Customer Service = Resolution

Safeguard Properties

Reopen Order Prevention
&
Proper Bidding Techniques

Please note-this presentation is only intended to be used as a basic educational tool and is by no means all encompassing. Each property should be treated on a case by case basis and vendors will be held responsible for any errors made.

Safeguard Properties

Objectives

- Review of Common Reasons for Reopened Orders
- How to Submit a Bid in Vendor Web
- How to Provide a Proper Bid Description
- How to Provide Proper Damage Info

Purposes

- Decrease the Amount of Reopened Orders
- Improve Quality of Bids Submitted
- Increasing the Accuracy of Photos Submitted to Support Bids

Common Reasons for Reopens

Incomplete Work

Missing Information

Missing Photos

Missing Bids

Reopen Prevention

Incomplete Work

Work not complete per the work order:

- Installed incorrect key code
- Debris removal

Clarification of Information or Work Completed:

- Lacks Details

Reopen Prevention

Missing Information

- No dimensions
- No quantity for bids/damages
- No information on cause of damage
- No information on location of bid/damage

Missing Photos

- Damages

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Reopen Prevention

Missing Bids

- Citations
- Clean Toilet
- Damages
- Debris Removal
- Discoloration
- Electrical
- Freeze
- Missing Items
- Roof Damage
- Roof Leak
- Securing
- Snow
- Structural
- Unfinished Renovations
- Vandalism
- Yard Maintenance

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Reopen Prevention

Discoloration

Example of Common Improper Source Identification:

Reopen Prevention

Allowables

FHA

Fannie Mae

Freddie Mac

VA

CV

FHA-EXHIBIT B: Maximum Property Preservation Allowances	
DESCRIPTION OF SERVICE	MAXIMUM ALLOWANCE
Property Inspections	
Property Inspections	$30 per unit; $15 additional unit
Subsequent inspection (as reqd.)	$20 per unit; $15 additional unit
Permit & Vacant property registration	$250
Securing	
Initial securing of property	$60 per lock-set & $40 per pad lock;
Re-glazing window (replacing a window pane)	$30
Re-securing/re-keying of property	$0
Roof repair	$600 (FHA does not tarp)
Securing in-ground swimming pools	$1,050
Securing above-ground swimming pools	$400
Securing hot-tubs & spas	$50

Fannie Mae (FNMA) Pricing
Effective work completed 04/01/13

Securing		Notes
Lock Change	$60.00 per door (includes deadbolt)	Required to secure rear or secondary doors on vacant and abandoned properties. Includes the main dwelling and outbuildings.
Padlocks	$40.00 per lock	Required to secure rear or secondary doors on vacant and abandoned properties. Includes the main dwelling and outbuildings.
Slider Lock	$15.00 per lock	Slider locks should only be placed if the existing locks are inoperable or not present on the main level and where accessible.
Window Lock	$10.00 per lock	Window locks should only be placed if the existing locks are inoperable or not present on the main level and where accessible. Punch code 0609.
Repair Garage Door	Up to $100.00	Maximum $100/door for the life of the loan.

Proper Bidding Techniques

B. Damages: *(Check allowable on work order. If unavailable, call Vendor Contact Center x2197)* ***Required Photos for all Damages***

1. **Is there Environmental hazards?** □ Yes □ No Is the condition causing further damage to the property? □ Yes □ No
   Location(s) / Description: _____
   Bid to Address_____ Eyeball Est: $ _____
2. **Is there Fire Damage?** □ Yes □ No Date fire department contacted:_____ Fire report reference number:_____
   Location(s) / Description: _____
   Bid to Address_____ Eyeball Est: $ _____
3. **Is there Freeze Damage?** □ Yes □ No
   Location(s) / Description: _____
   Source/Cause (select all that apply) □ Broken/missing pipes □ Other:_____
   Bid to Address_____ Eyeball Est: $ _____
4. **Are there new items missing?** □ Yes □ No (Please reference Missing Items Section)
5. **Is there new mold present?** □ Yes □ No (Please reference Mold Section)
6. **Is there mortgagor neglect not previously noted?** □ Yes □ No
   Location(s) / Description: _____

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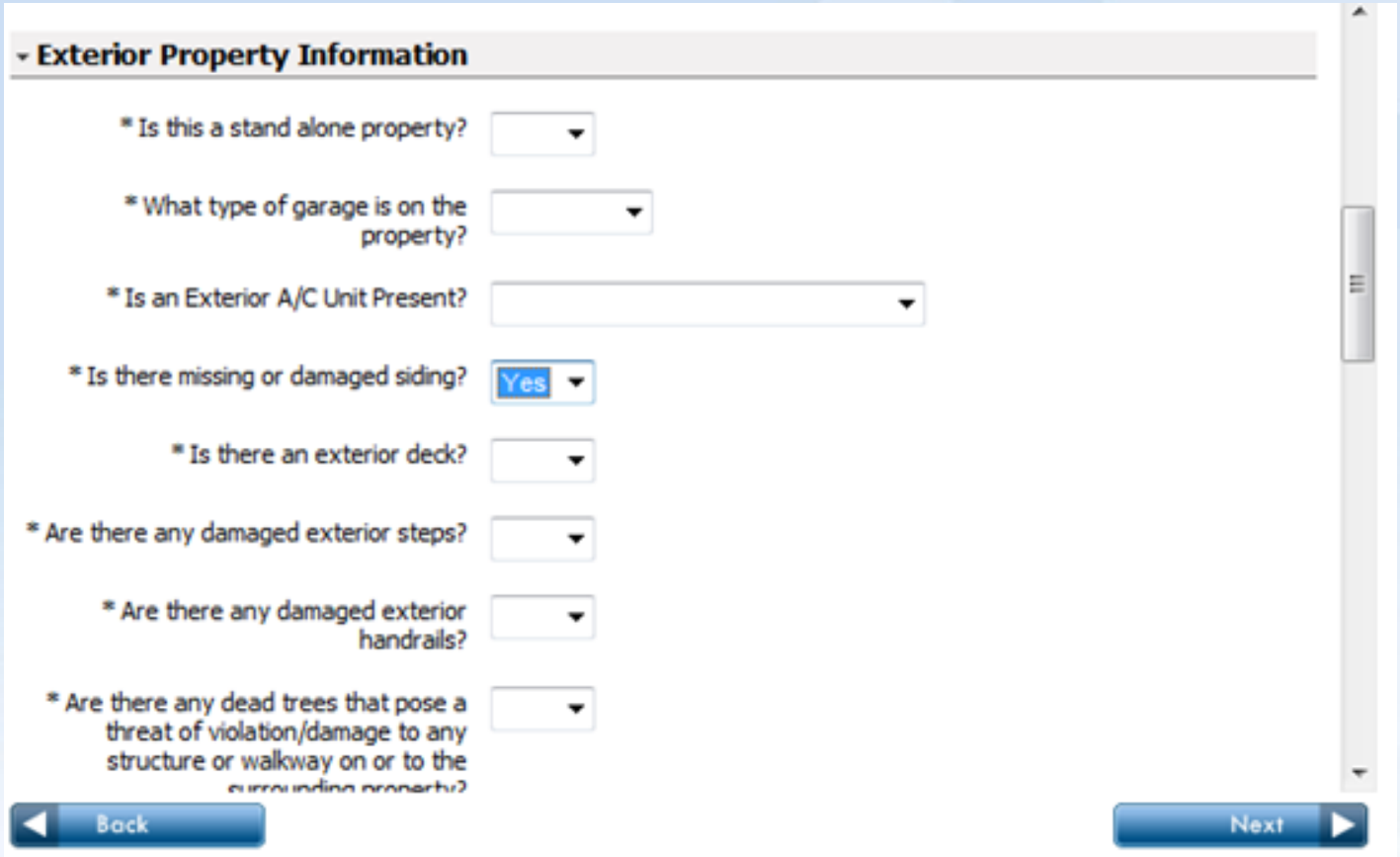
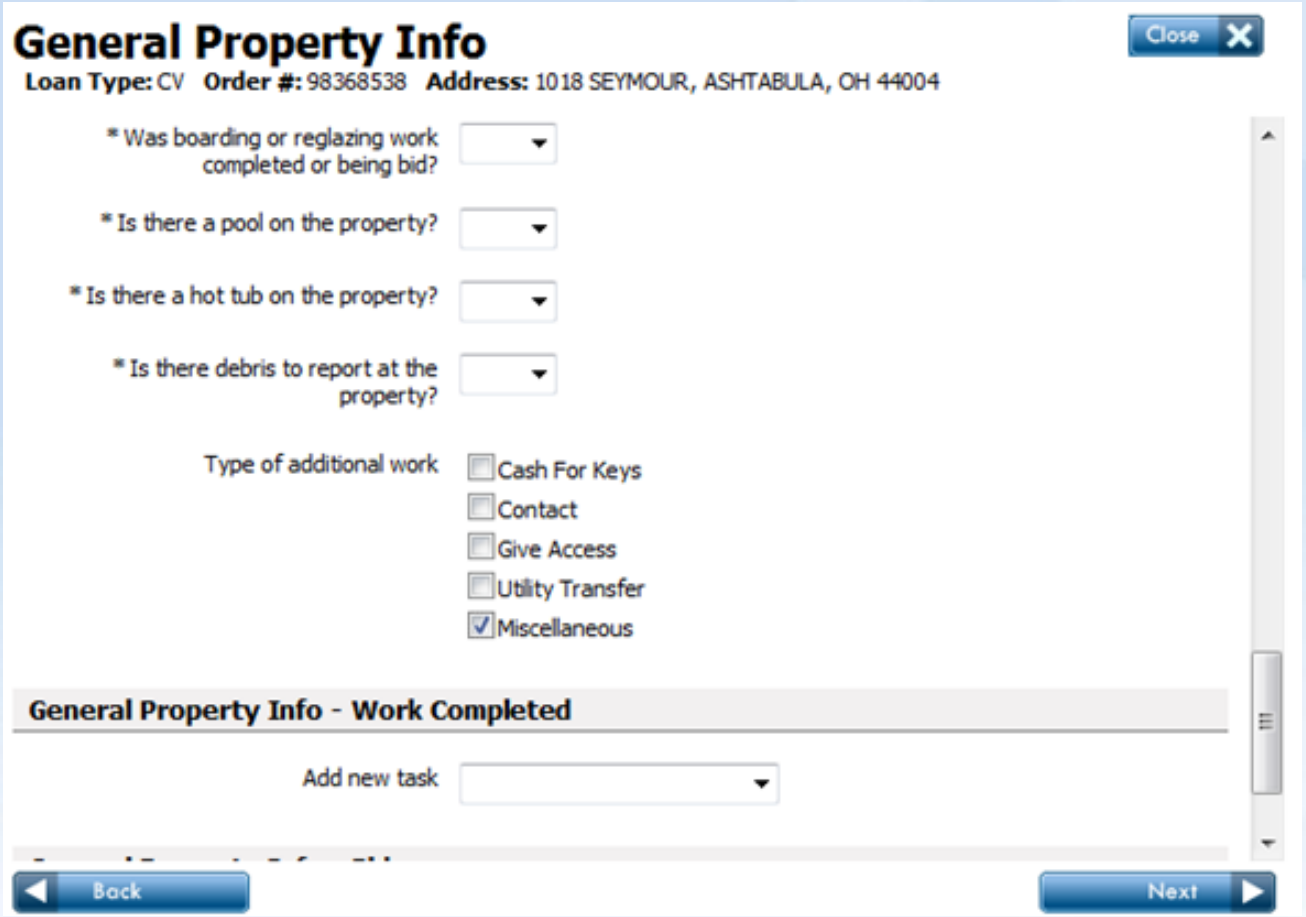
Proper Bidding Techniques

How to Submit a Bid



Proper Bidding Techniques



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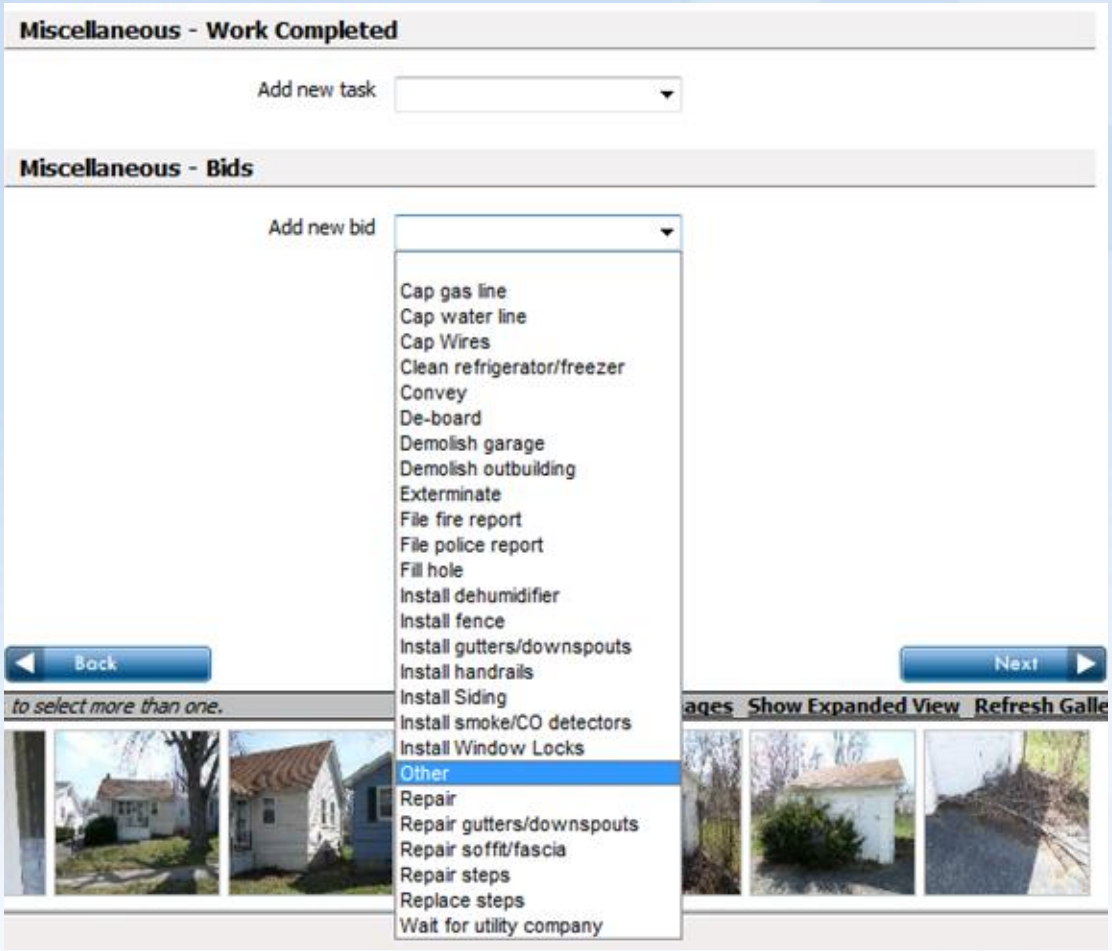
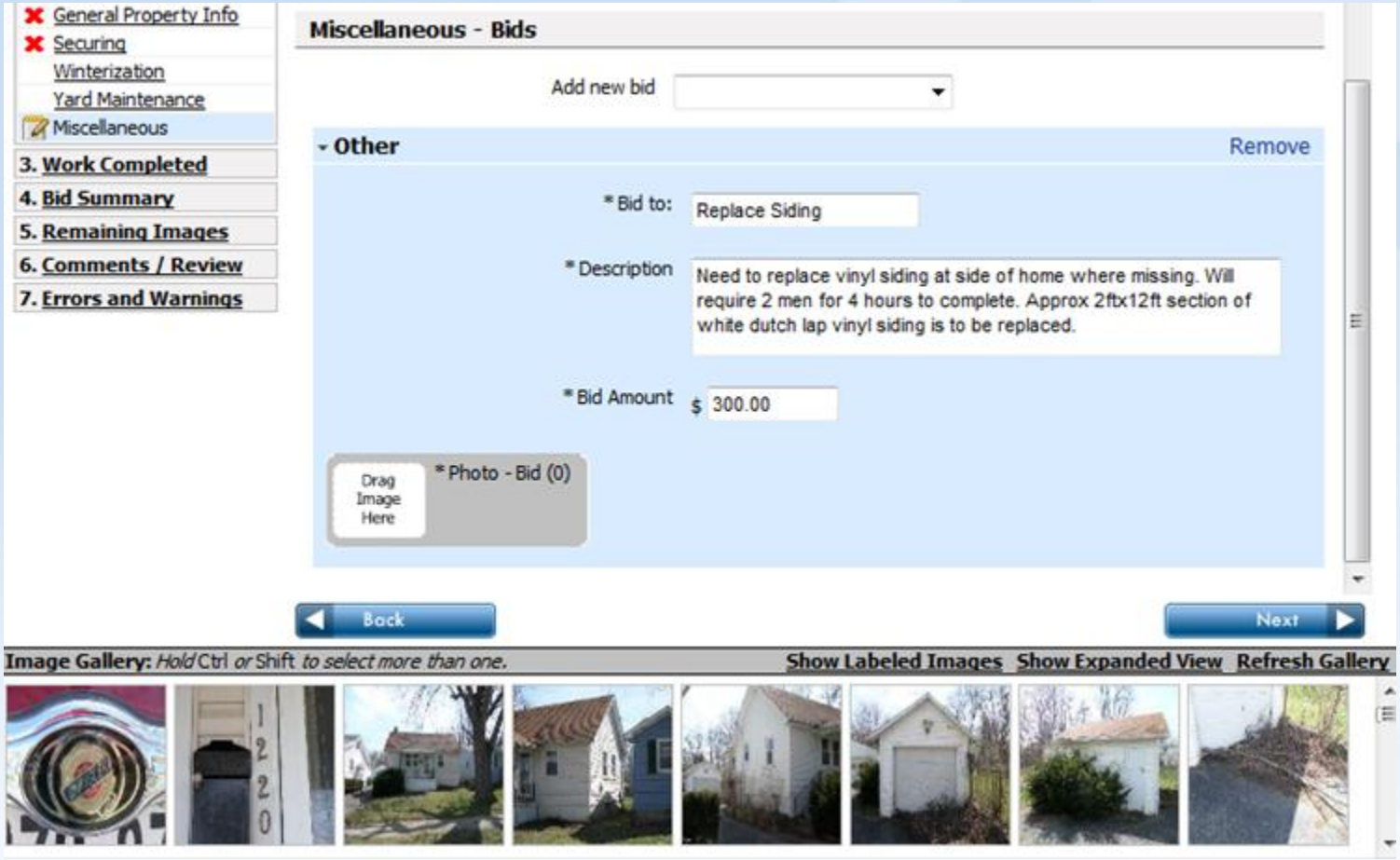
Proper Bidding Techniques

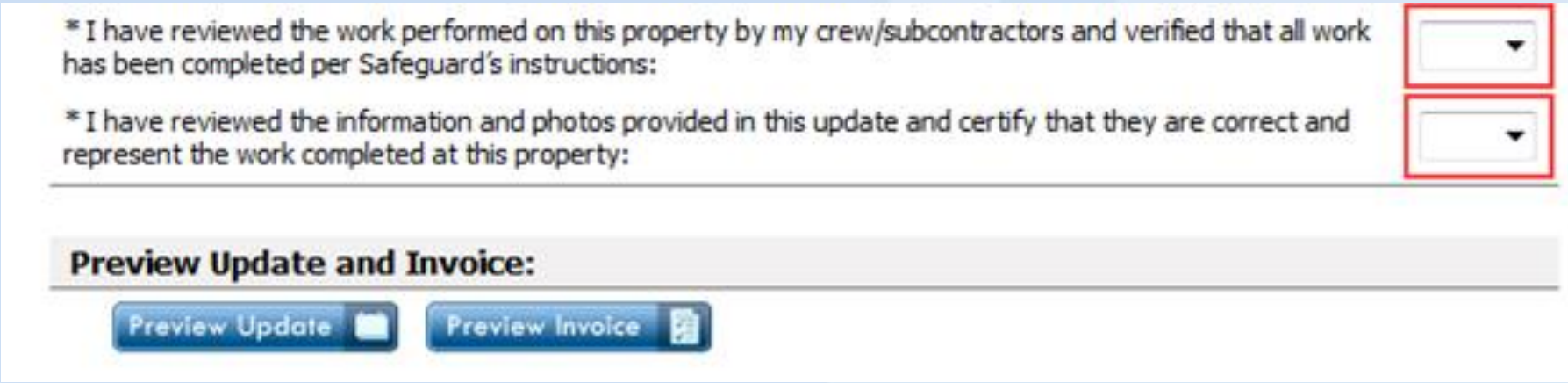


Proper Bidding Techniques



Proper Bidding Techniques

Review



Safeguard Properties

Proper Bidding Techniques

Details, Details, Details…

Items required to be in your Bid Description:

1. Labor
2. Materials
3. Equipment
4. Permits & Fees

Proper Bidding Techniques

Bid Examples

Bid to remediate damage	$496.54
Remediate damage bid description	We will need to remove and replace 16 linear feet of 1/2" copper and 2 shut off valves.

Bid to remediate damage	$1000.00
Remediate damage bid description	We will fix any breaks found

Proper Bidding Techniques

Properly Identifying Damages

- Subsequent Damages
- Source of the Damage
- Prevention of loss

Unreported And Inaccurate Damages Are The #1 Reason P&P Vendors Fail

Proper Bidding Techniques

Properly Identifying Sources of Damage

- Roof Damage
- Water Intrusion
- Discoloration

Photo Documentation

Photos Supporting Bids Should Strive to "Tell the Story" of the Situation at the Property

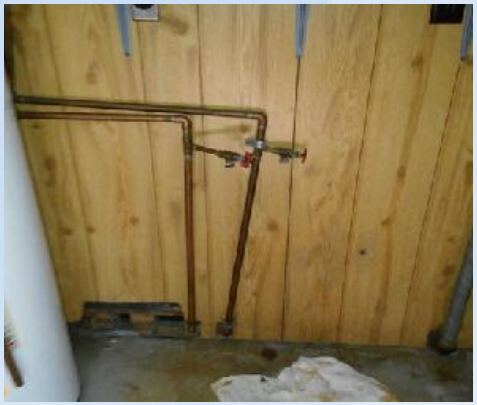
Exterior Window Frame Damage

Water Stained Interior Window Sill

Safeguard Properties

Proper Bidding Techniques

Poor Bid Submission



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Proper Bidding Techniques

Proper Bid Submission

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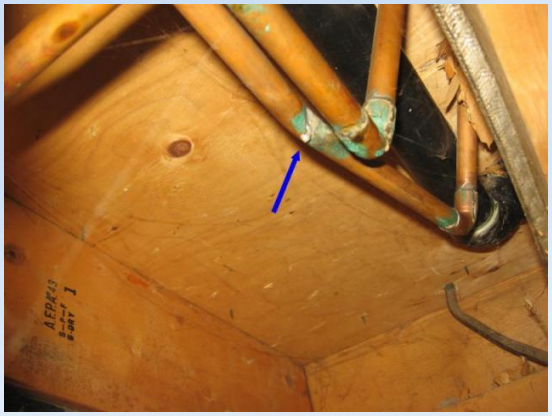

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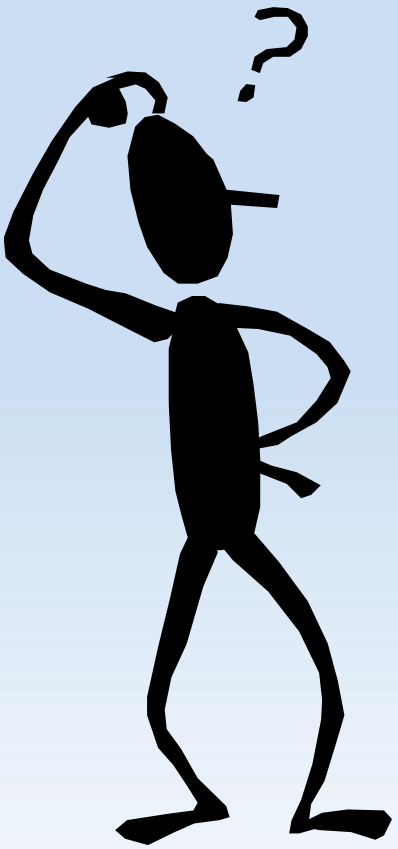

Questions??

New Contractor Coordinators

Ext. 1460
Ext. 1327

Vendor Contact Center Ext. 2197