

# P&P Grass Cut Frequently Asked Questions

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

- If you receive a cancellation on an order that you have already completed, you must submit the update, invoice and photos through the website within 24 hours of receiving the cancellation notice. This will ensure that we can update all work you have completed, even if the order was closed due to cancellation before you could update it on the web.

## How do we report on the lot size?

- Submit the lot size as length by width in feet. Do not submit square footage or acreage.
- Make sure that you measure correctly the first time. We cannot change lot size once that information has been entered.

## How many times per each season can we trim the shrubs for the allowable?

- Please note that if shrubs are not in need of trimming at the start of grass cut season, you must ensure that you are using the allowable to cut them prior to any overgrowth. If shrubs become overgrown and were never addressed using the allowable, bids will not be accepted.
- There is a one-time allowable to trim shrubs per season. If you note overgrowth after the one-time allowable has been used, you must bid the necessary trimming at the first sign of overgrowth. In order to assure that bids to trim shrubs stay within reasonable limits, do not wait until the shrubs are overgrown to submit a bid. Any unreasonable bids will be subject to bid verification.

## What should I do if a grass cut order has not been opened for the next cut?

- If you complete a re-cut before SPI opens the recut order, call your regional coordinator to have an order opened. DO NOT submit recut information under any other open order in that loan.
- ONLY update grass cuts under your grass cut work order, never under any other open order in the system.

## What are the photo requirements for grass cuts?

- Photos must be uploaded before you enter your update. The web site will not permit you to begin entering the update until the photos have been uploaded.
- Photos must be labeled correctly, showing "before" and "after."
- Unless you are submitting additional photos to support bids, you should only be providing five (5) required photos: one (1) before and one (1) after of the front yard; one (1) before photo and one (1) after of the rear yard; and one (1) location photo.
- All grass cut photos must show the date the picture was taken on the photo.
- Photos should show as much of the property as possible. Close-ups of grass trimmings are not acceptable because they do not identify the property.
- Remember that this work is ordered and paid for by reviewers who can't visit the property to confirm that work was completed. The photos we submit are all the evidence we have to assure them that the work was done.
- It is required that a photo of the interior sign in sheet be provided with all post sale grass cuts. If this is not received at the time the update and before and after photos are posted to the contractor web, you will not be paid for the grass cut.

## How do we know what to charge when the order advises we have 'Up To' a certain amount?

- If the work order advises that you have an Up To amount to complete the grass cut, use the following suggested formula to determine how much to charge: You may charge an additional \$20 per 5,000 square feet over 15,000 square feet.
- Example: 25,000 SF lot, initial grass cut in Ohio = \$85.  $\$85 [15,000 \text{ SF allowable}] + \$40 [10,000 \text{ additional SF} = \$20 \times 2] = \$125.00$
- Your photos must always support what you charge.

## When is it acceptable to bid grass cuts?

- If you bid the initial grass cut, you must bid re-cuts at that same time. If you do not bid recuts at the time you bid the initial cut, our client will assume you can complete recuts for the allowable, and you will have to complete them for that price. You cannot bid re-cuts once the initial-cut bid has been approved.
- If you complete an initial grass cut that is less than 15,000 SF for the allowable, you cannot bid re-cuts--they must be completed for the allowable. Any time you complete an initial grass cut for the allowable, you will be obliged to complete the re-cuts for the allowable.
- If, at SPI's request, you complete an initial grass cut on a property with a lot size of more than 15,000 SF for the allowable without bidding, you may bid the re-cuts, but the re-cut bid cannot be more than what you charged for the initial cut.

**What am I required to report on an FHA post sale grass cut order?**

- On all post-sale grass cuts, you must report on Convey Condition.
- If you are completing a grass cut at a post-sale property, you must enter the property and check the convey status. If property is not in convey condition, you must state specifically why and provide bids for any work that needs to be completed to put the property in convey condition.
- If you previously submitted bids to put in convey condition under a grass cut order, you do not need to keep submitting the same bids if the status has not changed. You only need to provide bids if there is a new item to be bid.

**What type of comments should be reported in the comments section? What should not?**

- Limit your comments to information essential to provide a full report of property condition. Do not repeat information that has been reported elsewhere in the update.

**What do I do if I have questions?**

- Call from site with any questions. There are no silly questions. If you are unsure of something, we would much rather have you call us from site to discuss it than update it and have to have you return.
- If you have any questions about a grass cut issue, please contact your regional coordinator.

**What is the allowable number of grass cuts allowed per month?**

- In most areas of the country, only two (2) cuts are allowed per month. Therefore, if you complete cut a on the 1st, and the next cut is due and completed on the 15th, the next order opened may show due date of the 29th (because cuts ordered for completion every 14 days). You should not, however, perform the next recut until the 1st of the following month, because a cut performed on the 30th or 31st would result in three (3) cuts within a single month. That would exceed the allowed two (2) cuts per month, and we would be unable to pay you or charge our client.

**What are the VA guidelines for grass cuts in my area?**

- VA guidelines are available for viewing on our website.
- Make sure that you double-check the loan type on the order and follow the correct guidelines. VA guidelines are different from FHA, and you must be sure to correctly follow your VA guidelines for the VA region in which your properties are located.

**How do I know what to charge for FHA grass cuts in my area?**

- FHA guidelines are available for viewing on our website.
- The guidelines outline a price list by lot size. You must charge the allowable for the lot size that you originally reported for the property or the approved bid amount.

**How should I handle weather delays?**

- Please do not update an order with "Cannot complete due to <weather delay>" and bill a trip charge. SPI will not pay for trip charges when the grass cut is not completed due to weather delay. You must send a status update advising that there is a weather delay, and then complete the order when the weather permits.

**How do I handle a grass cut that has debris in the yard?**

- If the property is FHA and you know the previous total costs to date spent, and if there are sufficient allowable total P&P costs remaining to cover the cost of removing the debris, remove the debris per the allowable and cut the grass. If you do not know the previous total costs to date, we prefer that you move the debris (at no additional charge) to permit you to complete the grass cut and bid the debris. If there is too much debris to move, bid debris removal and wait for approval to proceed.
- Do not remove or bid to remove swing sets, basketball hoop/backboards or picnic tables unless you are reporting them as debris due to dilapidated condition. If these items are present but in sound condition, you should perform the grass cut around them.

**Which orders on my grass cut list should be first priority?**

- If you have multiple properties on your grass cut list and some of the orders are overdue, be sure to complete and update the older orders before submitting information for the newer grass cuts.
- You must assure that the properties on your grass cut do not get city citations or violations for poorly maintained yards.

**When do I submit bids to trim the trees?**

- When trees/branches will cause or have already caused damage to the property. Damage or potential damage to roof, gutters, or windows, or branches touching the roof, are examples of conditions that warrant bidding to trim trees.
- Do not submit bids to trim trees that are in the center of the yard and "obstructing" a view of the house from the street. This would be an unnecessary bid.

**Miscellaneous**

- If you find a property posted by HUD, do no work.
- Make sure to read your work orders for specific client requirements.
- Advise of any violations/citations posted at the property. Take a photo of the citation/violation and provide the following information from the citation in the comment portion of your update: contact name and phone number, city department, type/purpose of violation, date of violation, compliance date (if noted).
- If you find a property posted for demolition, call from site immediately.
- Please make sure that all grass cut invoices are assigned an invoice number. This will ensure that you are able to reconcile completed grass cuts and payments when necessary. Safeguard will not research check details to determine which work orders they apply to.

**If you have any questions, please contact your Regional Coordinator or send an e-mail to [pres.grasscuts@safeguardproperties.com](mailto:pres.grasscuts@safeguardproperties.com)**