



Safeguard Properties, LLC.

Snow Removal Procedures Reference Guide

2017-2018

“Customer Service = Resolution”

## **Introduction**

Welcome to Safeguard Properties' Snow removal vendor network. This reference guide is intended to provide additional guidance and complement the work order texts for Snow Removal work orders. Safeguard recommends crews keep a copy of this reference guide in their vehicle at all times and refer to it when questions arise. Make sure to follow work order.

## **Overview**

Safeguard's clients require snow removal be completed when specific criteria is met. For standard snow removal orders, once snow accumulation meets or exceeds 3" or per local code/ordinance, vendors should remove snow promptly. In the case of large storms and/or continuous snowfall, it is imperative that vendors complete snow removal and update orders on Vendor Web as soon as possible to generate new orders.

With this process it is possible for vendors to remove snow from a single property several times in a 24 hour period during an extensive storm.

One - time only or "Rush" snow removal orders require services be completed one time only and by the due date noted on the order. Typically these require immediate snow removal regardless of snow depth or local ordinance. Review individual work order texts for specific details.

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 of driveway type and shape, lockbox locations and other nuances of each property.

## **Work Order Standards**

- Orders must be completed and updated within the same day of completion on Vendor Web, Safeguard's vendor website. This is critical to generate new orders in the case of heavy snowfall and keep orders from being reassigned
- Snow removal is to be completed when accumulation meets or exceed 3 inches, when required by local ordinance, or if a rush work order is issued
- To plow multiple times a day, snow accumulation needs to exceed 6 inches after the first plow
- Remove snow from entire driveway, sidewalks, walkways, porches, steps, and path to the rekeyed door (with lockbox). Locations of mechanical lock boxes are often secondary doors or meter locations
- REO FNMA Only - remove snow/ice from entire decks/walkways to decks/patios/porches
- REO FNMA Only -Remove snow/ice from all walkways to decks if there is no walkway the entire deck must be cleared.
- Do not pile snow in front of entrances to the property. This includes doors to the house, garage doors and doors to outbuildings
- Apply salt or melting agent on the driveway, walkways, and sidewalk in front of the house once the snow is removed
  - ❖ This must be viewable in photos, a mixture of color salt is recommended to prevent invoice denials.
- Work must be completed for the agreed pricing

## Photos

Take photos with Safeguard's PhotoDirect Mobile Application only

### \*Before photos:

- Measurement showing snow depth from middle of drive
- Driveway
- Front of property showing address
- Steps/walkway - walkway photo must include the lockbox in the photo
- Door knock to confirm property vacancy
- Sidewalk photo must include the full sidewalk and the complete scope of the subject property
- If no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented

### \*After photos:

- Entire driveway
- Steps/walkway - including lockbox
- If sidewalk is present, photo showing snow has been cleared; must include the full sidewalk and complete scope of the subject property
- Salt or melting agent picture to all entries/access to doors
  - ❖ This must be viewable in photos, a mixture of color salt is recommended to prevent invoice denials.

## \*REO FNMA – the following additional photos are standards for all REO FNMA properties:

### \* Before photos:

- Measurement photo showing snow depth from middle of drive
- Entire Driveway
- Front of the property showing address
- Steps and walkway - walkway photo must include the lockbox in the photo
- Door knock to confirm property vacancy
- Entire Decks/patios/porches
- Sidewalk - if no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Right and left sides of the house
- Back of the house
- Full backyard
- All gates allowing entry
- Up and down the street
- Steps/access to higher levels

\*After photos:

- Entire Driveway
- Steps/walkway, including lockbox
- Front of the property with address
- Full sidewalk
- Complete scope of property
- Steps and walkway with lockboxes
- Decks/patios/porches
- Salt or melting agent picture to all entries/access to doors
  - ❖ This must be viewable in photos, a mixture of color salt is recommended to prevent invoice denials.
- Steps/access to higher levels
- Snow removal ordinance

If all photo standards are not met, your invoice may be denied.

## **Photo Examples**



Before photo showing snow depth from middle of drive

Before

After



Driveways, walkways, sidewalks, and entryways to the rekeyed door are to be cleared and salt or melting agent applied.



Before



After



Driveways, walkways, sidewalks, and entryways to the rekeyed door are to be cleared and salt or melting agent applied



## **Snow Removal Updating and Invoicing**

- All completed snow removals must be updated and invoiced on Safeguard's Vendor Web website
- All completed snow removals must be invoiced at the amount per the signed pricing verification form
- All snow removals regardless of area size, must be completed for the agreed upon amount
- All snow removals must be completed regardless of snow depth

## **Snow TDA (Top Down Audit)**

- The SQA department will be reviewing 100% of completed snow orders for the first 30 days.
- The TDA will review to ensure clear photos are provided for the following areas: front of house from the street, rear of house, up and down the street, ruler in the snow (showing 3"), ordinance photo (will be required when city/ state requires more frequent snow pushes), before and after of the driveways, before and after of the walkways/ path to lockbox, before and after of the sidewalks or proof of no sidewalk, before and after of decks, porches, patios and anti-slip agents being applied and present on the driveway.

## **Frequently Asked Questions**

### **What is included in snow removal services?**

- Snow removal from driveways, sidewalks, walkways, porches, steps, and paths to rekeyed doors of the property
- Sidewalk snow removal and salt or melting agent application is a critical step
  - When no sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Snow removal from areas leading up to any electronic/mechanical lockbox
- Salt or melting agent application to all plowed and shoveled areas
  - ❖ This must be viewable in photos, a mixture of color salt is recommended to prevent invoice denials.
- Work orders updated the same day as work completed
- **REO FNMA Only** - remove snow/ice from entire decks/walkways to decks/ patios/porches
- **REO FNMA Only** -Remove snow/ice from all walkways to decks if there is no walkway the entire deck must be cleared.

### **What are the photo standards for snow removals?**

- 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 sidewalks are present, a street view showing the property and neighbor's property confirming the absence of the sidewalk must be documented
- Ice melting agent/salt must be visible in photos
  - ❖ This must be viewable in photos, a mixture of color salt is recommended to prevent invoice denials.

### **How do we handle cancelled orders that have already been completed?**

If a cancellation is received on an order already completed the vendor has until end of business EST time that day to update the order on Vendor Web. Cancelled orders are located in the cancelled orders tab on Vendor Web

- Please note this order does not apply to orders that were reassigned for non - performance

### **What type of comments should be included in the comments section? What comments should be excluded?**

- Limit comments to information essential to provide a full report of property condition
- Do not repeat information that has been reported elsewhere in the update
- Unnecessary comments include:
  1. Snow Removal complete
  2. Thank you

### **Who do I call if I have questions?**

- For all work order questions, the help desk button is located on your Vendor Web. For all other questions, please refer to the Safeguard Properties Call Guide.

### **How often should snow be removed?**

- Snow should be removed when accumulation meets or exceeds 3 inches or one of the following condition applies
  - Per local code/ordinance (include copy with update)
  - Per Rush Order
  - To plow multiple times a day, snow accumulation must exceed 6 inches after the first plow
- Multiple plows a day
  - If 2nd or higher push within 24 hours, entire drive must be covered either to 3 inches or per applicable ordinance, (if ordinance was not used for the initial plow).
  - When using a City Ordinance (where ordinance does not specifically identify an amount) once snow has stopped falling, must wait until 6" of additional accumulation occurs to push same day



### **Reassignment of Late Orders?**

- Snow removals not being performed when accumulation meets our standards are eligible for reassignment to another vendor. The vendor that was responsible for the snow removal work order will be charged an associated rush fee for additional cost incurred. Regardless of work done, if the order is not submitted you will not get paid.