

Customer Service = Resolution



Safeguard
Properties



Snow Removal
Procedures & Best
Practices

- Safeguard's clients require snow be removed whenever there is 3 inches or more of accumulation within a 24 hour period. This means that Safeguard receives lists of properties from clients on which they want snow removal services completed. It is also possible to receive one time snow removal orders.
- The lists of properties sent to Safeguard are processed and each snow removal vendor receives a list of work orders on Safeguard's vendor website. The vendor is then responsible for maintaining these properties when snowfall of 3 inches or more occurs. Due dates for these orders will appear as March 31st. Actual completion of the work orders must be done according to the work order requirements below.

- 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 the driveway type and shape, lockbox locations and other nuances of the property.
- The one time snow removal orders require services be completed once and by the due date noted on the order.

Work Order Requirements are as follows:

- Orders must be completed and updated within 48 hours of completion on Safeguard's vendor website or vendor web mobile
- Snow removal is to be completed when accumulation meets or exceed 3 inches or if a SNOW1 work order is issued and the snow exceeds 1 inch.
- Remove Snow from entire driveway, walkways, sidewalks, and path to the rekeyed door(s) (with electronic/mechanical lockbox). Locations of the mechanical lock boxes are often at the secondary doors or meter locations.

Work Order Requirements Cont.:

- Snow must not be piled up in the front of entrances to the property. (This includes doors to the house, garage doors and doors to outbuildings)
- Salt or melting agent must also be placed on the driveway, walkways and sidewalks in front of the house once the snow is removed.
- Trip charges will only be provided if a broker orders one time snow removal and or property does not need to be plowed due to HOA.

Be sure you have the proper equipment and supplies to complete the snow removal.



Snow removal is to be completed when accumulation meets or exceed 3 inches.



Snow Removal Examples

Remove snow from entire driveway.





Snow Removal Examples

Remove snow from walkways and path to the front rekeyed door with an electronic or mechanical lockbox.



Remove snow from sidewalks.



Snow Removal Examples

Remove snow from locations of mechanical lock boxes that are often at secondary doors or meter locations. Snow needs to be removed from these areas to allow access to the property if a lock box is present.



Snow Removal Examples

Salt or melting agent must also be placed on the driveway, walkways and sidewalks once the snow is removed.





Safeguard
Properties

Escalated Client Issues

Please make sure you are not plowing or piling up snow in front of garage doors or walk ways and ensuring that snow is removed and not blocking secondary entry ways where lock boxes are present.



- Remove snow from sidewalks, driveways, and path to the rekeyed door of the property.
- If no sidewalks are present, providing complete photo documentation that no sidewalk was present is very important.
- Remove snow from area leading up to any electronic/mechanical lockbox.
- Apply salt or melting agent to all plowed, and shoveled areas.
- Update all work orders within 48 hours of completion

- 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 sidewalk is present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented.
- 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 submitted are evidence to confirm work was completed properly.



Other Snow Order Information

- Snow orders will be placed by the broker, client or investor for REO CTG and P&P work orders, the property will remain on a push list for the season or until the property sells.
- For REO ALACRT work orders, the broker/client will have to request the snow removal service each time that it is needed (unless the Client wants to opt for a SNOW Package).
- If a property is an HOA you must visit the property, supply photos to support, provide the Homeowners Association information and invoice for a trip charge.
- If no sidewalk is present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented.



Safeguard
Properties

Snow Removal Ordinances

Click on the city below to be taken to the snow removal ordinance.

[Billings, Montana](#)

[Boise, Idaho](#)

[Boston, Massachusetts](#)

[Chicago, Illinois](#)

[Cincinnati, Ohio](#)

[Detroit, Michigan](#)

[Fargo, North Dakota](#)

[Ft. Wayne, Indiana](#)

[Minneapolis, Minnesota](#)

[New Haven, Connecticut](#)

[Newark, New Jersey](#)

[Omaha, Nebraska](#)

[Salt Lake City, Utah](#)

[St. Paul, Minnesota](#)

[Waukegan, Wisconsin](#)

*Please note that these are just a select few ordinances and you should always check with the local municipality to ensure you know the snow ordinances.



Safeguard
Properties

Questions?

If you have questions related to this presentation,
please email your question to:

FQCVendorcalls@safeguardproperties.com

Thank you for your time today and continued hard
work at making Safeguard Properties the best
servicing company in the business.