|  |  |  |  |
| --- | --- | --- | --- |
| **FNMA Initial Service Completion Checklist\_v05.24.17**  **If the task was completed, all Before, During, and After Photos should be documented per the below sections.** | | | |
| **Securing and Postings** | | | |
| **Securing Sticker Removal Documentation** | **Before** | **During** | **After** |
| There should be no Safeguard Emergency Contact postings present on the property. Document front of the property showing no Safeguard Emergency Contact posting present. Only for sale signs, broker documentation, city required notification, or winterization documentation is permitted. |  |  |  |
|  |  |  |
|  |  |  |
| **Property Sign-In Sheet** | **Before** | **During** | **After** |
| Property Sign-In Sheet printed, dated, signed, and left visibly on interior |  |  |  |
| **Securing Existing Locks (Number of Entrances Secured\_\_\_\_\_\_\_)** | **Before** | **During** | **After** |
| Securing with knob locks, deadbolts, or combination padlocks (NO padlocks on main structures) |  |  |  |
| **Lockbox and Keys** | **Before** | **During** | **After** |
| Up close of correct lockbox combination with numerical code visible |  |  |  |
| Leave 2 sets of each key required at the in the lockbox |  |  |  |
| **Trash-out Completion:** If multiple trailers are used, placards identifying all individual containers must be provided  **If Multi-Unit Property, all placards should identify unit number in progress.** | | | |
| **Trailer Photo Documentation** | **Before** | **During** | **After** |
| Empty Trailer with Property in Background |  |  |  |
| Trailer Measurement: Length (# must be visible) |  |  |  |
| Trailer Measurement: Width (# must be visible) |  |  |  |
| Trailer Measurement: Height (# must be visible) |  |  |  |
| Placard showing Total Trailer CYD Capacity |  |  |  |
| **Before - Debris Removal Documentation** | **Before** | **During** | **After** |
| Placard showing each room description with CYD total |  |  |  |
| Angles from all 4 corners of each room showing all debris present |  |  |  |
| Placards showing existing debris from outbuildings, sheds, detached garages, etc. |  |  |  |
| **During - Debris Removal Documentation** | **Before** | **During** | **After** |
| Action Shots of individuals removing debris from all rooms, outbuildings, etc. |  |  |  |
| Placards showing "During" progression of debris removal |  |  |  |
| Progressive Trailer Load Requirements - Empty |  |  |  |
| Progressive Trailer Load Requirements - 1/4 Full |  |  |  |
| Progressive Trailer Load Requirements - 1/2 Full |  |  |  |
| Progressive Trailer Load Requirements - 3/4 Full |  |  |  |
| Progressive Trailer Load Requirements with property in the background - Full |  |  |  |
| Repeat for multiple trailer loads, if applicable |  |  |  |
| **After - Debris Removal Documentation** | **Before** | **During** | **After** |
| Placard showing each room description with no debris remaining |  |  |  |
| Angles from all 4 corners of each room showing all debris removed |  |  |  |
| Placard showing all empty from outbuildings, sheds, detached garages, etc. |  |  |  |
| Documentation of Dump Receipts for debris removal |  |  |  |
| **Trash Cans must be emptied, stored upside-down, and in garage or behind house if no garage** |  |  | 1 |
| **Initial Maid Service –** If multiple units, placards must be used identifying the unit being completed | | | |
| ***Air Fresheners must be placed at open sinks, drains, and/or traps in all rooms. Fresheners must be dated in permanent marker and identified by unit if there are multiple units on the property.*** | | | |
| **Entry Way** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Storm door glass cleaned |  |  |  |
| **Living Room** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Door frames free of dust |  |  |  |
| Fireplace cleaned out (if applicable) |  |  |  |
| Ceiling fan blades cleaned |  |  |  |
| **Family Room** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Door frames free of dust |  |  |  |
| Fireplace cleaned out (if applicable) |  |  |  |
| Ceiling fan blades cleaned |  |  |  |
| **Kitchen** | **Before** | **During** | **After** |
| Sink cleaned |  |  |  |
| Stove/Oven cleaned (inside and out) |  |  |  |
| Microwave cleaned (inside and out) |  |  |  |
| Dishwasher cleaned (inside and out) |  |  |  |
| Refrigerator cleaned (inside and out) |  |  |  |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Counters cleaned |  |  |  |
| Ceiling fan blades cleaned |  |  |  |
| **Enclosed Porch** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  | 2 |
| **Initial Maid Service Continued…** |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Door frames free of dust |  |  |  |
| Ceiling fan blades cleaned |  |  |  |
| **Bedrooms (Number of Bedroom Completed\_\_\_\_\_)** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Door frames free of dust |  |  |  |
| Ceiling fan blades cleaned |  |  |  |
| Closet floors swept and mopped/vacuumed |  |  |  |
| **Bathrooms (Number of Bathrooms Completed\_\_\_\_\_)** | **Before** | **During** | **After** |
| Floor swept and mopped |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| Baseboards and walls wiped down |  |  |  |
| Light fixtures, switch, and outlet covers wiped down |  |  |  |
| Windows cleaned, window sills wiped off |  |  |  |
| Door frames free of dust |  |  |  |
| Sinks and faucets cleaned |  |  |  |
| Toilets cleaned |  |  |  |
| Tub/shower and surrounding area cleaned, free of dust |  |  |  |
| Mirrors, cabinets, drawers, and shelves cleaned |  |  |  |
| **Attic/Crawl Space** | **Before** | **During** | **After** |
| Floor swept and free of debris |  |  |  |
| Cobwebs removed from all corners and ceilings |  |  |  |
| **Porches/Decks Areas/Paved Surfaces** | **Before** | **During** | **After** |
| Floor swept and free of debris |  |  |  |
| All leaves, sticks, and remaining trash or items removed |  |  |  |
| **Garage** | **Before** | **During** | **After** |
| Floor swept and free of debris |  |  |  |
| All leaves, sticks, and remaining trash or items removed |  |  |  |
| **Initial Grass Cut** (If Applicable. Cut up to 1 acre, provide bid for remainder) | |  |  |
| **Shrub Trimming and Leaf Removal Instructions (This included in the Mulch Package if applicable)** | **Before** | **During** | **After** |
| All shrubs trimmed and clippings removed |  |  |  |
| All non-decorative vegetation cut down (Blackberry bushes, poison ivy, saplings) |  |  |  |
| Remove leaves: yard, flowerbeds, foundation, hard surfaces, on/under decks, porches, fence lines |  |  | 3 |
| **Grass Cut** | **Before** | **During** | **After** |
| Cut grass to 2 inches with tape measure photo- Front Yard |  |  |  |
| Cut grass to 2 inches with tape measure photo - Side Yards |  |  |  |
| Cut grass to 2 inches with tape measure photo- Back Yard |  |  |  |
| Complete weed whacking along perimeters of all structures and fence lines |  |  |  |
| Complete weed abatement in all flower beds |  |  |  |
| Complete 1-inch edging on all hard surfaces include walkways, sidewalks, and driveways |  |  |  |
| If property is Desert Landscape or Rockscape, complete weed abatement and post emergent spray |  |  |  |
| Top down view of all flower beds |  |  |  |
| Behind all garages, outbuildings, shed, etc. showing free of debris and maintained |  |  |  |
| Under any existing decks or stairwells |  |  |  |
| **Snow/Ice Removal (If Applicable)** | |  |  |
| **Shrub Trimming and Leaf Removal Instructions** | **Before** | **During** | **After** |
| Snow/Ice removed from steps, driveway, walkways, sidewalks, and all parking spots |  |  |  |
| Salt or melting agent application to all cleared areas, including steps, driveways, walks, sidewalks, all parking spots |  |  |  |
| Access/Steps to elevated decks, porches, stairs, side doors, second story doors |  |  |  |
| **Pool Securing** | |  |  |
| **Pool and Hot Tub Fences/Gates** | **Before** | **During** | **After** |
| Fence(s) or Gate(s) repair to secure pool or hot tub |  |  |  |
| **Pool Securing** | **Before** | **During** | **After** |
| In-Ground Pool: Remove all debris/leaves/sticks/etc. from pool cover |  |  |  |
| Above-Ground Pool: Drain and Dismantle (Upon broker approval) |  |  |  |
| **Mosquito Dunk** | |  |  |
| **1 Mosquito Dunk per every 100 sq. ft. of standing water** | **Before** | **During** | **After** |
| Mosquito Dunk Packaging |  |  |  |
| Completed in Pool, Hot Tub, Foundation, Pond. If cover present, remove and document resecuring |  |  |  |
| **Smoke & CO Detector Installation –** if the units are hardwired and electric is on, a new battery must be installed in each unit | | | |
| **Smoke Detector (Number of Smoke Detectors Installed \_\_\_\_\_)** | **Before** | **During** | **After** |
| Smoke Detector(s) Installation |  |  |  |
| **CO Detector** | **Before** | **During** | **After** |
| CO Detector |  |  |  |
| **Window Pane Replacement** | |  |  |
| **Reglazing (Number of Windows Reglazed \_\_\_\_\_)** | **Before** | **During** | **After** |
| Damaged Window(s) with placard |  |  |  |
| Window Measurement(s): Length (# must be visible) |  |  |  |
| Window Measurement(s): Width (# must be visible) |  |  |  |
| Window Repair(s) Completed |  |  |  |
| **Water Heater Strapping** | |  |  |
| **State completed in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Before** | **During** | **After** |
| Water heater strapping |  |  |  |
| Ordinance stating strapping required |  |  |  |
| **Clearboarding - See Separate Link in Work Order for Photo Detail**  **Winterization - See Separate Link in Work Order for Photo Detail**  **Safety Hazard Checklist - See Separate Link in Work Order for Photo Detail** | | | |

4