property
• Property Unsecure
• Issues/situations exist that are outside of standard requirements

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Do not call for invoice disputes. All invoice disputes must be handled through Vendor Web per Memo 1461.

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This map shows the grass cut season for each state. As you can see, starting on March 1st, recurring grass cuts will begin in several states (blue). The Northern states (green) will begin on April 1st. Vendors must read their work orders carefully for the grass cut frequency as it may change by state and throughout the season. You can also obtain this information by looking on Vendor Contact Center in Vendor Web.
**Grass Cut Requirements & Standards**

**Timeframes:**

- **Initial Grass Cut:** Completed and updated by due date.
- **Recuts:** Complete and update 48 hours before due date, or on the due date. If the cut is completed any earlier than 48 hours before the due date the vendor won’t be paid.

**Grass Cut Frequency**

Based on type of loan, location of property and weather patterns

Verify due date and frequency by checking loan type on orders
Over 1 Acre

- Follow your work order instructions
- If the lot is greater than 1 acre and the broker/client requests the entire lot cut, you may cut the entire lot and invoice flat rate times # of acres cut.
- Must call from site.
- Must get Broker E-mail.

Posting & Violations

- Notify Safeguard immediately and note on Update
- Take a photo
Shrubs, Weeds and Trees

Shrubs:
Shrubs must be maintained on initial grass cuts for an additional fee of $30.
– Shrubs must remain in marketable condition during the remainder of the season
– ALCRT clients: SPS, HM, M&T supply a bid

Weeds:
Trimmed and sprayed with weed killer

Trees:
Submit a bid to maintain Submit a bid for vines Causing damage
Leaves, Clippings, Debris & Edging

Leaves must be removed when present:
Contractors can either remove leaves by the bag (invoice $2 per contractor bag) or by the CYD (invoice $12 per CYD). Photos must be submitted of the leaves being bagged or raked into a CYD.

Clippings:
• Mulch or remove, do not leave at property

Debris:
• Incidental (less than ½ CYD) remove
• Greater than ½ CYD, remove per CYD
Edging
Fence lines, foundations, flower beds, driveways, walkways and sidewalks
If you have an initial grass cut and weather is preventing completion, you are required to visit the property, take sufficient photographs to document the condition, submit a full update and bill a trip charge for your visit. Your work order text will identify the grass cut as being an initial.

On snow covered re-cuts, the vendor will status the order and complete once able.

*For recuts, no trip charges will be given on any snow covered properties. Please be aware of the weather in your area.*
It is important, when updating the completed order, you use an actual complete date, so the new order opens with the correct due date. For flooded ground or lawns too saturated to cut, for re-cuts, vendors must provide photo documentation that supports the condition, submit a status and complete the re-cut once able.
• All orders have due dates. Orders are allowed to be completed and submitted two days before, or the day due.

Any order that past due is eligible for reassignment, by the work coordinators, without a warning email or phone call. Once the work is reassigned, it will not be given back. If you know you’re going to be late contact your regional coordinator.
If for any reason, you are going to be late on a work order; your work coordinator must be notified, prior to the order becoming late. Any late order, we reassign, can result in a chargeback, if we have to pay a vendor a rush fee to complete. To prevent orders from being reassigned, stay in communication with your work coordinator by phone or email regarding any late orders.
All Vendors must have a score of 95% or above or work is at risk of being reassigned.

Vendor score cards are based on quality, on-time submission, and on-time completion.
Below is a list of required photo documentation for every grass cut order:

- Photo from the street facing the home/building, need to see full scope of front lawn and sides. Take multiple pictures if necessary. (At least 1 picture)

- Provide before, during and after photos of the front, rear, and side yards on every order. Front, rear and side photos should be from the property lines, facing the house and from the house facing the property lines. (At least 12 pictures)

- At least one picture showing a tape measure or ruler and the ending grass height
Photo Documentation Requirements

- Before and after photos of weed removal from paved or landscaped areas.

- During photos of weed application to paved or landscaped areas where weeds were removed (Minimum 1 photo).

- After photos showing that all paved areas are edged.

- Provide photos of the fence lines, and foundations are free of tall grass and weeds.

- Provide before, during, and after photos of any shrub trimming that is completed. If shrub trimming is not necessary, photos of shrubs must still be supplied.

- Provide before, during and after photos to support leaf removal, including total bags removed. A final photo showing all bags removed is required.
• Vendor Web Mobile or Photo Direct application should be used to take and submit photos
• All before, during and after photos should include some portion of the house as a reference point.
• During photos must contain weed whacking and a mower in the yard (front and back)
• Full front and rear yard, before and after are required; close up or insufficient angles are not acceptable
• Provide exterior condition photos of all sides of the house. Include a photo with the address.
After photos must contain a photo on all 4 sides of the house and at least one photo with a ruler showing the grass blade height no higher than 3". Photos should show the wheel tracks on all 4 sides of the house if the grass type will provide.

If property consists of desert landscape, photos of trimming and then spraying the weeds with weed abatement are necessary. You must report the property as desert landscaping on your update!

Keep in mind that all grass cuts must have during photos showing the equipment on site and the cut in progress.

Remember that this work is ordered and paid for by reviewers who can’t visit the property to confirm that work was completed. The photos we submit are all the evidence we have to assure them that the work was done.
VENDOR WEB MOBILE

- **Android**
  - Device running Android 2.3 or higher
  - Minimum 2 Megapixel camera
  - Data plan recommended
  - The Vendor Web Mobile app will expand in size to fill the available screen space whether you are using an Android phone or a tablet-sized Android device.

- **Apple**
  - iPod Touch running iOS 5.x or higher
  - iPhone 3GS or 4 running iOS 5.x
    (iPhone 4S or 5 recommended)
  - Apple iPad 2 or newer
  - Data plan recommended
Vendor Web Mobile is installed directly on a user’s smartphone via Safeguard’s mobile download site. The download website is reached by using your smartphone's web browser and typing m.safeguardproperties.com in the address bar.

**Android**

On Android devices, you may first need to change an option in your phone's settings menu to allow non-Market apps. This is typically found in the Security menu, although this may vary depending on the device and version of Android being used. Enable the "Unknown sources" setting.
Thank you for your continued hard work and if you have any questions related to this presentation, please email them to FQCVendorcalls@safeguardproperties.com