



## SERVICE PROCEDURES

SERVICE TYPE: **PCR with Lock Change** – Fannie Mae

KEY CODE: **25345** LOCKBOX CODE: **Last 4 digits of client file number**

Client has asked to inspect and secure a home before it goes to auction. Additional follow-up services will likely be requested to fully prepare the property for auction.

### SCHEDULING PROCEDURES: (MAP ADDRESS RIGHT AWAY AND CONTACT US IF YOU ARE NOT CERTAIN OF THE LOCATION)

- Contact NVMS immediately if you cannot complete and report this order by the due date.
- **The Rep must supply the lock and lockbox for this order. The lock key code and lockbox code must match what is requested on the Order Instructions for this order.**
- Print all order instructions as well as the blank report to take to the property.
- Please only contact the Listing Agent if you cannot find the home, or if you are not able to access the home, per the instructions, once you arrive on site.

### ON-SITE PROCEDURES:

- If you find that the home is occupied, or access is not gained, take photos to confirm your trip and notify your Vendor Manager ASAP.
- **Gaining Access:** Follow order instructions. If confirmed access is not available, try:
  - Unlocked door/window, or contact a listing agent if there is a For Sale sign posted.
  - Be equipped to either pick/remove the doorknob with appropriate tools, if approved.
  - If there is a deadbolt in place, remove it and put a blank plate over the hole, or disable the deadbolt so it cannot be relocked.
  - If a lock change is performed, you must provide before and after photos.
- **Real Estate (or previous Auction) Signs on Property:**  
If you find any real estate or previous auction signs posted (except signs related to the upcoming Williams & Williams auction), signs must be removed and put on the side of the home. 4x4 Sign posts do not have to be removed, but the signs must be taken down.
- **Keys:** If a lock change is approved and performed, all keys must be left in the lockbox.
- Access and inspect all buildings, units, levels and rooms. If it is a multi-unit property, inspect and photograph all units that you can access and “Additional PCR” orders will be processed.
- **Detailed Description (based on thorough walk-through inspection of property):**  
“Detailed Description” must be grammatically correct paragraph that explains what is wrong with the home. Give details (level, room, side, etc.), and you should include cosmetic issues, minor repairs needed, etc. Do not just give one or two lines to generalize the condition.

Good Example:

*“Kitchen will need all new paint and new cabinets, while the living and dining room need to have new carpet installed and will require some drywall work since there are holes in the walls. Appliances appear to be in good condition for their age. Most interior walls will need to be painted. The bathrooms will need the linoleum replaced as it is worn and ripped in some spots. There is some visible mold in the bathroom around the shower. The upstairs bedrooms are in decent condition, bedroom 2 will need new carpet and paint to the ceiling. The home does have a nice fireplace in the dining room and a Jacuzzi in the master bathroom.”*

**NOTE: Any specific instructions typed on the order take precedence over these standard Service Procedures.**

**REPORTING PROCEDURES:**

**All fields in the report(s) must be filled out properly and entirely.**

**REQUIRED PHOTOS**

*Inadequate or poor-quality photos may result in the order being sent back to you by our Quality Assurance Department. This may require you to make additional trips to the property, and could result in lower pay. **PLEASE GET ALL REQUIRED PHOTOS THE FIRST TIME!***

- No “vertical” photos (our client can only accept standard/horizontal photos for marketing)
- At least one clear full photo of each side of the home (“beauty shots”).  
*Exterior “beauty shots” cannot show any real estate or previous auction signs in the photos. The client uses these photos for marketing, and all real estate and previous auction signs should be removed prior to photos.*
- Must have before, during and after photos of the lock change (if performed).
- Must have clear photo of the lockbox set to the code (even if lockbox was all ready there).
- Clear photo of the condominium or subdivision sign for the community.
- At least eight exterior photos showing the address, the land, and each side of the building(s).
- Must include photos of any and all outbuildings (all sides of each outbuilding).
- At least two of each interior room from opposing angles to show overall view of each room.
- Interior photos must show the ceiling and floor as well (take additional photos if necessary).
- Must have a clear and close-up photo of each of the following:
  - Electric meter (names/numbers must be legible).
  - Gas meter (if present)
  - Each major appliance (or space where it should be if it has been removed).
  - Each mechanical system (furnace, heat pump, water heater, water softener, etc.)
- Good photos of any debris, personal belongings, damage, relevant details, etc.
- ***If any of the required photos cannot be included, you must explain why in the report***
- **Multi-Unit Properties:** Reports and bids for multi-unit properties should be treated as separate units. For example:
  - Upload the current report, photos, and bids for only the main unit at the property.
  - Notify your NVMS Vendor Manager that there are multiple units.
  - When completing Additional PCR reports, keep in mind that they are for separate units and the client must be able to distinguish between them. You will be paid for each, so each report must be complete and detailed (do not make references such as “same as unit 1”, and do not use the same Detailed Description in each).
- **Vendor Bid Sheet must be filled out on every property**
  - Bid on any work that is needed and you can perform (submit photos to support bid).
  - If work is needed, but you are not equipped or qualified to perform the work, note that on the Vendor Bid Sheet (submit photos to show what work is necessary).
- ***Any incomplete reports or bid sheets, or inadequate details or photos, will delay the delivery of the order and may reduce your pay for the job!***
- Once the report(s), bid sheet(s) and photos are uploaded, properly submit for QA Review.

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## BID PLACEMENT GUIDELINES

PRICE RANGES AND GUIDELINES FOR PROPERTY PRESERVATION  
AND PROPERTY RESTORATION WORK

**The bid guidelines listed below are not requirements.** These are suggestions to help you understand the clients' expectations. If your bid does not fall within the pricing range for the amount of work, we must have sufficient explanation of the bid. As always, you must submit sufficient photos that illustrate the work at hand.

*It is NVMS's experience that remaining within these price-ranges leads to faster approval by the client.*

### Lawn Cut Bid Guidelines

<u>Approximate Size of Lawn</u>	<u>Bid Range - Initial Cut</u>	<u>Bid Range - 10-Day Re-cuts</u>
Less than ¼ Acre	\$40 - \$50	\$35 – \$40
¼ Acre – ½ Acre	\$60 - \$70	\$40 – \$55
½ Acre – 1 Acre	\$80 - \$90	\$60 – \$75
Greater than 1 Acre	\$80 base fee plus \$50 for each additional Acre	\$60 base fee plus \$40 for each additional Acre
Perimeter cut (30 ft.)	\$60 - \$70	\$40 - \$55

### Pool Maintenance Bid Guidelines

<u>Work Necessary</u>	<u>Bid Range</u>
<b>Initial Pool Clean:</b>	
Good condition pools	\$100 – \$300
Poor condition pools	\$500 – \$1000
Severe condition pools	\$1,500 and up *
<b>Bi-weekly Pool Maintenance:</b>	
Small pools	\$25 – \$50
Large pools	\$50 – \$70

*\* Bid must be clearly supported with extensive photos*

**“Good condition”** = require no more than a standard treatment of chemicals and a vacuum/sweep.

**“Poor condition”** = require multiple chemical treatments and/or partial draining and cleaning.

**“Severe condition”** = require draining, cleaning, refilling and chemical treatment.

All bids submitted to NVMS are final. If conditions have changed after bid approval, any revised bids **must be resubmitted to NVMS (with a detailed explanation and additional photos) and receive prior approval.**

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### Maid Service Bid Guidelines

<u>Approximate Size of Home</u>	<u>Bid Range</u>
Less than 1,500 sq. ft.	\$50 – \$100
1,500 sq. ft. – 2,500 sq. ft.	\$100 – \$130
Greater than 2,500 sq. ft.	\$130 – \$160

**Maid Service Bids encompass all services required in a “sales clean.” The standard services of a “sales clean” are: general clean of all home surfaces, bathroom clean (includes toilets and showers), floor sweep, carpet vacuum, and window washing.**

*Bid prices may be higher if property lacks running water or power (this must be noted in bid)*

### Interior/Exterior Trash-out Bid Guidelines

<u>Work Necessary</u>	<u>Bid Range</u>
Debris Removal	\$15 – \$20 per cubic yard *
Large Furniture Disposal	\$25 - \$35 (per piece)
Hazardous Material Removal	\$5 per gallon

**Interior Trash-out is ordered with the understanding that the area from which the debris has been removed is left in broom-clean condition.**

*\* A cubic yard of debris = 1 large black trash bag full*

### Window/Door Board-Up Bid Guidelines

<u>Work Necessary</u>	<u>Bid Range</u>
Window Board-Up	\$50 – \$75 per window
Door Board-Up	\$80 – \$125 per door

**All door board-ups require that access remains available to home through at least one entrance. As necessary, bids submitted to NVMS should include the installation of a hasp, padlock, and hinges.**

All bids submitted to NVMS are final. If conditions have changed after bid approval, any revised bids **must be resubmitted to NVMS (with a detailed explanation and additional photos) and receive prior approval.**