Safeguard Properties

YARD MAINTENANCE FIELD GUIDE

2022

Customer Service = Resolution®

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Important Phone Numbers:

IT Help Desk: (800) 852-8306 Ext. 3999

Vendor Account Managers:

(800) 852-8306 or (216) 739-2900

Do not call for invoice disputes.
All invoice disputes must be handled through SafeView Preserve Web per Memo 1461.

Purpose of the Field Guide

This Field Guide provides information regarding the Policies and Procedures ("Policy") Safeguard Properties expects you to follow as a condition of doing business with us. These Policies and Procedures apply to each Work Order you receive from Safeguard. You should refer to this Field Guide if you have a policy question. However, Safeguard reserves the right to add, change, amend and/or delete any policy at any time, with or without notice. If you have any questions regarding a specific policy or how the company interprets said policy, please contact your Vendor Account Manager. Generally, policy updates are set forth in Memos.

This Field Guide sets forth the Policies and Procedures you are expected to follow while performing any work for Safeguard Properties.

For overview information that applies to all work orders for Safeguard service lines please refer to the General Safeguard Procedures.

Independent Contractor Status

This Field Guide shall not be construed as creating an employee/employer agency, partnership, or joint venture relationship between you or any of your agents and employees, and Safeguard Properties, its employees, agents, officers and/or affiliates. It is the clear intent of the parties that every vendor performing work for Safeguard Properties shall be and remain an independent contractor and shall not be deemed employees or agents of Safeguard Properties. No vendor has the right to receive work from Safeguard Properties. Work is awarded based on performance only and is determined on an individual basis.

Vendor Score Cards

Vendors are expected to complete at least 95% of their grass cuts and other orders "on-time". Completed grass cuts are considered "on-time" when completed and submitted by the due date. To help vendors track their performance, vendor score cards are provided bi-weekly. Vendor score cards record quality, on-time completion and on-time submission of orders.

Vendors scoring less than 95% on-time and/or with poor quality are at risk and may have work reassigned without notice.

Proper use of Safeguard's *SafeView Preserve Mobile* application (APP) will be a key factor in determining work order allocation. Non-compliant vendors may have work reassigned.

Due Dates & Late Orders

- All orders have due dates.
- **Initial** grass cuts are considered “on-time” when completed beginning the first day of the month due through and up to the due date.
- **Recut** grass orders are considered “on-time” when completed beginning two days before and up to the due date.
- ***Orders not updated and invoiced on SafeView Preserve Web by the due date are considered “late”.***
- ***Late orders are eligible for the Order Marketplace and reassignment by a Vendor Account Manager (VAM) without warning. Reassigned work will not be given back.***
- ***If for any reason, vendors know a work order will be late, they should contact their VAM before the order is late.***
- Reassigned late orders will result in a chargeback, when another vendor is paid a rush fee to complete.

Weather Delays

- Vendors are expected to understand local weather conditions. When a cut cannot be completed by the due date because the lawn is snow covered, you must provide a commitment date when you believe the cut can and will be completed, and update the status on SafeView Preserve Web.

  No trip charges will be paid for snow covered properties. Vendors are expected to understand local weather conditions.

- When a <u>full</u> grass cut cannot be completed due to standing water or extremely wet conditions, use a lighter push mower/string trimmer and walk the entire property to cut tall weeds and grass. Edge all hard surfaces, trim along foundations and fences, and remove debris. Shrubs and trees should be trimmed following work order instructions.

- For all grass cut orders, grass should be cut even if there is rain. Grass cuts should only be delayed for weather during lightning storms or when completing the grass cut would cause damage to the property.

Life-of-Loan Limits and Cost-to-Date (CTD)

Many P&P orders now contain life-of-loan limits and cost-to-date (CTD) information for debris removal, shrub and tree trimming, and vine removal.

- Life-of-loan limits are the maximum allowable funds available for the life of a loan.
- Cost-to-date (CTD) is the money spent to this point in each category.
- Once cost-to-date (CTD) spending meets or exceeds the life-of-loan limit for a particular category, follow work order instructions.
- **Before removing leaves and debris, before trimming shrubs and trees, or before removing vines, always confirm funds are available. If no funds are available, follow work order instructions.**
- When no allowable is listed in the work order, follow the work order instructions.

Ex 1. The ***Debris*** allowable is listed in the Exterior Trash Removal section on the work order.

****Exterior Trash Removal ****
The below items have loan limits and reflect the amount used to date.
Refer to work order instructions for life of loan amounts that can be utilized.
* Debris ($1250): $850.00
* Exterior trash is to be removed from the property…

The Debris allowable available is $400, ($1250 - $850).

Ex 2. The ***Shrubs and Tree Trimming*** allowables are listed in the SHRUBS AND TREES section on the work order.

****SHRUBS AND TREES****
The below items have loan limits and reflect the amount used to date.
Refer to work order instructions for life of loan amounts that can be utilized.
* Shrubs ($200): $65
* Tree Trimming ($250): $100

The Shrubs allowable available is $135, ($200 - $65).
The Tree Trimming allowable available is $150, ($250 - $100).

Work Orders

Work Order Expectations

- Very Important: READ the entire work order. The guidelines in this document are superseded by any work order text.
- Each lawn is to remain in compliance with local ordinances/association standards.
- If the property is vacant land (ie. no structures present), the grass should still be cut.

REO

- **When leaving the property the yard must be in "Ready for Sale" condition, this means**:
    - No debris, no leaves, clean edge lines, trimmed shrubs, weeds removed and sprayed, foundation and fence lines trimmed, grass cut to 2" , no grass on driveway, walkways, or sidewalks, the exterior completely clear of any and all debris (bottles, newspapers, plastic, or other garbage), and all clippings removed.
    - All clippings removed from sidewalks, driveways, walkways, patios, and lawns (provide clear before, during and after photos).
    - All hard surfaces blown off.
    - The front, back and sides of house need to be maintained (before, during and after photos).
    - Weeds trimmed from fence lines, foundation of the home, driveways, and flower beds without damaging the existing plants or flowers. In addition, weeds found in driveway/sidewalk/walkway cracks must be sprayed with weed killer.
    - Shrubs trimmed, shaped and in marketable condition, all clippings removed.
    - Edging completed on all lawns maintained on each grass cut. This includes fence lines, foundations, driveways, walkways and sidewalks.
    - **Curb appeal is essential!**

Work Order Timeframes

- **Initial Grass Cuts** are "on-time" when completed beginning the first day of the month due through and up to the due date. Initials should be completed as soon as conditions allow.

  Ex. An order with a due date of 4/7 is considered "on-time" when completed and updated 4/1 through 4/7.
- **Recuts - Monthly/Bimonthly Grass Cuts** are considered "on-time" when completed beginning two days before and up to the due date.

  Ex. An order with a due date of 4/7 is considered "on-time" when completed and updated 4/5 through 4/7.
    - Invoices for recuts completed 3 or more days prior to the due date will be denied.

- Check SafeView Preserve Web multiple times daily for new orders, cancellations, and order status changes. While an email notification may be sent, SafeView Preserve Web is the gold standard for orders.

Initial Cut Only

- Follow work order instructions as some clients stipulate grass should be cut on the initial cut regardless of height.
    - Wells Fargo: Cut first acre regardless of height, invoice, and Bid-After-the-Fact (BATF).
    - REO Dakota: Cut first acre regardless of height and invoice.
    - REO FNMA: Cut first acre up to 60" in height and invoice. Only bid when grass is over 60".
- All other investors and clients require bids when overall grass height is over 36".
- Additional grass height should be invoiced per the *Seasonal Pricing Guide*.
- The use of special equipment may not be invoiced for heights of 36 inches or less.
- Vendors may not invoice for additional height when grass cuts are completed more than four days late.

Cancelled Orders

- If you receive a cancellation on an order that you have already completed, only if the order was cancelled by the client do you have through end-of-day to update the work order, submit your photos and invoice (orders will be found in your cancellation tab).
- If the order was cancelled or voided by Safeguard the end-of-day rule does not apply and the order will not be returned.

Grass Cuts, Hard Edges, and Debris

Grass Cuts

- Grass is to be cut to 2" and all clippings removed from sidewalks, walkways, patios, driveway, flowerbeds, and entire lawn (front, back, and both sides).
- All grass cuts are invoiced at vendor's standard flat rate unless grass is uniformly over 12" tall.
- Vendors may invoice for each additional 12 inches of height, when grass is uniformly over 12 inches. **Orders completed more than 4 days late will be invoiced at Vendor's standard rate regardless of grass height.**

**If grass height uniformly exceeds 12 inches, detailed *before* photos must be provided. Payments are determined by *average* height of the full lawn. One small area of growth over 12 inches does not support invoicing for additional height on the full lawn.

**Four (4) "before" ruler photos are necessary when invoicing or bidding additional height. Photos measuring grass height in the front, back and both side yards are necessary to support the additional height.

- Grass cuts should be completed regardless of limited growth during the regular grass cut season. When completing a grass cut, ensure you mow over the full property and take "during" pictures even if there is limited growth.
- DO NOT report "grass not cut" due to limited growth/cut by others. Properties are to be maintained even when grass has not grown. Edging, weed trimming, removal of trash and incidental debris, etc. are to be completed.
- All clippings are to be removed from the property.

Hard Edges & Trimming

- A hard edge must be completed on every grass cut along driveways, walkways, sidewalks, patios and other hard surfaces.
- Fence lines, foundations and other vertical surfaces must be trimmed on every grass cut.
- Weed killer/weed abatement should not be used to maintain edging. Vendors who apply weed abatement irresponsibly will be liable for re-sodding damaged areas.

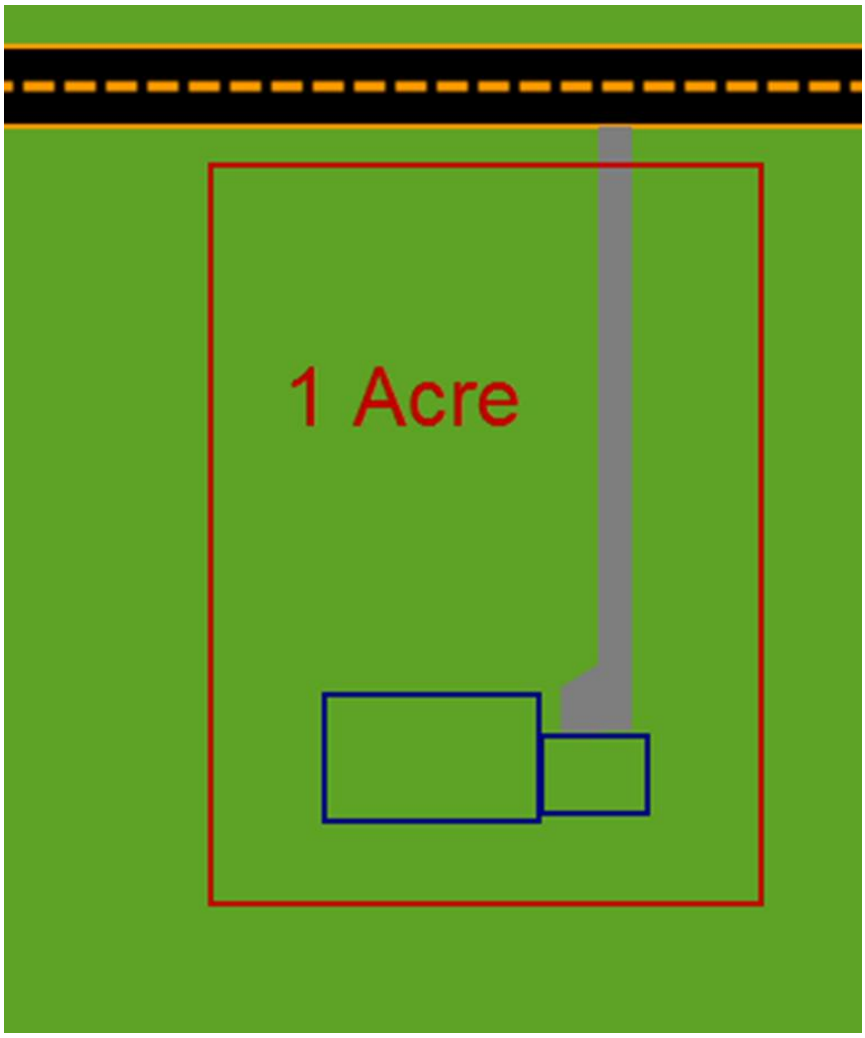
Debris

- Refer to **Memo 1662** , the Safeguard Yard and Trash Guide
- Yard trash is considered Debris.
- Trash MUST be removed from the property. This includes items such as bottle, cans, newspapers, and any type of garbage. Vendors are expected to remove up to ½ CYD as part of the grass cut charge.
- Trash exceeding ½ CYD must be removed when CTD funds are available. Trash is defined as non-personal, non-appliance, non-health hazard debris.
- Always check the life-of-loan Debris allowable and cost-to-date (CTD) on each work order to ensure funds are available before removing trash over ½ CYD.
- If other exterior items are present they should be consolidated in the rear of the yard. The grass must be cut. Do not cut around items left at the property. Consolidate items in the back of the property.

Standard Lots and Lots over 1 Acre

- Follow work order instructions.
- Standard Lots:

  Lots with grass area up to 1 acre are considered “Standard Lots” and invoiced at vendor‘s standard flat rate.
- Lots over 1 acre:
  - **REO:**
    - If the property is over 1 acre and the broker or client requests the entire lot be cut, vendors should cut the entire lot and invoice their flat rate for each acre cut.
      - Example: You cut 1 acre and your flat rate is $25. You would invoice $50 for 2 acres, $75 for 3 acres, etc.
    - A copy of the broker’s written request (email) to cut more than 1 acre must be included with the completed order.
  - **P&P:**
    - Submit two bids:
      - a bid to complete an initial cut of the area in excess of 1 acre (when the 1st acre has been cut).
      - a bid to recut the entire property.
  - **Both:**
    - On recuts, follow the work order instructions.
    - On the initial grass cut, complete a grass cut of 1 acre with focus on front, then sides, then back of house. Always cut at least 10’ around the structure.


1 Acre

Shrubs, Trees, Vines, and Weeds

Shrub trimming, tree trimming, and vine removal should be invoiced per the *Seasonal Pricing Guide* on SafeView Preserve Web. The allowable for trimming shrubbery (shrubs, bushes, trees, and foilage under 13ft tall) is based on linear footage.

Always check the Shrubs and Tree Trimming life-of-loan allowables and cost-to-date (CTD) on each work order to ensure funds are available BEFORE beginning work.

Shrubs

- **P&P:**
  - Shrubs should be trimmed on the initial grass cut (as clearly stated in the work order) or when one of the following two conditions are met:
    - Shrubs are causing damage
    - Shrubs are noted on a current posted citation/violation at the property
  - The structure now includes fence lines and outbuildings.
  - Fully utilize the allowable to trim shrubbery beginning at the front of house, then mechanicals, sides, back, and fence lines. Only bid to trim remaining shrubbery once the full allowable has been used. Remove all clippings.

- **REO:**
  - All shrubs on the property, regardless of location, should be shaped and maintained as part of the lawn care on every visit. **This ensures the property remains in a marketable state.**
  - Vendors may only invoice for shrub trimming on the initial cut. Shrub trimming should be invoiced per the *Seasonal Pricing Guide*.
  - Fully utilize the allowable to trim shrubbery beginning at the front of house, then mechanicals, sides, back, and fence lines. Only bid to trim any remaining shrubbery once the full allowable has been used. Remove all clippings.
  - Routine shrub maintenance **must** occur on every cut to keep the property in marketable condition.
  - Shrubs must be trimmed below window sills.

- **Both:**
  - All foliage less than 13 ft tall is considered a shrub per the U.S. Forestry Service and should be included in linear foot measurements for shrub trimming when invoicing.
  - Trim shrubs 12” away from the structure unless it will kill the plant. Remove all clippings.

- Saplings are considered young trees that can either be removed by hand or with hedge trimmers/bolt cutters. Saplings should be removed.
- Any dead tree or shrub, that at its maximum height is within range of falling on any dwelling or neighboring dwelling requires a bid for removal.

Trees

- Trees on the property should only be trimmed when they meet one of the following overgrowth conditions. Tree trimming should be invoiced per the *Seasonal Pricing Guide*.
    - Trees are causing damage
    - Trees are noted on a current posted citation/violation at the property

- All foliage over 13 feet tall is considered a tree.
- When one of the two conditions above is met and trimming can be completed without special equipment, complete trimming on ALL trees impacted by the above conditions. Remove all clippings. Invoice per the *Seasonal Pricing Guide*.
- When one of the two conditions above is met, and special equipment is required due to height or safety issues, and the special equipment allowable is available, complete trimming of ALL trees impacted by the above conditions. Remove all clippings. Invoice per the *Seasonal Pricing Guide*.
    - Invoicing at the "special equipment" rate requires a cherry picker, lift, tie-off system or similar and includes tree trimming, labor, and debris removal. Photos must support the need for and use of special equipment. Equipment rental receipts must be provided.
- Tree trimming that cannot be completed for the allowable should be bid. Bids are based on hourly labor rate + daily equipment rental rate + debris removal.
- Saplings are considered young trees that can either be removed by hand or with hedge trimmers/bolt cutters. Saplings should be removed.
- Any dead tree or shrub, that at its maximum height is within range of falling on any dwelling or neighboring dwelling requires a bid for removal.

Vines

- For **REO only**, Non-Decorative vines are to be removed from the structure and invoiced per the *Seasonal Pricing Guide.*
- For P&P, follow work order instructions.
- Non-decorative vines should always be trimmed at ground level with a line trimmer when trimming along foundations, fences, and out buildings as part of standard lawn service.

Weeds

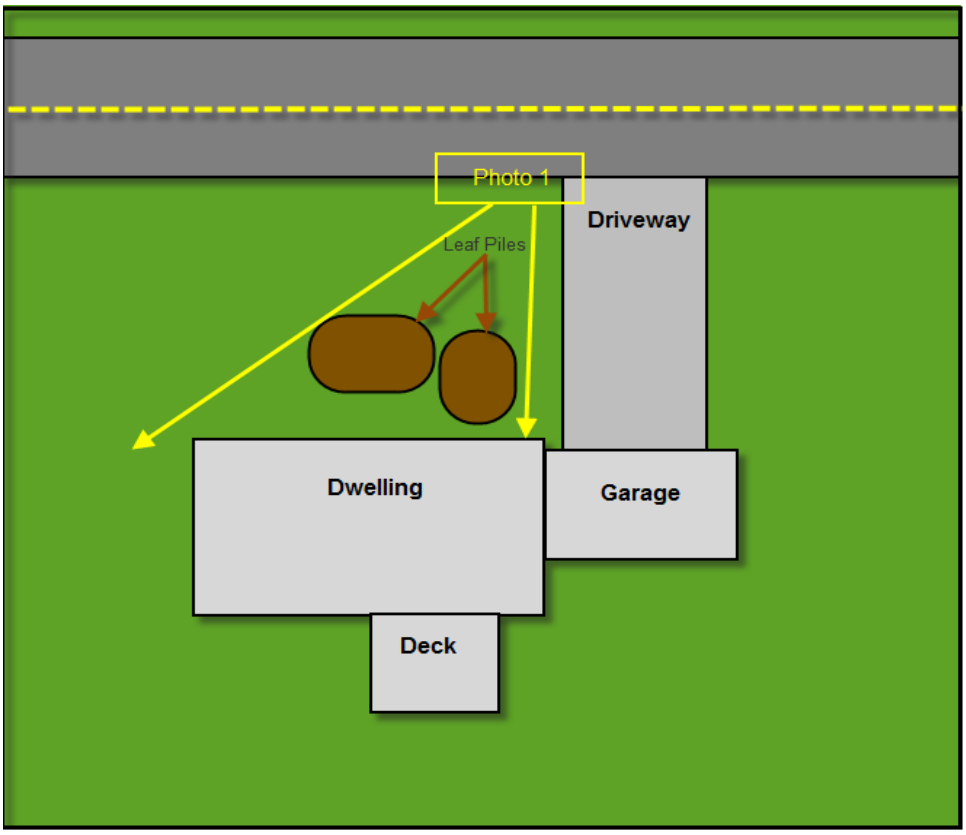
- Weeds should be cut back with a line trimmer and sprayed with weed killer. Ensure all weed killers used are compliant with governing laws and regulations.

Leaves

- Leaves are considered Debris.
- Follow work order instructions for leaves. Remove leaves when directed to by the work order and CTD funds are available. Mulch leaves when removal is not stated and/or CTD funds are not available.
- Always check life-of-loan Debris allowable and cost-to-date (CTD) on each work order to ensure funds are available before removing leaves.
- Remove leaves from front yard, flower beds, sidewalks, walkways, back yard and along fence lines. All leaves should be removed within a 1 acre area with focus on the front yard, then side yards, then back yard.
- Collect leaves into a single area prior to removal (not to exceed three (25'x25'x6') piles).
- Height of pile(s) should not exceed 6 ft.
- Leaf pile should contain no peaks of valleys.
- Removed leaves should be invoiced by the CYD (cubic yard) per the *Seasonal Pricing Guide*. Invoicing by 30 gallon bag is no longer an option.
    - 1 CYD = 3 ft x 3 ft x 3 ft = 27 ft3
- Some cities have leaf pickup. Vendors are not permitted to leave bags or piles of leaves at the curb for the city to pick up. Leaving leaves for the city to pick up takes away curb appeal.
- Leaves may not be burned at the property.
- Photos of leaf pile(s) should include the house or similar structure for context. The same structure should be used for all photos. (ex. front of house)
- ** NEW FOR 2022 – PHOTO OF DUMP RECEIPT MUST BE PROVIDED WITH LEAF REMOVAL INVOICE. **

Photos

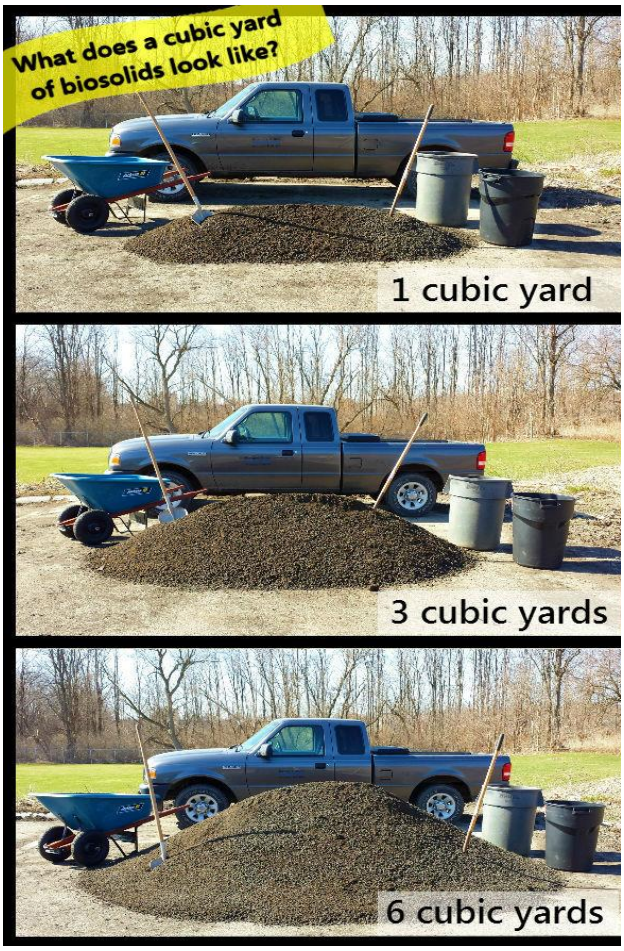
- Before Photos
    - Photos of yard before leaves have been collected.
- During Photos
    - One photo of all collected leaves (not to exceed three (25'x25'x6') piles). Include house in background for context.

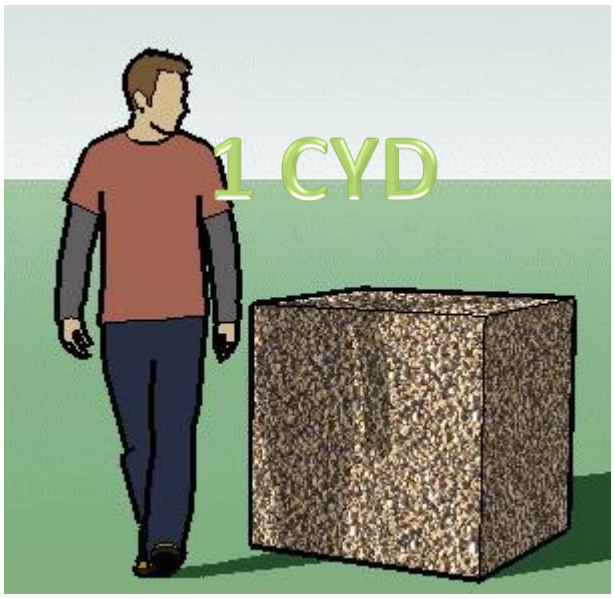


    - Ruler photos showing full length, width and height of pile with placards noting measurements
        - Length Photo (with person for context)
        - Width Photo (with person for context)
        - Height photo (with person in front of pile for context)
- After Photos
    - Photos of yard showing leaves have been removed from all areas
    - Photo of all leaves loaded and ready for transport (measurements not necessary)
    - When using a closed loop system (e.g. box truck with leaf vacuum) provide photos of leaves being vacuumed up. Include truck and property in photo for context.
    - Photo of dump receipt

Redemption Grass Debris Removal:

- Remove all incidental or landscape related debris.





10 Yard Container
11.5 x 8 x 4 (L x W x H)

Ideal For: Garage clean outs
Yard-clean ups
Small projects
Small & medium roofing jobs

20 Yard Container
22 x 8 x 4 (L x W x H)

Ideal For: Larger home renovation projects
Siding or deck removals
New home construction

30 Yard Container
22 x 8 x 6 (L x W x H)

Ideal For: Lot clearing
New construction
larger projects

40 Yard Container
22 x 8 x 8 (L x W x H)

Call for more information

Violations and Postings

- Notify Safeguard of any violations/citations posted at the property. The information below is needed when a violation/citation is found.
    - A photo of the violation/citation (Use document setting in *Preserve Mobile*)
    - Contact name and phone number
    - City department and type/purpose of violation,
    - Date of violation and compliance date (if noted)
    - In addition, please post the sticker referenced in Memo 1211: Code Enforcement / City Violation Stickers.
- Call or email your VAM if there is a violation that you cannot cure within the allowable.
- If you find a property posted for demolition, call ext. 2173 from site immediately.
- Vendor's should ensure properties under their management do not receive city citations or violations for poorly maintained yards. Any violation incurred while under a vendor's management may be assessed to the vendor.

Unsecure Issues

- If any of the following conditions are found upon arrival at the property, call or email your Vendor Account Manager (VAM) from site. Report the issue on your update with photos to support.
    - Property is found unsecure, do not enter the property.
        - Examples: front door kicked in, broken window, etc.
    - Unsecure pool - meaning pool is uncovered or not behind a locked fence.
    - Visible damage to the property that could result in immediate harm.

No Access

- Vendors must carry a Padlock key to gain access to the back yard. If unable to gain access with a Padlock key, cut the front yard and report the back yard cannot be cut. Provide photos showing there is absolutely no access to the back yard. Two photos are necessary to support "no access":
    - Photo of Padlock key and lock in hand.
    - Photo of Padlock key inserted into lock and lock not opening.

- If padlock is on the inside, provide photos of both sides of gate/fence showing lock cannot be reached or opened.

- DO NOT cut or otherwise remove the padlock off the gate to the rear. This will leave the property or pool unsecure. This may result in immediate termination of work.

Maintained by HOA / Someone Else

- If the property is maintained by an HOA, condo, gated community, or someone else (including occupied) it is the vendor's responsibility to report this to Safeguard. Invoicing for properties maintained by an HOA is not permitted.
- REO orders must have broker communication uploaded.
- To update an order when a property is maintained by an HOA, photos and contact information (name and phone number) of the party maintaining the property are needed.
- Invoice a trip charge if property is maintained by someone else.
- If the front of the property has been maintained but the back has not, you are expected to cut the back yard and invoice your standard rate.

Updating and Invoicing

- All completed orders must be updated and invoiced via Safeguard's SafeView Preserve Web website: (https://vnet.safeguardproperties.com)
- All completed grass cuts must be invoiced at the vendor's standard rate (the rate agreed upon during the recruiting phase with the Safeguard Recruiter). Each vendor's standard rate is noted on their Pricing Agreement Form (PAF).
- All grass cuts for lots up to 1 acre are to be completed for the vendor's standard rate.

Photo Expectations

- Safeguard's *SafeView Preserve Mobile* application (APP) must be used to take and submit photos as well as answer questions in the field.
- Provide before, during, and after photos of any shrub trimming that is completed. If shrub trimming is not necessary, photos of shrubs must still be provided.
- Provide before, during and after photos to support leaf removal, including a photo of all leaves collected into one pile. (See P&P Leaf Removal section)
- Whenever possible, "during" pictures should show workers in the yard performing tasks: cutting grass, edging, trimming, weed abatement, etc.

Photo Standards

- All photos are to be date and time stamped
- Safeguard's *SafeView Preserve Mobile* app should be used to take and submit photos
- Before, during and after photos of the front, rear, and side yards on every order. Front , rear and side yard photos should be from the property lines, facing the house and from the house facing the property lines
- After photos must contain a photo of all 4 sides of the house and photos of mower wheel tracks on all 4 sides of the house
- All before, during and after photos should include some portion of the house as a reference point
- During photos must contain weed whacking and a mower in the yard (front and back)
- Full front and rear yard, before and after are needed; close up or insufficient angles are not acceptable
- If property consists of desert landscape, photos of trimming and then spraying weeds with weed abatement are necessary. You must report the property as desert landscaping on your update
- Photos of the yard after grass cut and leaf pickup is completed
- Any additional work must follow the same principles of documentation
- Remember that this work is ordered by and paid for by clients and investors who cannot visit the property to confirm that work was completed. The photos you provide are all the evidence they have to be assured that work was done.

Failure to adhere to photo standards will cause invoices to be adjusted.

Photos

General Property Condition

- Photo of the address numbers or neighbor's house # as a reference point if not available
- Photos up and down the street to compare our property to the neighbors
- Photo from the street facing the home/building with view of full front lawn

Before the work

- Photos of front, rear and both sides from the property lines facing the house and from house facing outward towards property lines
- Fence lines, front yard, back yard, side yards including beds
- Behind garage and outbuildings
- **Ruler photos measuring overgrowth on all four (4) sides of house, using a retail grade ruler, when invoicing or bidding overgrowth**
- Leaves and debris before removal

During the work

- Weed whacking, edging, and weed killer application
- **Mower in front yard and back yard**
- Collecting leaves and debris
- One photo of all collected leaves (not to exceed three (25'x25'x6') piles). Include house in background for context
- Ruler photos showing full length, width and height of leaf pile with placards noting measurements

After the work

- Photos of front, rear and both sides from the property lines facing the house and from house facing outward towards property lines
- **Photos showing wheel tracks on all 4 sides of the house**
- Behind garage and outbuildings
- Top-down view of flower beds (REO)
- Under the deck/stairwell (REO)
- Edging completed on all paved surfaces
- Clippings removed from all paved surfaces
- Address from street facing the home/outbuilding
- Fence lines, front yard, back yard, side yards, foundation area
- Top-Down view of flower beds
- Under the deck/stairwell
- **Ruler photo with retail grade ruler showing grass under 2 inches**
- Leaves in vehicle/trailer and ready for removal
- Dump receipt when leaves are removed

Frequently Asked Questions

Q: What App should I use?

Safeguard's *SafeView Preserve Mobile* application (APP) should be used for 2022 and will be a key factor in determining work order allocation. Non-compliant vendors may have work reassigned.

Q: How do I download the SafeView Preserve Mobile?

SafeView Preserve Mobile is installed directly to a user's smart device from Safeguard's mobile app download site. Type m.safeguardproperties.com in the address bar of your smart device's web browser.

Android

On Android devices, users may first need to change an option in their phone's settings menu to allow non-Market apps. This is typically found in the Security menu, although this may vary depending on the device and version of Android being used. Enable the "Unknown sources" setting.

Q: What are the expectations for documenting work completed for grass cuts?

Questions must be answered and photos taken using a smart mobile device running *SafeView Preserve Mobile*, Safeguard's mobile application (APP). Property related questions should be answered while on site. Photos must be labeled correctly, as "before," "during" and "after". Photos must support any bids submitted, as well as any conditions reported including damages. All grass cut photos must show the date and time the picture was taken on the photo. Photos must include clear before and after pictures of the entire property to document the work that has been completed. Any area not photographed properly may result in an invoice adjustment. Close-ups of grass trimmings are not acceptable because they do not identify the property. "Before" and "after" photos should be taken from the same location and perspective.

Remember that this work is ordered by and paid for by clients and investors who cannot visit the property to confirm work was completed. Photos provided with the work order are the only evidence that work was completed.

Q: What if I have late work?

Late orders are eligible for the Order Marketplace and reassignment. Repeated late orders may result in reassignment of current orders and loss of future work. Orders reassigned due to poor performance may be reassigned without warning. Once work has been reassigned, it will not be given back. If you know you're going to be late, contact your Vendor Account Manager (VAM) before the work is late.

If orders are late due to severe weather, ensure current work is completed first and remains "on-time", then complete late work. Do not complete late work at the expense of current work!

Q: How do we handle cancelled orders that have already been completed?

If you receive a cancellation on an order that you have already completed, only if the order was cancelled by the client do you have until end-of-day to update the work order, submit photos and invoice. (Cancelled orders will be found in the cancellation tab on SafeView Preserve Web).

If the order was cancelled or voided by Safeguard the end-of-day rule does not apply. Canceled and reassigned orders will not be returned.

Vendors not meeting performance standards are at risk not only for the orders that are late, but all orders.

Q: How should lot size be reported?

Submit the lot size as length x width, in feet. Do not submit square footage.

Ensure measurements are correct the first time. We cannot change lot size once that information has been entered into our system. Lawn care services are to be completed and invoiced per the *Seasonal Pricing Guide*.

Q: What am I expected to report on an REO grass cut order?

You are expected to report on the following:

1. Is a "For Sale" sign present?
2. Was the property secure on arrival?
3. Was the lock box present?
4. Is any exterior debris present?
5. Is the property in marketable condition?

Grass cut orders will be held open if this information is not provided.

Q: What type of comments should be reported in the comments section?

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.

It is acceptable to note when a POC (Per Our Conversation note) pertaining to pricing or other exceptions has been noted on an order.

Q: What do I do if I have questions?

Read and follow the work order instructions. Work order texts have been updated and allowables provided to enable crews to complete work while on site.

Q: How many grass cuts are allowed per month?

The frequency and number of grass cuts allowed per month varies by client and loan type. Each work order specifies a due date. Read and follow the work order.

Q: What if the grass is over 12 inches tall?

Vendors may invoice for each additional 12 inches of growth over 12 inches. An allowable is provided on every order to cut grass up to 36" tall without bidding. Clear "before" photos including ruler photos and photos showing the full lot must be provided to support overgrowth.

**Four (4) "before" ruler photos are necessary when invoicing or bidding additional height. Photos supporting grass height in the front, back and both side yards should be provided.

Refer to the *Seasonal Pricing Guide* for additional information.

Invoices for orders completed more than 4 days late will be reduced to vendor's standard rate.

Q: What are the guidelines for trimming shrubs at P&P properties?

Always trim shrubs on the initial grass cut order (per work order instructions) or when one of the following conditions are met and the Shrubs cost-to-date (CTD) permits:

- Causing damage
- Noted on a current posted citation/violation at the property

Trim shrubs and trees 12" away from structures unless it will kill the plant. Remove clippings.

If the shrubs are excessively overgrown and cannot be cut for the allowable, take sufficient photos to support and submit a bid with your update. Include the dimensions of the shrubs and approximate man hours to complete.

Trees less than 13 feet tall are considered shrubs and should be included in linear foot measurements for shrub trimming.

Shrubs and trees over 13' tall are considered trees. When one of the two conditions above is met and trimming can be completed from the ground, complete trimming for the per-tree allowable if it is present in the work order.

If you cannot complete tree trimming from the ground submit a bid.

Q: What are the guidelines for trimming shrubs at REO properties?

Always trim and shape shrubs on the initial grass cut order (per work order instructions) and invoice. On recuts, maintain shrubs as part of basic lawn care services (do not invoice shrub trimming).

Trim shrubs and trees 12" away from structures unless it will kill the plant. Remove clippings.

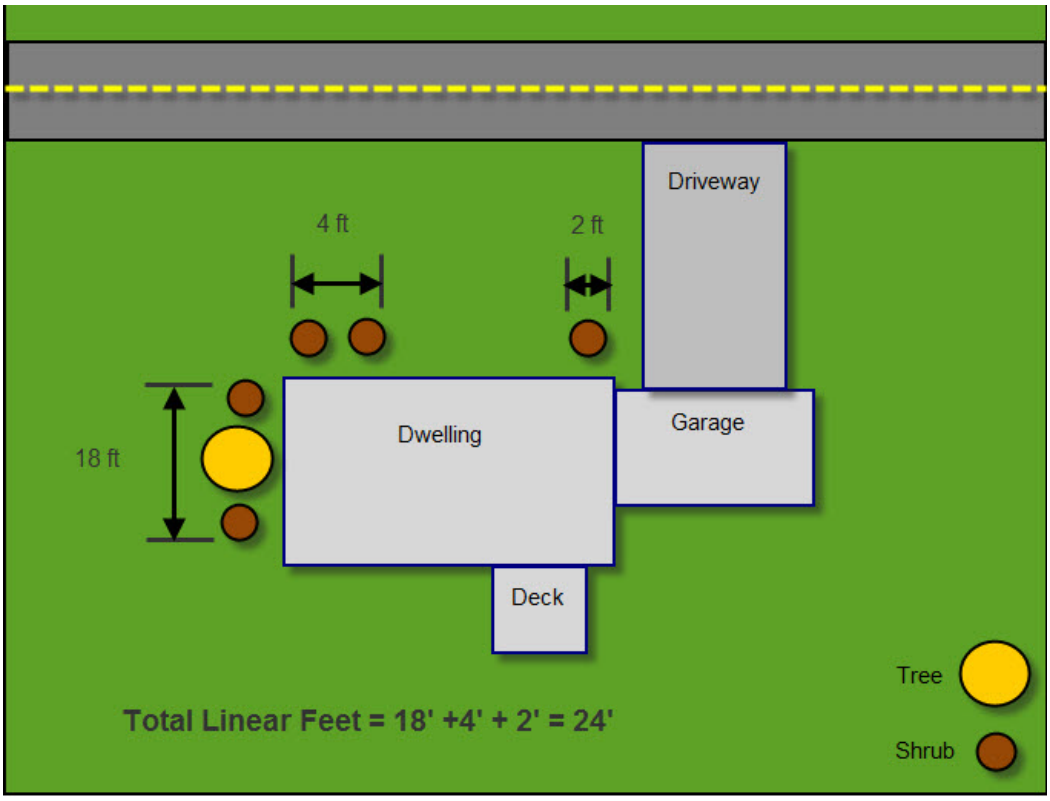
Trees less than 13 feet tall with trunks less than 3 inches in diameter are considered shrubs and should be included in linear foot measurements for shrub trimming.

Q: What is the procedure to measure shrubs per the *Seasonal Pricing Guide*?

The *Seasonal Pricing Guide* provides a tiered pricing model based on total linear footage of shrubs trimmed at the property.

- Gaps between shrubs of 12" (1ft) or more are not to be included in the measurement.

- Foliage less than 13ft tall should be included in the linear measurement per the diagram below.



Q: What are the guidelines for weed removal?

Weeds in landscaped and paved areas should be removed with a trimmer or weed whacker without damaging existing plants or flowers. Weeds should be sprayed with weed killer. Take care to ensure grass areas are not sprayed.

Any weed killer used should be compliant with governing laws and regulations.

Q: What is the procedure for leaves?

Follow work order instructions. If work order states leaves are to be removed, check the work order to confirm funds are available. Debris cost-to-date (CTD) must be less than the life-of-loan limit. See Leaf Removal section.

Q: Will Safeguard accept photos/screenshots of my computer/phone?

No. Your invoice will be cut since we cannot submit to our clients. You will be subject to return to the property and retake photos.

Q: What if there is debris or trash in the yard?

Follow **Memo 1662** , the Safeguard Yard and Trash Guide

Trash MUST be removed from the property. This includes items such as cans, newspapers, bottles, and any type of garbage. Vendors are expected to remove up to ½ CYD as part of their base grass cut rate.

If the trash exceeds ½ CYD check the work order to confirm funds are available (Debris cost-to-date (CTD) must be less than the life-of-loan limit). Debris should be removed and invoiced per the Seasonal Pricing Guide. Trash is defined as non-personal, non-appliance, non-health hazard debris and includes landscape debris: sticks, stones, branches, palm fronds and leaves.

If other exterior items are present they should be consolidated in the rear of the yard. The grass must be cut. Do not cut around items left at the property. Consolidate them in the back of the property.

Q: What is the procedure when a property is determined occupied?

Direct contact with the occupant is necessary. Obtain a contact name and number whenever possible and include with the order update.

For REO properties, contact the broker and obtain written (email) confirmation of occupancy.

Q: What if a P&P property lot size is over one acre?

When a P&P property is over 1 acre:

- On initial orders, cut the first acre with focus on the front yard, sides, and back yard. Always cut at least 10' around the structure. Bid to cut the remaining area (the area in excess of 1 acre).

- On recut orders, cut 1 acre unless instructed otherwise by the work order text. Bids will not be accepted on recut orders. Call or email from site if the grass cut cannot be completed for the standard rate.

Q: What if an REO property lot size is over one acre?

When an REO property is over 1 acre:

- On initial orders, cut the first acre with focus on the front yard, sides, and back yard. Always cut at least 10' around the structure. Bid to cut the remaining area (the area in excess of 1 acre).
- On recut orders, cut 1 acre unless instructed otherwise by the work order text. Bids will not be accepted on recut orders. Call or email from site if the grass cut cannot be completed for the standard rate.
- Brokers should be instructed to work through the client's process or call customer service to request additional acreage be cut.

Q: What if there are trees and/or vines damaging the structure?

When an allowable is available, vines should be removed from structure as they always cause damage, otherwise bid.

When an allowable is available, trim all trees 12" away from the structure unless it will kill the plant.

Shrubs over 13 feet tall are considered trees. If tree trimming can be completed from the ground, complete the tree trimming for the per-property allowable. If trimming cannot be completed for the allowable, place a bid.

Q. How are saplings to be addressed?

Saplings should be removed.

Q. What if there is a locked padlock preventing access to the rear yard?

Vendors must carry a Padlock Key to gain access to the back yard. If unable to gain access with padlock key, cut the front yard and report the back yard cannot be cut. Provide photos showing there is absolutely no access to back yard. Two photos are necessary to support no access:

- Photo of Padlock key and lock in hand.
- Photo of Padlock key inserted into lock and lock not opening.

If padlock is on the inside, provide photos of both sides of gate/fence showing lock cannot be reached or opened.

DO NOT cut the padlock off the gate to the rear. This will leave the property or pool unsecure. This can result in immediate termination of work.

Q. What if the yard is maintained by an HOA?

To update an order when the property is maintained by an HOA, condo, gated community, or someone else (including occupied), provide photos and contact information for whomever is maintaining the property in the order update on SafeView Preserve Web. **For REO properties, provide broker communication.**

Invoice trip charge if property is maintained by someone else.

If the front of the property has been maintained but the back has not, the full property up to one acre must be cut. Complete grass cut of the full property, up to one acre and invoice your standard rate.

Q. What if a property is unsecure upon arrival?

If a property is unsecure, call or email your VAM and report from site. Do not enter the property. Take photos and note this on your update.

Q. What if there is new visible damage to a property?

Call your VAM from site only in emergency situations. For all other damages take proper photo documentation and note in your update.

Q. What if a citation or violation is posted at the property?

Take a photo of the citation and provide the following information from the citation in the comment section of your update: *contact name and phone number, city department, type of violation, date of the violation, compliance date (if noted). If the citation cannot be cured with the work you are completing call or email your VAM from site to report. Please note; you must ensure that the properties on your grass cut list do not receive city citations for poorly maintained yards. Any violation incurred while under a vendor's management may be assessed to the vendor.*

Q: When is it appropriate to report work not completed?

It is only appropriate to report work not completed in the following scenarios:

- On the Initial Grass Cut when a bid is submitted for overgrowth over 36 inches.
- Occupied property - direct contact must be made. **For REO properties broker email is required.**
- HOA maintained – proper documentation is needed including photos and contact information for whomever is maintaining the property. **For REO properties broker email is required.**

Q. Where can I find the *Seasonal Pricing Guide*?

- The *Seasonal Pricing Guide* is available on SafeView Preserve Web in the Pricing section on the left hand side, labeled as *Landscape Network Grass Pricing*.

Q: For initial grass cuts, when should grass over 36" be cut?

- Follow work order instructions as some clients stipulate grass should be cut on the initial regardless of height.
    - Wells Fargo: Cut first acre regardless of height, invoice, and Bid-After-the-Fact (BATF).
    - REO Dakota: Cut first acre regardless of height and invoice.
    - REO FNMA & FNM FNMA: Cut first acre up to 60" in height and invoice. Only bid when grass is over 60".
- All other investors and clients require bids when overall grass height is over 36".
- Additional grass height should be invoiced per the *Seasonal Pricing Guide*.