

Customer Service = Resolution



Safeguard
Properties

Fannie Mae Safety
Hazard Expectations



Safety Hazards

General Overview

The Standard is absolute– either all complete or the property fails

- Complete all Safety Hazard Checklist items for FNMA properties
 - With exception of securing pool perimeter. Utilize the emergency allowable

When performing initial services on all Fannie Mae properties, the items described in this packet should be addressed immediately, **without bidding**.

It is expected that the following hazardous conditions are monitored and addressed on ongoing services as well.

3rd party QC, and Fannie Mae Field team

Top 10:

SHCL Item	% of Properties
Water Caps Missing	18%
Burnt out Bulbs	16%
Dryer Vent not Taped	15%
Gas Cap Missing	7%
Smoke Alarm Battery Expired	6%
Outlet Plate Missing	6%
Electrical Wire not Capped	5%
Missing Bulb	4%
Broken Window	3%
Unsecured Out Building/crawl	3%

Safety Hazard Checklist

Customer Service – Resolution

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Common Safety Hazard Checklist

Safeguard Contractors:

When performing initial services on all Fannie Mae properties, the following items are common safety hazards that may be found. These issues should be addressed immediately, without bidding. It is further expected that the below hazardous conditions are monitored and addressed on ongoing services as well.

Safety Hazards

Windows:

- Ensure all broken glass is removed.
- Cracks in glass must be taped with clear tape.
- Ensure all ground level windows are locked.

Electrical/Gas Items:

- Replace any missing switch plates or outlet covers.
- Install any missing blank switch plates or blank outlet covers.
- Cap any exposed wiring.
- Install gas caps where needed with appropriately sized caps.
- Replace any missing, broken or non-functional light bulbs.
- Secure any loose light fixtures or ceiling fans.
- Roll loose cords and secure with tie.
- Secure all low hanging wires and cords.
- Install blank covers in breaker panel.
- Replace missing breaker panel cover (only if wires are exposed).

Stairways:

- Repair or replace any missing or loose handrails. If fall hazard is greater than 24 inches, install guardrail.
- Repair any missing or loose steps per local code.

Floors:

- Replace any missing floor registers or floor vent covers (if not a common size, board the opening)
- Tack down curled linoleum, torn carpet that is greater than 6" (cut excess and tape down)
- Board floor damage or open holes in floor.
- Remove carpet tack strips, staples and nails.

Porch/Deck/Patio/Fencing:

- Repair or replace any missing or loose steps.
- Repair or Replace any missing or loose handrails.
- Repair or replace any floor damage.
- Re-secure any loose or raised fasteners

Lawn:

- Fill any open holes in ground.
- Address any trip hazards (wiring or similar items at low level).

Securing:

- Board all missing/broken openings including garage overhead doors. Bid to repair/replace overhead garage doors.
- Secure out-buildings, garage doors, pool gates and exterior facing utility closets and crawlspaces with a knob lock or padlock (if not already secure).

Interior/Exterior Ceiling and Walls:

- Secure cabinets, cabinet doors, drawers and countertops that are loose enough to present a hazardous condition.
- Remove/ secure any hanging debris not securely attached to the wall or ceiling.
- Ensure all hooks, nails and/ or screws are removed from walls, ceilings and doors.
- Ensure smoke detectors are present and operable. If not operable, replace according to local code. Replace all batteries as needed.
- Report any discoloration, the source, and submit bid to repair. If discoloration is greater than 100 contiguous feet, stop all work. Provide a detailed update with clear photos.
- Report any environmental issues or unusual conditions present at the property.
- Replace or secure all dryer vent covers.
- Cap all exposed water lines as necessary (refrigerator, washer/ dryer, dishwasher, etc.).

Pools/ Hot Tubs

- Ensure the perimeter to a pool or hot tub is fully intact and secure.
- Submit a bid to drain, clean and refill pools.
- Submit a bid to install a safety mesh pool cover.

Windows:

- ✓ Ensure all broken glass is removed.
- ✓ Cracks in glass must be taped with clear tape.
- ✓ Ensure all ground level windows are locked.



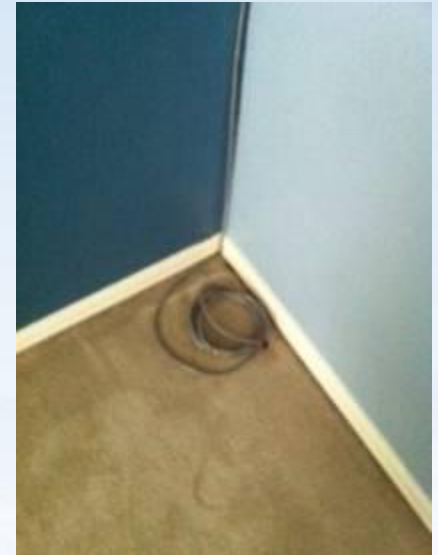
Electrical/Gas Items:

- ✓ Replace any missing switch plates or outlet covers.
- ✓ Install any missing blank switch plates or blank outlet covers.
- ✓ Cap any exposed wiring.
- ✓ Install gas caps where needed with appropriately sized caps.



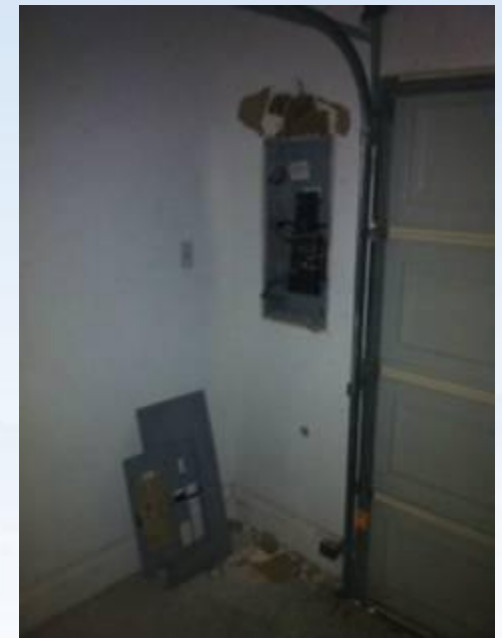
Electrical/Gas Items (cont'd):

- ✓ Replace any missing, broken or non-functional light bulbs.
- ✓ Secure any loose light fixtures or ceiling fans.
- ✓ Roll loose cords and secure with tie.



Electrical/Gas Items (cont'd):

- ✓ Secure all low hanging wires and cords.
- ✓ Install blank covers in breaker panel.
- ✓ Replace missing breaker panel cover (only if wires are exposed).



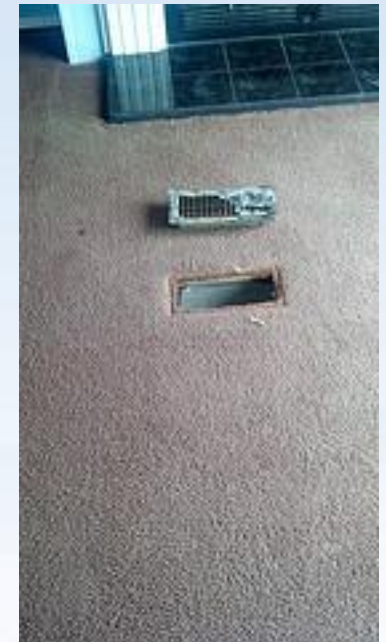
Stairways:

- ✓ Repair or replace any missing or loose handrails. If fall hazard is greater than 24 inches, install guardrail.
- ✓ Repair any missing or loose steps per local code.



Floors:

- ✓ Replace any missing floor registers or floor vent covers (if not a common size, board the opening)
- ✓ Tack down curled linoleum, torn carpet that is greater than 6" (cut excess and tape down)
- ✓ Board floor damage or open holes in floor.
- ✓ Remove carpet tack strips, staples and nails.



Porch/Deck/Patio/Fencing:

- ✓ Repair or replace any missing or loose steps.
- ✓ Repair or Replace any missing or loose handrails.
- ✓ Repair or replace any floor damage.
- ✓ Re-secure any loose or raised fasteners



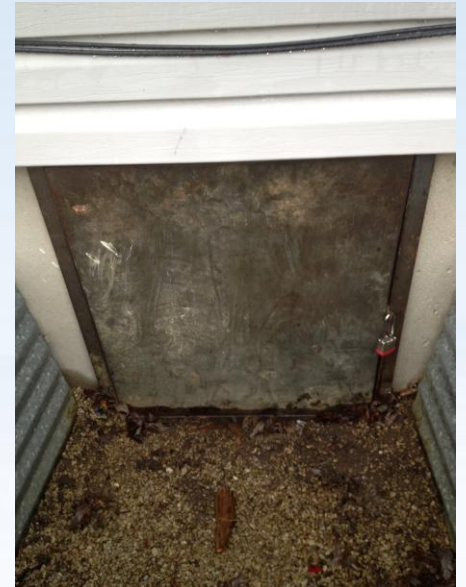
Lawn:

- ✓ Fill any open holes in ground.
- ✓ Address any trip hazards (wiring or similar items at low level).



Securing:

- ✓ Board all missing/broken openings except garage overhead doors. Bid to repair/replace overhead garage doors.
- ✓ Secure out-buildings, garage doors, pool gates and exterior facing utility closets and crawlspaces with a knob lock or combination padlock (if not already secure).



Interior/Exterior Ceiling and Walls:

- ✓ Secure cabinets, cabinet doors, drawers and countertops that are loose enough to present a hazardous condition.
- ✓ Remove/ secure any hanging debris not securely attached to the wall or ceiling.
- ✓ Ensure all hooks, nails and/ or screws are removed from walls, ceilings and doors.



Interior/Exterior Ceiling and Walls (cont'd):

- ✓ Ensure smoke detectors are present and operable. If not operable, replace according to local code. Replace all batteries as needed.
- ✓ Report any discoloration, the source, and submit bid to repair. If discoloration is greater than 100 contiguous feet, stop all work and contact Safeguard's Vendor Manager immediately.



Interior/Exterior Ceiling and Walls (cont'd):

- ✓ Report any environmental issues or unusual conditions present at the property.
- ✓ Replace or secure all exterior dryer vent covers.
- ✓ Duct tape all exposed interior dryer vent openings
- ✓ Cap all exposed water lines as necessary (refrigerator, washer/ dryer, dishwasher, etc).



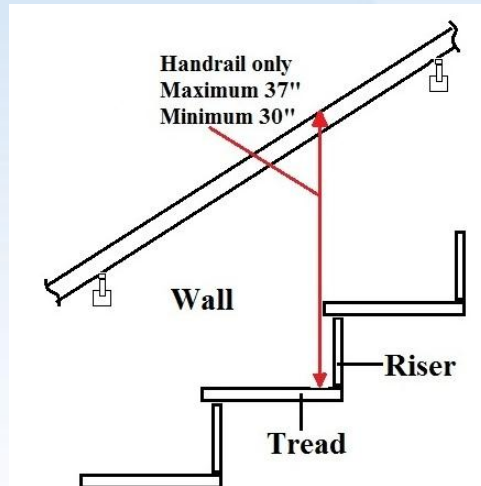
Pools/ Hot Tubs

- ✓ Ensure the parameter to a pool or hot tub is fully intact and secure.
- ✓ Submit a bid to drain, clean and refill pools.
- ✓ Submit a bid to install a safety mesh pool cover.



Interior and Exterior

- If there are 3 or more risers, a handrail is required
- If there is a 24" or greater fall hazard, a guardrail is required
- Handrails must be secured into studs, with brackets mounted and properly spaced
- Handrails should consist of handrail-grade material. The use of 2" x 4" boards is acceptable when framing is necessary
- Vendors must ensure they do not cause additional damage to the property when installing a handrail or guardrail



- Remove the source of odors and submit bids when necessary
- Place dated air fresheners in bathrooms, kitchens, laundry rooms and wet bars
- Date must be the date of services completed
- Neatly written in permanent marker
- No more than one date per air freshener
- Air fresheners are consider to be expired after 30 day's

