



Confidentiality Statement

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Customer Service = Resolution



Safeguard
Properties

Monthly Marketability
Training

Placing REO properties in a marketable condition is always Safeguard's intention. Due to increased client inspections and focus on quality of work, the following will clearly outline the necessary scope of work needed to perform to place properties into compliance with our clients.

- Purpose of the Marketability Order
 - Addressing Items while On-Site
- Having the necessary equipment stocked on your truck
 - Marketability Tasks
- Marketability Checklists & Photo Documentation
 - Landscaping Items

- The purpose of the monthly interior and exterior inspection of the property is to re-establish its marketability condition and ensuring it is in show ready condition.
 - Placed in Sales Clean Condition
 - Added Value
 - Winterization Verification
 - Removal of Incidental Debris
- *These tasks must be performed each time you are at the property completing the Monthly Marketability order.
- * Emergency Issues – Refer to the over allowable section on the MMC work order text for client specific information on how to address any emergency issues.

- The following items must be addressed while on-site within the client parameters and per REO pricing
- No need to call from site
- Proper photo documentation must be submitted in order to be paid for the work completed
 - Re-securing; If found to be vandalized
 - Re-winterize; During winterization season and found to be compromised during the winterization verification inspection
 - Removing Debris; If debris is more than an incidental amount (greater than $\frac{1}{4}$ CYD, you can invoice per REO pricing)



- A properly stocked truck will provide your crews with the tools required to complete the MMC, increase work flow and increased profitability
- Some items to take note on;
 - Vacuum cleaners
 - Cleaning products
 - Rags, sponges, scouring pads and Bristol brushes
 - Squeegees
 - Permanent marker
 - Clear tape, Duct tape
 - Hammer, screw drivers, box cutters
 - Outlet / Switch covers
 - Gas caps, Water caps etc.



To ensure a property is in marketable condition, the following tasks must be completed while performing the monthly sales clean:

- All horizontal surfaces thoroughly cleaned including but not limited to; ceiling fan blades, counters, cupboards, window sills, etc.
- Clean sinks, tubs, and toilets. Utilize a commercial grade cleaning agent that is suitable to clean grime and built up dirt.
- Ensure interior and exterior of property is free of any/all debris and cobwebs from entryways.
- Vacuum / mop all floors. Floors should be free of debris, particles, dirt and leaves etc.
- Replace ALL Air Fresheners during every MMC order (regardless of the manufacturers declaration of life). Air Fresheners must be dated at time of installation with a permanent marker.
- ****Pre-dating is considered as Fraud by our clients, so don't do it!****

- Test all smoke detectors and carbon monoxide detectors and if needed, replace the batteries.
- Install light bulbs in any empty socket and if electricity is on, replace any burnt out light bulbs with working bulbs, including the exterior.
- Crew is required to look in all closets, cabinets and drawers and remove all incidental debris from interior and flyers, phonebooks, and trash from exterior.
- It is unacceptable to state that the sales clean was “not needed”. Your photos must show action shots of cleaning in order to be paid for the work.
- The property must pass the “White Glove Test” once the sales clean is complete.



- The marketability checklist must be completed
 - This outlines each area within the property and what to look for
 - Reduces the Risk of missing areas and required photos needed
 - Holds Crew *Accountable* for the scope of work they are to perform based off the MMC work order and as what **YOU** hired them to do
- A list of required photos can be found in the Marketability work order text under the Photo Documentation section.
 - Obtaining the photos the first time you are on-site prevents the order from being re-opened or obtaining a billing penalty
 - A Minimum of 35 photos are required

In order to ensure the entire property is in marketable condition, you must also pay close attention to the exterior of the property.

Leaf Removal

- Ensure the property is free of any and all leaves. This includes: the entire yard area, flower beds, sidewalks, paths, steps, porches, and driveways
- Leaves (if present) should be bagged and removed on every marketability order
- Invoice per REO pricing – Photos must support



Grass Cut

- If the property is located in an area that is currently in grass cut season and is in need of a grass cut, you must call the Seasonal Specialist's extension prior to performing the grass cut.
- Approval must be obtained or you will not be paid for the work.
- If approval is obtained, all the regular guidelines must be followed and proper photo documentation submitted to support the grass cut was needed.
- You must be prepared (fully stocked) to cut the grass or trim the shrubs, if it is needed and approval is obtained.
- If you are at a property that is not currently in grass cut season, but the grass is in need of a cut – You must proceed with cutting the grass.

Grass Cut (continued)

- There is no need to call for approval when we are outside grass cut season
- Photo's must support the grass cut was needed
- This will ensure the exterior of the property stays in marketable condition even when outside of the grass cut season

Exterior Lawn Debris Removal – after the snow has melted

- If you arrive at a property where the snow has melted and there is now debris present on the lawn or anywhere on the exterior of the property – This must be removed.
- No need to call from site prior to removing this debris, but photo's must support the CYD being invoiced.
- This work must be performed while on site during the marketability order to ensure property is ready-to-show.

TIMEFRAMES

- Up to 2 days before the due date
- No later than 2 days after the due date
- It is important to route these marketability orders in order to meet the timeframes

NO ACCESS

- Three attempts to contact the broker. Be sure to submit the documented attempts when updating your orders.
- Broker information can be found on a previous order. If you were not the initial maintenance vendor and do not have the broker contact information, please call from site to obtain this information.

NOTE - Conditions preventing the Marketability Order from being completed such as rehab work – marketability inspection and sales clean still needs to be completed in the ‘non-effected’ areas of the property.

- Read the Work Order
- DIRTFT
- How? Read the Work Order
- Quality in the Field means **FULL Scope** at the Property
- Maid Service Checklist - Universal on all REO Orders
- QC Checklist – Universal on all REO Orders
- Allowable is specific to the client & the property
- Safety Hazards
- QC Program / Minimum of 20% MMC QC checks
- Common Deficiencies

- Garages
- Attics and crawlspaces
- Outbuildings and utility areas
- Cobwebs
- Tops of fan blades and motors
- Interior of washers, dryers, dishwashers
- Tops of mechanicals (HVAC, Hot Water Tank, etc.)




- Leaves left in flower beds, piles in back yards
- Tree limbs not being trimmed when touching the house
- Not paying attention to detail on maid service
 - Not vacuuming, not cleaning fixtures, baseboards, behind appliances, missing light bulbs, not testing or replacing batteries in smoke detectors, not capping water lines or gas lines, leaving cobwebs at the property



- Interior window panes not being cleaned
- Bugs being left on the floor and in the window sills
- Air fresheners not being replaced or dated with permanent marker
- Basements and garages not being swept out
- Stairs not vacuumed
- Exterior maintenance - shrubs not trimmed, edging, weeds, grass
- Walks/Stoops/Patios not swept



- Provide Standards, Training, and Discipline to staff – Hold MMC Staff Accountable for their scope of work
- Vendor property QC
 - 100% Initials
 - 20% Recurring (increase as needed)
- QCC forms must be available for review anytime by a Safeguard FQC rep



Quality Control Checklist

Contractor Code:

Property Address: _____

Crew who completed initial: _____

Date QC was performed: _____

Name of person completing QC: _____

v. 10/15/12

EXTERIOR

Is the grass maintained: edged/trimmed/leaves/cut/shrubs

Is there a straight edge in all areas (drive, sidewalk, patio)?

Are shrubs blocking access to the property entrances or rubbing against the structure?

Do shrubs present a neat uniform appearance? (if no what areas front, side, back)

Are leaves present (in any non-wooded areas)?

If yes, where (front/rear/side yard/behind shed, porch, deck, other)

Are weeds or saplings and scrub bigger than 3/8" diameter present?

If yes, where: Fence lines, foundation, paved areas, flower beds

Are there any slippings left in the yard or on paved areas?

If yes, on front, rear, side yard or driveway, sidewalk, walkway?

Has snow deeper than 3" been removed from the drive and sidewalks and salt applied?

Is there any exterior debris in/on: Flower beds, porch, front/rear/side yard, driveway, sidewalk, walkway, patio, deck?

If yes, is the debris natural lawn foliage or other?

Are there any unnecessary posting visible from the exterior?

Is there any scattered debris throughout exterior?

Are there any holes or other exterior trip hazards?

Are Gutters free of debris?

Are trees making contact with the structure?

Is there dead timber/trees that pose a hazard?

Does the siding need to be power washed?

Is there a tarp on the roof?

Is there debris on the roof?

Outside A/C unit present?

Outbuilding (present)

Free of debris?

Swept out?

INTERIOR

Yes No NA Kitchen

Are the sign in sheet and air freshener present and dated.

[date: ___/___/___]

Are floors mopped or vacuumed

Completely clean interior and exterior of all listed items below, ensuring that all dust, dirt and debris particles have been removed. Verify that all are white glove clean by sweeping your hand in and across: (answer NA if any of the below are missing)

Stove

Microwave

Dishwasher

Refrigerator

Countertops

Cabinets

Drawers

Ceiling fans

Window sills

Vents

Baseboards

Light Fixtures

Sinks

Vents

Are the following streak free, free of grease and free of fingerprints?

Refrigerator

Stove, Oven

Oven hood/vent

Microwave

Are all interior windows clean?

- Provide Field Manuals
- Ensure a well Stocked Truck
- On Going Training
- Hold Accountability
- Quality Control
 - Field
 - Office



***** Upload your photos from your iPhone or Android device to Vendor Web with Photo Direct *****

Get the *free* app at <http://m.safeguardproperties.com>



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Questions?



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Thank You!