

Customer Service = Resolution



Safeguard
Properties

REO Maid Service and
Monthly Marketability
Check Expectations

Most critical areas for buyers

Most common areas of QC inspection deficiencies

- **Cleaning**
 - Clean soap scum, lime, calcium, toothpaste residue, food matter, and general dirt from drain, knobs, and stoppers of sinks and tubs
 - Place air fresheners at all sinks
 - Clean inside all drawers and cabinets
 - Wipe down cabinet exteriors including the tops
 - Clean interior and exterior of medicine cabinets
- **Appliances**
 - Remove damaged/inoperable appliances **with written broker approval only**
 - Move all appliances from their respective locations and clean the area behind, underneath, and beside them. Tops, bottoms, sides, in and out.
 - Clean stoves, cook tops, ovens, microwave ovens, dishwashers, refrigerators, washers and dryers inside and out, tops and sides
 - Replace/Clean conventional stove burners and catch trays



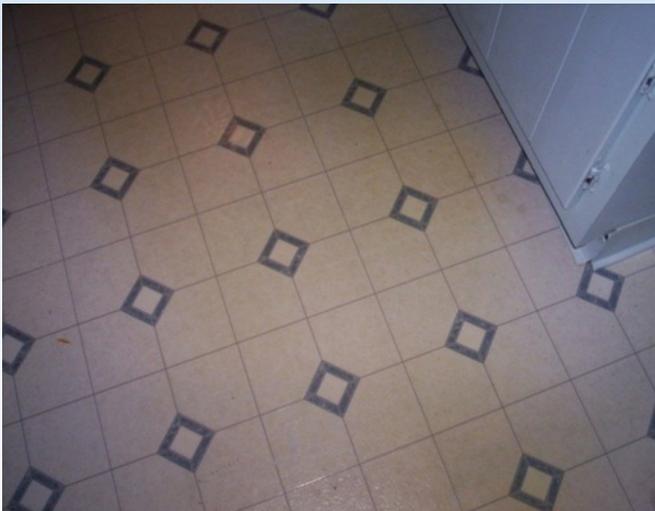


Kitchens and Bathrooms cont'd

- Remove grease, grime, residue, dust and electrical safety hazards from range hoods, exhaust fans, walls and backsplash .
- Clean Toilet
 - Inside/Outside of bowl
 - Top/Bottom of toilet seat/seat cover
 - Toilet tank/lid
 - Behind/Around toilet base
- Remove dust and cobwebs from bathroom vents/fans
- Clean mirrors, including the removal of stickers
- Tubs and Shower Stalls and Enclosure Glass
 - Remove soap scum, hair, bars of soap, shampoo, creams, razors, shower curtains/rings/ mats/rugs, loufahs, toothbrushes
 - Remove bathroom accessories/caddies/non fixed curtain rods from tub/shower stalls, walls, and doors
 - Faucets and fixtures



- Sweep debris, hair, grass clippings/leaves, dust, and dirt from all hard surface floors including basements and garages, closets and so forth
- Mop tile, vinyl, and wood floors without leaving sticky film or residue
- Clean corners, edges, baseboards, and under toe kicks.
- Discolored areas of flooring must also be cleaned
- Thoroughly vacuum all carpet throughout property including closets, stairways, and basement
- Clean corners, edges, and baseboards
- Remove debris, hair, grass clippings/leaves, dust, and dirt
- Bid cleaning of excessively dirty, but salvageable, carpet
- Remove dirty, saturated, stained, and ripped carpets that are not attached to the property/fitted to the room - treat this type of carpet as a rug
- Bid attached/installed carpet that is saturated, stained or ripped
- Remove the tack strips and pad with the carpet
- Re-install HVAC floor registers



Windows

- Thoroughly clean all windows throughout property
- Areas commonly overlooked
 - Screens
 - ledges
 - Top of sashes
 - Sills
 - Tracks
- Clean smudges, fingerprints, etc., on sliding glass doors
- Glass should be streak free
- Remove stickers



Ceilings and Registers

- Clear all ceilings of dust, dirt, and cobwebs
- Clear all floor, wall, ceiling vents, and registers of dust, dirt, and stains



General Living Areas

- Includes porch/patio enclosures, garages, basements, outbuildings, and utility areas
- Treat finished and unfinished basements as regular living areas
- Clean and remove cobwebs



Ceiling Lights and Fans

- Kitchen and bathroom fixtures.
- Hallways, entries, exterior coach lights, etc.
- Ceilings fans include motor, fan blades and fixtures globes.



Fireplaces

- Clear wood-burning fireplaces and hearths of all debris, ashes, and soot
- Fireplaces need to be vacuumed out



Odors

- Remove the source of odors and submit bids when necessary
- Place dated air fresheners in bathrooms, kitchens, and laundry rooms
- Date must be the date of services completed
- Neatly written in permanent marker
- No more than one date per air freshener
- Air fresheners must be replaced during every MMC; double dating or changing the date will not be tolerated and is considered fraudulent.





Monthly Marketability Check

If any of the following work is needed, you can proceed with completing the task per client parameters and invoice per REO pricing. There is no need to call from site. Proper photo documentation will be required if any of the below tasks are completed.

- Re-securing
- Debris removal
- Re-winterization (if found to be compromised and during winterization season)

Interior/Exterior

- Standard Maid Service Refresh
- Property must pass the white glove test once the sales clean is complete.
- Safety Hazard Checklist Items (per work order)
- Some work orders (per client) provide an allowable to complete emergency repairs such as:
 - Install Dehumidifier
 - Pumping of water in the basement
 - Removal of wet, discolored carpet
 - Tarping of active leaks
 - Thawing of frozen properties
- There is a separate \$500 for plumbing repairs to allow a winterization/dewinterization.
- Call from site if amounts are not sufficient to complete repairs.
- All items on Monthly Marketability checklist are to be fully completed per work order allowables
- A full property assessment must be completed and all new conditions on exterior *and* interior **MUST** be addressed per work order directions.
- Call from site to obtain approval for any exterior conditions that are not up to standard or emergency repairs that may be needed and be prepared to do the work. Do not walk away from a property that has an emergency issue present or is not up to standard.