REO Debris Removal and Cubic Yard (CYD) Training
Confidentiality Statement

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Objectives

• What is Debris
• What is a Cubic Yard (CYD)
• Determining Personals vs. Debris
• Debris Removal Procedures
• Photo requirements and placards for the REO Debris Removal Process
• Base Rate Pricing
• Vendor Web Updating
What is debris?

Debris can be defined as trash, junk, or items of no value that have been left at the property by the mortgagor. This also includes items that pose an infestation risk such as food and raw garbage, as well as non-infestation risk household hazards such as paint, gas, oil, and propane tanks. This includes the interior and exterior of the property.
What is a CYD?

- CYD Measures 3’ x 3’ x 3’.
- One cubic yard is equal to 27 cubic feet.
- Based on volume, not weight.
  - 1 CYD of pillows takes up the same space as 1 CYD of bricks
- Photo shows true CYD comparison to an averaged sized person
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3.5 CYDs
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1.5 CYDs
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2.5 CYDs
Financial Papers and Personal Documents

- If financial papers and/or personal documents are found on property they need to be bid to store regardless if Client threshold is exceeded.
- These include but are not limited to:
  - Birth certificate(s)
  - Death certificate(s)
  - Tax documents
  - Military documents
  - School including report cards and diplomas
  - Health and Insurance paperwork
  - Business records
  - Deeds/liens
  - Bank Statements
  - Safes or locked boxes
  - Mail of any kind
Personals vs. Debris

- Depending on the Client parameters and/or state guidelines personal property values vary.
  - The threshold is based on garage sale value.
- If personals are present you must take an inventory list of all personals and approximate value. **DO NOT REMOVE ANYTHING**
- If **Threshold Exceeded** and/or **Personal Documents** at property, then bid to store items for 30 days in a storage facility and bid the trashout service for any remaining debris at the property.
- If original knoblock/deadbolt is breached and personals are present please secure per work order instructions and contact the broker to notify previous owner.
  - Do **NOT** install lockbox
- If unsure please take photos, upload to Photo Direct, and dial Ext. 2292 the Vendor Contact Center for guidance.
- Here are a couple of links that can assist as a guide to property “garage sale” value.
Debris Removal Procedures

- Follow your work order instructions.
- Pay attention to CYD thresholds per Client.
  - Examples:
    - Fannie Mae 200 CYD
    - CMC 40 CYD
    - VFI 60 CYD
- If threshold is exceeded per your work order call Ext. 2292 from site.
  - Do not remove anything until instruction is provided.
Photo requirements and placards for the REO Debris Removal Process

• Define Container size.
  ➢ Before photo of truck/trailer with property in the background
  ➢ Measure empty truck bed, trailer, box truck, etc. and photo of each measurement.
  ➢ Use placard to notate CYD capacity and take photo

• Measure debris per room in interior and exterior of property.
  ➢ Take photos of all 4 corners of the room to show panoramic view
  ➢ Take before photo with placard to advise CYD in that room

• Remove debris in each room.
  ➢ Take several during photos (minimum 5) showing debris removal from each room

• Take progressive load photos and notate on placard.
  ➢ Empty with placard photo
  ➢ ¼ full with placard photo
  ➢ ½ full with placard photo
  ➢ ¾ full with placard photo
  ➢ Full truck/trailer/container with placard photo
  ➢ If more than 1 load repeat this process.

• Take after photos of each room once debris is removed.
  ➢ Make sure to take 2 photos of the after trash out per room
  ➢ For after trash out and before maid service photo labels in Vendor Web
Define Container Size

• Measure all Containers and Vehicles that will be used on a specific property
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Measure Debris Per Room in Interior and Exterior of Property

- Take photos of all 4 corners of each room
- Take before photo to show the CYD count of each room
Exterior Debris Supporting Photos
Example of proper before photo documentation and placard usage.
Remove debris in each room

- Take several during action shots to show removal of debris.
  - Remember to still use your placards to show which room you are in
  - Minimum 5 during photos require for each room
Take Progressive Load Photos and Notate on Placard.

- Empty with placard photo
- ¼ full with placard photo
- ½ full with placard photo
- ¾ full with placard photo
- Full truck/trailer/container with placard photo
- If more than 1 load repeat this process.
Take after photos of each room once debris is removed

- Take 2 photos of all four angles of the room.
  - Living room example
  - After photo label of trash out
  - Before photo label for initial maid service

- Take 2 photos of all four angles of the room.
  - Garage example
  - After photo label of trash out
  - Before photo label for initial maid service
Purpose of Placards

• Intended to help explain conditions at property.
• Organization of photos.
• Debris removal load photos protection.
• Effective use yields higher payment percentage.

12% still reduced due to poor packing of containers, inaccurate calculations of capacity or non-sufficient documentation of vehicle upon arrival.
Heavy Debris

- Defines as dense material such as wood, metal, concrete, brick or slate that requires special equipment to remove.
- To qualify for additional compensation, heavy debris must cost more than $500 to remove and dispose.
  - All hard costs **MUST** be documented with a receipt
- When seeking approval to charge additional funds for removal of heavy debris, vendors are to upload supporting photos to the work order via Photo Direct and call the Vendor Contact Center at Ext. 2292 from site to report:
  - What is being removed
  - Method of removal/hauling
  - Approximate weight of debris
  - Number of man hours to remove
  - Disposal and special equipment costs
  - If more than 1 load repeat this process
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Base Rate Pricing

• To access REO Pricing Model
  - Click “View REO Pricing Model” under Pricing tab on the Home screen of Vendor Web.

• This will load an Excel spreadsheet of all REO Pricing
  - Scroll down to Debris Removal-Reference Memo 1242
  - This should look like the screen shot below:

<table>
<thead>
<tr>
<th>Task</th>
<th>Price</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trashout (Base Rate Pricing)</td>
<td><strong>Price by State and Zone</strong></td>
<td>Includes initial trashout up to 30 CYDs. Subsequent debris removal is by CYD at $32.50. Vacant land debris removal is $32.50/ CYD</td>
</tr>
<tr>
<td>AK, HI, PR, VI</td>
<td><strong>$32.50/ CYD + $150 for initial maid service</strong></td>
<td>If property is in AK and needs to be thawed, see &quot;additional items&quot; section.</td>
</tr>
<tr>
<td>Light</td>
<td><strong>$250 + $150 for initial maid service</strong></td>
<td>Debris over 30 CYDs: $500 + $150 for initial maid service + $27.50 for each additional CYD over 30 (Ex: 32 CYDs will pay out $705 gross)</td>
</tr>
<tr>
<td>Medium Light</td>
<td><strong>$325 + $150 for initial maid service</strong></td>
<td></td>
</tr>
<tr>
<td>Medium Heavy</td>
<td><strong>$400 + $150 for initial maid service</strong></td>
<td></td>
</tr>
<tr>
<td>Heavy</td>
<td><strong>$500 + $150 for initial maid service</strong></td>
<td></td>
</tr>
</tbody>
</table>
**Base Rate Pricing**

- Base rate pricing is a set price, for Initial Service Orders only, between 0-29 CYD’s of debris removed at a property that is determined by region.
  - Light: $250.00
  - Medium Light: $325.00
  - Medium Heavy: $400.00
  - Heavy: $500.00
- At the 30th CYD the base price for all regions then becomes $500.00 + $27.50 for every CYD above 30.
  - Example: 30 CYD’s=$500.00
  - Example: 31 CYD’s=$527.50
  - Example: 32 CYD’s=$555.00
  - Example: 33 CYD’s=$582.50
- If work completed in AK, HI, PR, or VI the standard price is $32.50 CYD.
- All other non-initial service trash out work completed is to be invoiced at $32.50 CYD.
Base Rate Pricing

- Find base rate pricing region the property is located.
  - Click on sheet 4 on the REO Pricing Model labeled “Base Rate Pricing by State”
  - Enter zip code of the property into the “Base Rate Pricing Worksheet” calculator.
  - In this example the property zip code of 44125 is in a Medium Heavy zone
  - The base rate price for 0-29 CYD’s of debris removal is $400.00
  - This vendor stated there is 15 CYD of debris at the property therefore $400.00 would be paid
  - But what if it was 31 CYD?
    i. Then the base rate would increase to $500.00+27.50 a CYD after which the total pay out would be $527.50
• Drop room-by-room photos in the appropriate labels.

• Be sure to include the placard photos in this new label.

• Place all load photos under the load photo label.
Debris is defined as trash, junk, or items of no value that have been left at the property by the mortgagor.

CYD = 3’ x 3’ x 3’ = 27 cubic feet

- Take truck/trailer/container measurement and divide by 27
- Example: 15’L x 6’W x 7’H = 630 cubic feet / 27 = 23 CYD’s

If unsure about personal property threshold while at property:

- Upload photos via Photo Direct to work order
- Call Vendor Contact Center at Ext. 2292 for advisement

Interior, exterior, and all outbuildings for debris removal must be addressed.

Debris removal requires the following photos:

- Photo of length, width, and height measurements of truck/trailer/container
- A before photo with CYD capacity on placard showing empty truck/trailer/container and the house in the photo
- Progressive load placards: Empty, ¼, ½, ¾, and full.
- **Before, During, and After** of the debris being removed