

REO 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, contact your REO recurring work coordinator to advise that the work has been done. You have 24 hours to do this. 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.

- Note that your REO Regional is different from your P&P Regional. Always communicate directly with the REO department on all REO orders.

How do we report on the lot size?

- Submit the lot size as length x width, in feet. Do not submit square footage. If the property is an acre, or 2 acres, etc., you can report it in this form.

- Make sure 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?

- Shrubs should be trimmed when needed, as part of the lawn care. Please refer to the work orders for specifics regarding allowables for this. If there is no allowable, this should be completed as part of the grass cut fee. If the shrubs are very overgrown on the initial cut, you can submit a bid; **do not wait until the shrubs are overgrown to submit a bid**. Any unreasonable bids will be subject to bid verification.

- Note that all clippings, including shrub clippings, must be removed each time. you will be sent back to do this at no charge if you do not comply.

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 recurring work 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. Vendor web will not permit you to begin entering the update until the photos have been uploaded.

- Photos must be labeled correctly, showing "before" and "after."

- Photos must support any bids you are submitting, as well as any conditions you are reporting, such as damages. See below for additional reporting requirements.

- 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. The "before" and "after" photos should be taken from the same angle and location.

- 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.

What am I required to report on an REO grass cut order?

- You are **required** to advise 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? 6. Is the property in marketable condition? Your grass cut orders will be held open if this information is not provided. If any issues are being reported, such as debris or damages, you must send photos to support.

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 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 send you back a second time.

- If you have any questions about a grass cut issue, please contact your REO recurring work coordinator.

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

- For the most part, REO follows the FHA seasons and frequencies. However, we may have properties for which the broker is requesting weekly cuts. If we advise that the grass needs to be maintained weekly, you will need to follow this. Always update the orders timely, and state on your update that this is a weekly cut. Call immediately if

you find that the next re-cut does not have the correct due date.

-Pay close attention to due date, as the grass cut frequencies may change throughout the season.

What is included in REO lawn care services?

-As part of the grass cut order, you are also expected to remove all clippings from walkways and steps; rake and remove any visible clippings in the grass, remove any incidental debris; trim shrubs if needed and remove the shrub clippings; and edge along sidewalks and driveways.

How should I handle weather delays?

-If you cannot cut the grass on an initial grass cut because of weather, you must submit a full update with photo documentation and a subsequent grass cut order will be opened.

-If you cannot cut the grass on a recut because of weather, submit a status update with photos to support. Complete the grass recut when the weather permits.

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

-If you previously completed the initial services, including a trashout, and there is new debris present, remove the debris and invoice accordingly. If you previously performed the trashout and the debris is not new, you will need to remove it at no charge.

- If you are not sure if initial services had been completed, call from site. If the property is in redemption, do not remove the debris.

- Incidental debris must be removed as part of the work order (less than ½ CYD)

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

- REO grass cuts need to be treated as convey orders, as they are extremely important in marketing the properties for sale. You must complete and update every re-cut on time, every time. We recommend that you have separate grass cut crews, and We recommend that you pay very close attention to REO grass cut orders. if you feel you cannot keep up with all of the properties on your grass cut list, you must call your REO recurring work coordinator before the orders are due. We will reassign the properties when possible, but we will not give those properties back to you once reassigned.

- Grass cuts that are 10 days delinquent without any communication have the potential of being reassigned. The contractor that was responsible for the grass cut work order will be charged back a reassignment fee of \$50 per grass cut plus the cost of the grass cut.

- 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 ensure the properties on your grass cut list do not get city citations or violations for poorly maintained yards.

When do I submit bids to trim the trees?

- Submit bids 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 is a completely unnecessary bid.

Miscellaneous

- Make sure to read your work orders for specific client requirements and due date timeframes.

- 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.

- If you have any questions, please contact the recurring work coordinators at extension 2121.