



# VA Vendor Best Practices Guide

V. 3.5

April 2024



## A MESSAGE FROM COO, DR. CHERYL TRAVIS-JOHNSON

Welcome Valued Partner,

VRM understands the value of effective partnerships. Choosing the right people, sharing a common mission, and being in communication with one another are vital to the success of our work together and our service to the Department of Veterans Affairs. We value you!

Our mission is excellence. Simple but not always easy! In addition to the client-specific training and resources available to you, this practical, portable tool, the VA Vendor Guide, is designed to give you a high-level view of the asset management processes we require on behalf of the VA. The step-by-step format will also assist with communication, with the in-house team, as we work together on assets efficiently and effectively.

We thank you for your commitment to the VRM Vendor Partner Network and to our client, the Department of Veterans Affairs.

With best regards,

**Cheryl Travis-Johnson**

Chief Operating Officer

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# 1 Vendor Management

## WHO WE ARE

Vendor Management is your liaison and primary point of contact for any discussions as it relates to the business relationship between your company and VRM. Through capacity modeling, Vendor Management assesses the business need for additional vendors based on service, geographic area, inventory, and adherence to SLA, SOW, MSA, MLA, or ASA requirements of our current vendor panel.

## WHAT WE DO

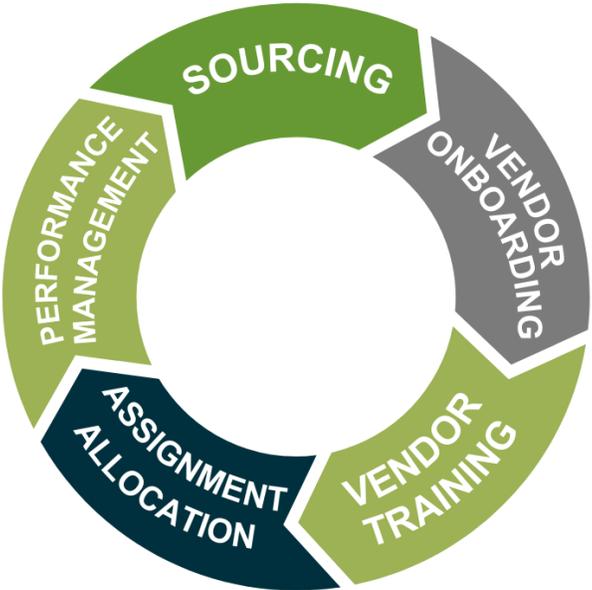
Vendor Management’s primary role is to oversee the agreements with our vendors and ensure all parties are following the requirements set forth. Vendor Management addresses the compliance management, cost management, territory management and adherence to SLA, SOW, MSA, MLA, or ASA requirements management expectations outlined in the agreements signed with our vendor panel.

Vendor Management is responsible for inventory management and spend analysis to meet certain Diversity targets. Vendor Management will also lead issues as it relates to chargeback and demand requests.

## HOW WE DO IT

Vendor Management oversees the adherence to SLA, SOW, MSA, MLA, or ASA requirements for all vendors VRM uses. Through a combination of scorecards, inspections, operational feedback, webinars, etc., Vendor Management ensures adherence to SLA, SOW, MSA, MLA, or ASA requirements -based allocation of inventory and coaching takes place in an effort to improve the adherence to SLA, SOW, MSA, MLA, or ASA requirements of affected vendors.

## VENDOR CYCLE



## 2 VRMS Landing Page

The screenshot shows the VRMS Landing Page. At the top left is the VRMS logo. At the top right are links for Home and Help, and a user profile dropdown menu. The profile menu includes options for Profile and Sign Out. Below the navigation is a TOOLS section with a message: "Technology has been honored to work with our business units in developing tools that help VRM be leader in the industry. You have access to the following tools." This section lists two tools: Vendor Management System and Asset Management System. Below the tools are two main content areas: Support and News and Updates. The Support section has a link for "Technical Issues? (11/15/2018)" and provides contact information for the customer service team. The News and Updates section has a link for "Broker/Agent Training Guide For New VPR Task and Offer Management System (05/24/2021)" and lists several PDF guides for training.

- TOOLS
  - Vendor Management System (VMS)
  - Asset Management System (AMS)
- SUPPORT
- NEWS AND UPDATES
- PROFILE
  - Change Your Password
  - Change or Reset Pin
  - Contact Information

The screenshot shows the VRMS Account Information page. It features a form with the following fields: Username (pre-filled with a masked email address), Password (with a "Change Your Password" link), Pin (with "Change Your Pin" and "Reset Your Pin" links), First Name, Last Name, Email (with a note: "(Note: To change your email, please contact your vendor analyst.)"), Phone #, Fax #, and Mobile #. At the bottom right of the form are "Save" and "Cancel" buttons.

# 3 Vendor Management System (VMS) Overview

Each vendor is assigned a Vendor Analyst that is responsible for managing the overall adherence to SLA, SOW, MSA, MLA, or ASA requirements and compliance of the Vendor. The system utilized to maintain the vendor's profile is the Vendor Management System (VMS). VMS is the system of record used to house the following information:

- Vendor Agreements (MLA, MSA, SOW, etc.)
- Insurance Documents (E&O, General Liability, Automobile, Workers' Comp., Etc.)
- Business and Professional Licensing
- Vendor Contact Information (Offices, Contacts, Email Addresses, etc.)
- Assignment Inventory
- adherence to SLA, SOW, MSA, MLA, or ASA requirements Review & User Certification Tasks (if applicable)
- Background Screening Verification
- Services and associated territories

If you have questions in reference to your profile or adherence to SLA, SOW, MSA, MLA, or ASA requirements, you can contact your vendor analyst or email [vendors@vrmco.com](mailto:vendors@vrmco.com) for assistance.

## 3.1 Profile Header

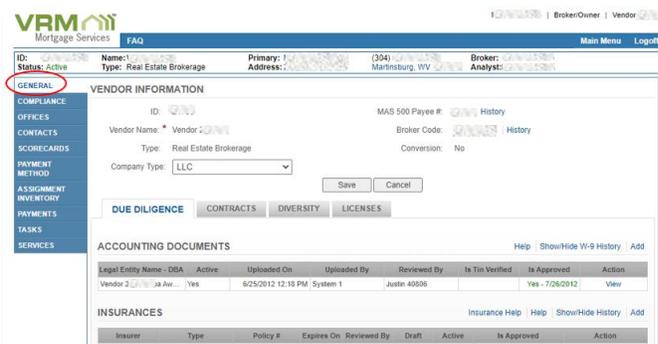
Vendor ID, Vendor Status, Company Name, Service Type, Primary Contact Information, & Assigned Vendor Analyst



## 3.2 MODULE 1 – General

### GENERAL TAB

The general tab located on the right side of the **VENDOR INFORMATION** screen will allow you to view the following: Due Diligence, Contracts, Diversity and Licenses.



## DUE DILIGENCE

This tab houses your ACCOUNTING DOCUMENTS & INSURANCES

VRM Mortgage Services | Broker/Owner | Vendor

FAQ Main Menu Logoff

ID: [REDACTED] Name: [REDACTED] Primary: [REDACTED] (304) [REDACTED] Broker: [REDACTED]  
Status: Active Type: Real Estate Brokerage Address: [REDACTED] Martinsburg, WV Analyst: [REDACTED]

**DUE DILIGENCE** CONTRACTS DIVERSITY LICENSES

ACCOUNTING DOCUMENTS Help Show/Hide W-9 History Add

Legal Entity Name - DBA	Active	Uploaded On	Uploaded By	Reviewed By	Is Tin Verified	Is Approved	Action
Vendor 2 [REDACTED] ja Aw...	Yes	6/25/2012 12:18 PM	System 1	Justin 40806		Yes - 7/26/2012	View

INSURANCES Insurance Help Help Show/Hide History Add

Insurer	Type	Policy #	Expires On	Reviewed By	Draft	Active	Is Approved	Action
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## ACCOUNTING DOCUMENTS

Adding W-9

**Step 1** – Click on the “Add” button.

VRM Mortgage Services | Broker/Owner | Vendor

FAQ Main Menu Logoff

ID: [REDACTED] Name: [REDACTED] Primary: [REDACTED] (304) [REDACTED] Broker: [REDACTED]  
Status: Active Type: Real Estate Brokerage Address: [REDACTED] Martinsburg, WV Analyst: [REDACTED]

**DUE DILIGENCE** CONTRACTS DIVERSITY LICENSES

ACCOUNTING DOCUMENTS Help Show/Hide W-9 History **Add**

Legal Entity Name - DBA	Active	Uploaded On	Uploaded By	Reviewed By	Is Tin Verified	Is Approved	Action
Vendor 2 [REDACTED] ja Aw...	Yes	6/25/2012 12:18 PM	System 1	Justin 40806		Yes - 7/26/2012	View

**Step 2** – Enter the “Legal Entity Name” that appears on the W-9. Be careful not to enter the DBA in this field. If you have a DBA, it is optional to fill out. Select the “Identification Type”. Enter the “TAX Identification #”. Select the “Federal Tax Classification”. Check the 2 boxes to acknowledge the conditions. Click the “Save” button.

**ADD ACCOUNTING DOCUMENT**  
*Please enter legal entity name that agrees with the tax ID/ SSN given*

Legal Entity Name: \*

DBA (optional):

Identification Type:

Tax Identification #: \*

Federal Tax Classification:

By providing a new W-9 that changes your Legal Entity Name, all due diligence documents on your profile will require re-review by your Vendor Analyst. Your profile will remain out of compliance until new Insurances, Licenses, and Contracts are provided that reflect your new Legal Entity Name.

If the SSN/EIN has changed, once verified all future payments will be issued against this new tax identification.

I acknowledge these conditions.  
 I acknowledge that user profile will no longer be in compliance.

Click the “OK” button. This will take you to the DocuSign page to fill out the W-9.

Compliance Entities will be deactivated.

**Step 3** – Click the Checkbox and select the Continue button

Please Review & Act on These Documents

Bobby Soliz  
Vendor Resource Management

Please review the Electronic Record and Signature Disclosure  
 I agree to use electronic records and signatures.

**Step 4** - Select “Sign”. Then, the “Finish” button.

This will upload the W-9 to your VMS profile for VRM to approve.

Below.

FINISH

DocuSign Envelope ID: 308ADD13-9107-4601-99ED-23AEE8900CE1

**W-9**  
Form (Rev. October 2018)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer Identification Number and Certification**

**Give Form to the requester. Do not send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

1 Name (or street or your income tax return). Name is required on this line, do not leave this line blank.  
ABC Company

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

Individual sole proprietor or single-member LLC  
 C Corporation  
 S Corporation  
 Partnership  
 Trust/estate  
 Limited liability company. Enter the tax classification (S-C corporation, S-S corporation, P-Partnership) ▶

**Note:** Check the appropriate box in the box above for the tax classification of the single member owner. Do not check LLC if the LLC is classified as a single member LLC that is disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶

4 Exemption codes apply only to certain entities, not individuals; see instructions on page 3.  
Exemption code (if any)   
Exemption from FATCA reporting code (if any)   
(State tax return required under the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.  
2223 Main Street

6 City, state, and ZIP code  
Martinsburg WV, 25403

7 List account number(s) here (optional)

8 Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number  
 -  -   
 or  
 Employer identification number  
 -  -  -  -  -  -  -  -  -

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Exception instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition, development or improvement of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part I, later.

Sign Here  Signature of U.S. person  Sign  Date  2/24/2023

**General Instructions** \* Form 1099-DIV (Dividends, including those from stocks or mutual funds)

## INSURANCE

Adding Insurance Documents

**Step 1** – Navigate to the Insurances section within the General Tab and then within the Due Diligence tab

**Step 2** - Click on the “Add” button at the far right of this section.

The screenshot shows the VRM Mortgage Services interface. The top navigation bar includes Home, Prospects, Vendors, Administration, Reports, FAQ, and Tasks. The user is logged in as a Vendor Analyst. The main content area is titled 'VENDOR INFORMATION' and includes fields for ID, Name, Type (Real Estate Brokerage), Address, MAS 500 Payee #, Broker Code, Status (Active), and Company Type (S-Corp). Below this is the 'DUE DILIGENCE' section, which contains a table of 'ACCOUNTING DOCUMENTS'. The 'INSURANCES' section is at the bottom, showing a table of existing insurance policies. A red arrow points to the 'Add' button in the 'INSURANCES' section.

Legal Entity Name - DBA	Active	Uploaded On	Uploaded By	Reviewed By	Is Tin Verified	Is Approved	Action
Blue Realty Services ...	Yes	6/12/2015 5:38 PM				Yes - 6/18/2015	

Insurer	Type	Policy #	Expires On	Reviewed By	Draft	Active	Waived	Is Approved	Action
Pearl Insura...	Errors and Omissions				No	Yes	No	Yes - 1/25/2023	View   Remove
The Charter ...	Workers Compens...				No	Yes	No	Yes - 9/28/2022	View   Remove
Travelers Pr...	General Liability				No	Yes	No	Yes - 6/18/2022	View   Remove
Travelers Ca...	Auto Insurance				No	Yes	No	Yes - 6/18/2022	View   Remove

**Step 3** – Select the insurance Coverage Type for the insurance being uploaded.

The 'Add Insurance' dialog box contains the following fields:

- Coverage Type: -Select- (dropdown menu)
- Insurer: -Select- (dropdown menu)
- Policy Number: (text input)
- Insurer Contact Name: (text input)
- Insurer Contact Phone: (text input)
- Insurer Contact Email: (text input)
- Expiration Date: (text input)
- Policy Document: Choose File | No file chosen

Buttons: Save, Cancel

**Step 4** – Enter all of the data from your certificate of insurance into the form and answer any applicable questions.

**Step 5** – Upload your Certificate of Insurance

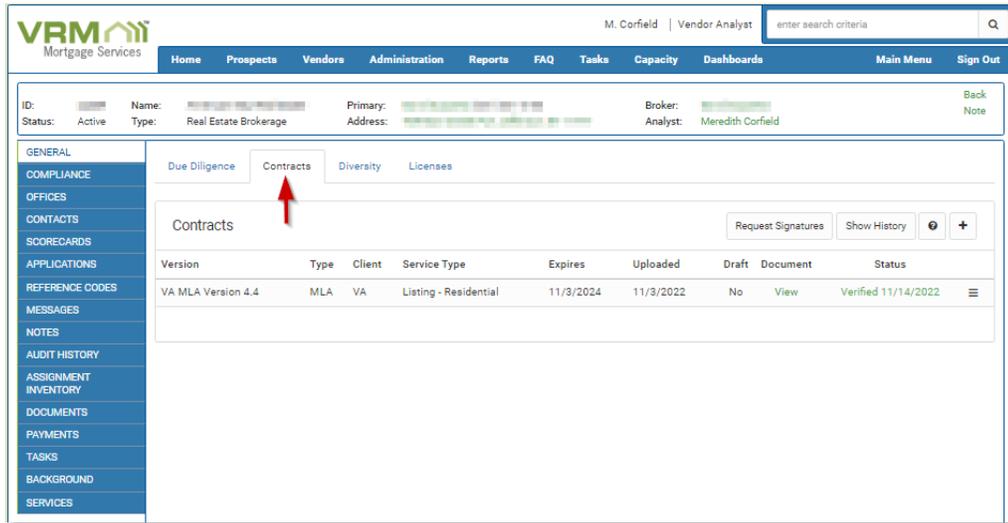
**Step 6** – Click Save

**Note:** If your coverage limits are below our required min value, an error message will populate along with a text box where you will be required to add comments for why your coverage limit is lower than VRM’s contractual amounts.

The screenshot shows a web form titled "Add Insurance". At the top, a yellow error banner states: "The Following Error(s) Has Occurred: 1. Minimum Coverage Amount Note Is A Required Field". The form fields include: Coverage Type (Auto Insurance), Insurer (XYZ Insurance Corp), Policy Number (123456), Insurer Contact Name (Joe Insurance Agent), Insurer Contact Phone ((222)222-2222), Insurer Contact Email (example@nsuranceco.com), Occurrence Amount (\$100,000.00, Min Val: \$500,000), Expiration Date (12/31/2023), Is the Certificate of Insurance uploaded see example? (Yes), and Policy Document (Choose File Placeholder...nsurance.pdf). A red arrow points to the Occurrence Amount field. Below the form, a red text box contains the message: "You have entered a coverage amount that is less than the minimum required amount, please provide comments for reduced coverage amount approval:". A red arrow points to this text box.

Repeat this process for all required insurance coverages

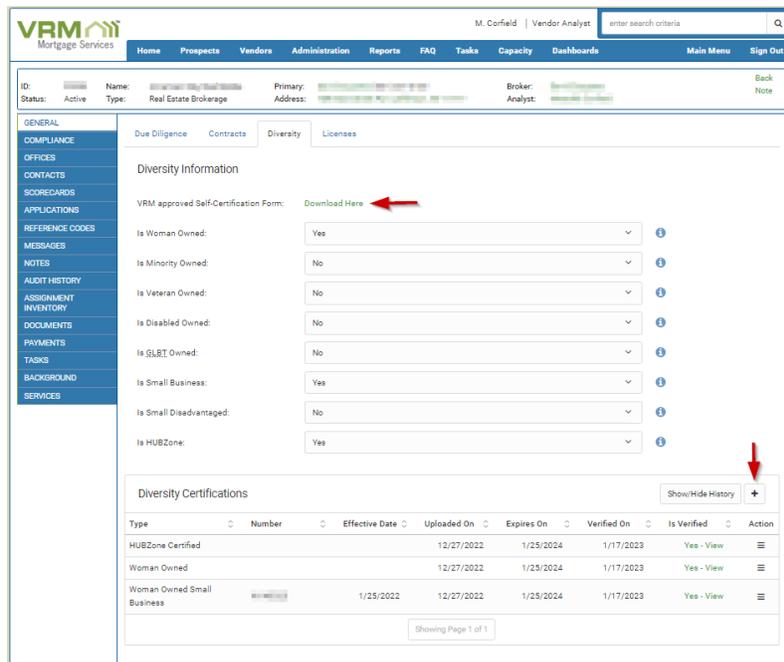
## CONTRACTS



This tab houses all contracts that have been executed by the vendor and by VRM.

## DIVERSITY

This tab houses information about the vendors Diversity. It also houses 3<sup>rd</sup> Party Certifications and Self-Certifications for each of the designations that a vendor has selected “Yes” for within



the Diversity Certifications section.

## ADDING DIVERSITY

**Step 1** –Download the VRM Approved Self-Certification Form. Fill out the form, sign and date.

**Step 2** - Click on the “+” button at the bottom next to the Show Hide History button.

**Step 3** – Use the dropdown menu to select the “Certification Option” (i.e Self-Certified or 3<sup>rd</sup> Party Certified).

**Step 4** - Use the dropdown menu to select the “Certification Type” (i.e. **Woman Owned, Minority Owned, Veteran, etc.**).

**Step 5** – Enter the “Certification Number”.

**Step 6** - Click on the calendar icon to select the “Expiration Date” or manually type it in the field. If there is no expiration date, click the Does Not Expire box.

**Step 7** - To upload the “Certificate”, select the “Browse” button. Once you have selected the document you wish to upload, click the “Save” button. The information should now appear under the **DIVERSITY CERTIFICATIONS** section.

If you have multiple certifications that you would like to add, repeat steps 1 through 7 **for each additional certification**.

The screenshot shows the 'Add Certification' form in the VRM Mortgage Services system. The form includes the following fields and options:

- Certification Option:** A dropdown menu currently set to '-Select-'.
- Certification Type:** A dropdown menu currently set to '-Select-'.
- Certification Number:** A text input field.
- Effective Date:** A date picker field with a calendar icon.
- Does Not Expire:** A checkbox.
- Expiration Date:** A date picker field with a calendar icon.
- Certificate:** A text input field with a 'Browse' button.

Below the form, there is a red warning message: **IMPORTANT: Certification will be removed after 6 months if all data are not entered.** At the bottom of the form are 'Cancel' and 'Save' buttons.

The background dashboard shows a list of diversity certifications with columns for 'Is Woman Owned', 'Is Minority Owned', 'Is Veteran Owned', 'Is Disabled Owned', 'Is GLBT Owned', 'Is Small Business', and 'Is HUBZone'. At the bottom right of the dashboard, there is a 'Show/Hide History' button with a '+' icon. Red arrows point from this '+' icon to the 'Add Certification' form, indicating the sequence of steps described in the text.

## LICENSES

Business and Contact

Adding a Business License

**Step 1** – Within the General tab, click on the **Licenses** tab.

The screenshot shows the 'Vendor Information' page for a 'Real Estate Brokerage'. The 'Licenses' tab is highlighted with a red arrow. The page includes sections for 'Accounting Documents' and 'Insurances'.

Legal Entity Name - DBA	Active	Uploaded On	Uploaded By	Reviewed By	Is Tin Verified	Is Approved	Action
	Yes	11/14/2012 1:51 PM	System Contact			Yes - 11/14/2012	

Insurer	Type	Policy #	Expires On	Reviewed By	Draft	Active	Waived	Is Approved	Action
	Workers Compens...								View   Remove
	Auto Insurance								View   Remove
	Errors and Omissions								View   Renew   Remove
	General Liability								View   Renew   Remove

**Step 2** – Click on the “Plus Sign” icon within the **Business Licenses** section.

The screenshot shows the 'Business Licenses' section of the Vendor Manager page. A red arrow points to the 'Plus Sign' icon next to the 'Show History' button.

License Type	License #	State	Expires On	Uploaded On	Verified On	Document	Is Verified	Action
No Records To Display.								

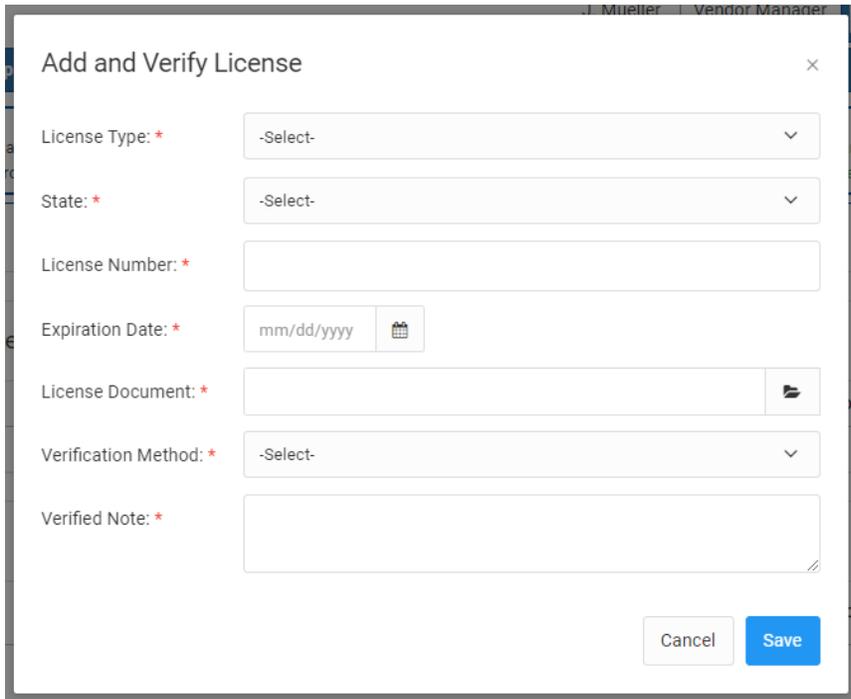
**Step 3** – Use the License Type dropdown menu to select “Business”.

**Step 4** – Use the dropdown menu to select the “State” of the license.

**Step 5** – Add the “License Number”

**Step 6** – Click on the calendar icon to select the “Expiration Date” or manually type it in the field.

**Step 7** – To upload the “License Document”, select the “Browse” button. Once you have selected the document you wish to upload, click the “Save” button. The information should now appear under the **LICENSES** section.



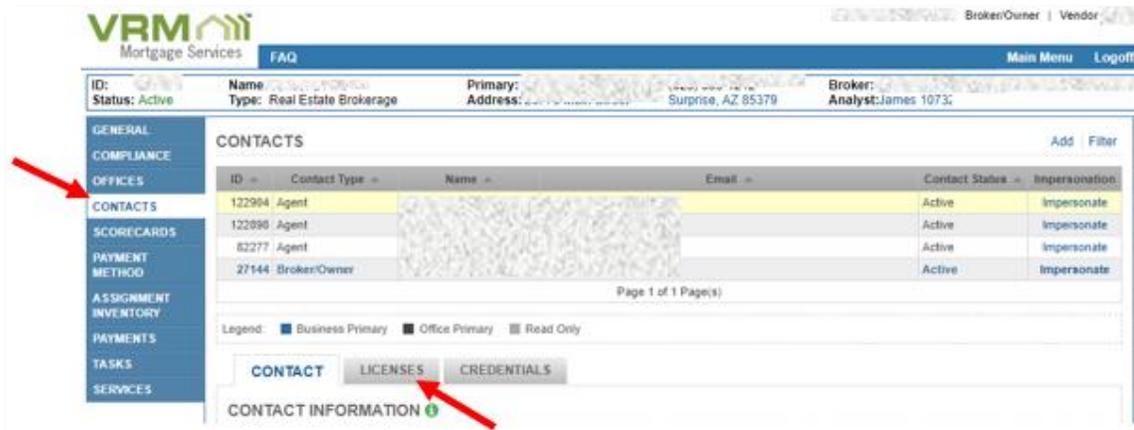
The screenshot shows a web application window titled "Add and Verify License" with a close button (X) in the top right corner. The form contains the following fields:

- License Type:** A dropdown menu with "-Select-" as the current selection.
- State:** A dropdown menu with "-Select-" as the current selection.
- License Number:** A text input field.
- Expiration Date:** A date input field showing "mm/dd/yyyy" and a calendar icon to the right.
- License Document:** A text input field with a "Browse" button (document icon) to its right.
- Verification Method:** A dropdown menu with "-Select-" as the current selection.
- Verified Note:** A text area for entering notes.

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

## ADDING A CONTACT LICENSE

Step  
1 –



Within the Contact tab, click on the Licenses tab.

**Step 2** – Click on the “Plus Sign” icon within the **Contact Licenses** section that is to the left of the Contact ID. This will open up the section where the License can be added.

**Step 3** – Click on the “Plus Sign” icon on the right hand side next to where it says “Show History.”

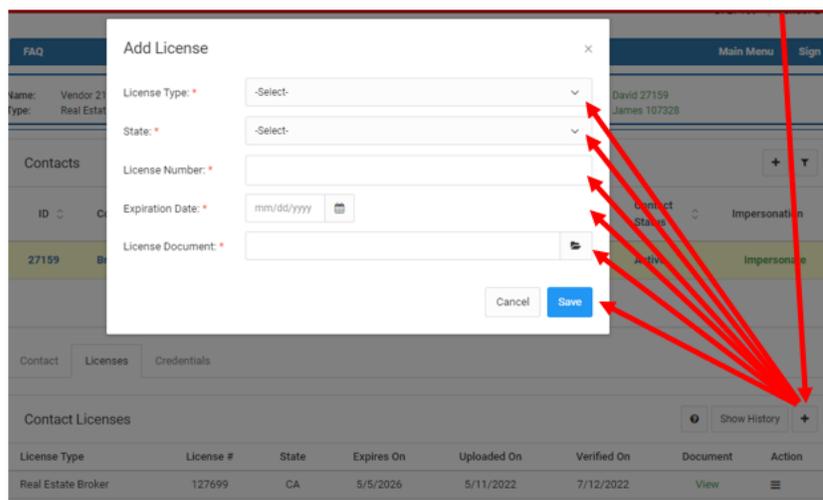
**Step 4** – Use the dropdown menu to select the “License Type” of the licensee

**Step 5** – Use the dropdown menu to select the “State” of the license

**Step 6** – Add the “License Number”

**Step 7** – Click on the calendar icon to select the “Expiration Date” or manually type it in the field.

**Step 8** – To upload the “License Document”, select the “Browse” button. Once you have selected the document you wish to upload, click the “Save” button. The information should now appear under the **LICENSES** section.



## 3.3 MODULE 2 – Compliance

### COMPLIANCE TAB

The compliance tab includes messages to alert you that documents such as Insurance or Licenses are:

- Out of Compliance (Shown with a RED triangle)
- In Danger [of being out of compliance] (Shown with an ORANGE triangle)
- High Risk [of being out of compliance] (Shown with a BLUE triangle)
- No Risk [of being out of compliance] (Shown with a Green triangle)

There are two tabs on this page: Vendor and Contacts. The Vendor tab will display compliance related issues for the entire vendor profile whereas the Contacts tab will display compliance related issues for the contact (s) on the vendor profile.

The screenshot shows the VRM Mortgage Services interface. The 'COMPLIANCE' tab is selected in the left sidebar. The main content area displays a table of compliance issues for a 'Preservation - Residential' listing. The table has columns for 'Created', 'Last Check', 'Source', 'Client', 'Entity', and 'Messages'. One row is visible with a red warning triangle icon in the 'Messages' column.

Created	Last Check	Source	Client	Entity	Messages
3/11/2023 5:42 AM	3/12/2023 5:39 AM	Coverage	Vendor Resource Management		Workers Compensation or Occupational Accident coverage is Expired

You can filter the Compliance Issues by clicking on the “Filters” button. You can filter by “Service” and by “Show Resolved”.

The screenshot shows the same VRM Mortgage Services interface, but with the 'Filters' dialog box open. The dialog box has two sections: 'Service' with a dropdown menu set to 'Listing - Residential', and 'Show Resolved' with a dropdown menu set to 'Unresolved'. There are 'Apply' and 'Reset' buttons at the bottom of the dialog box.

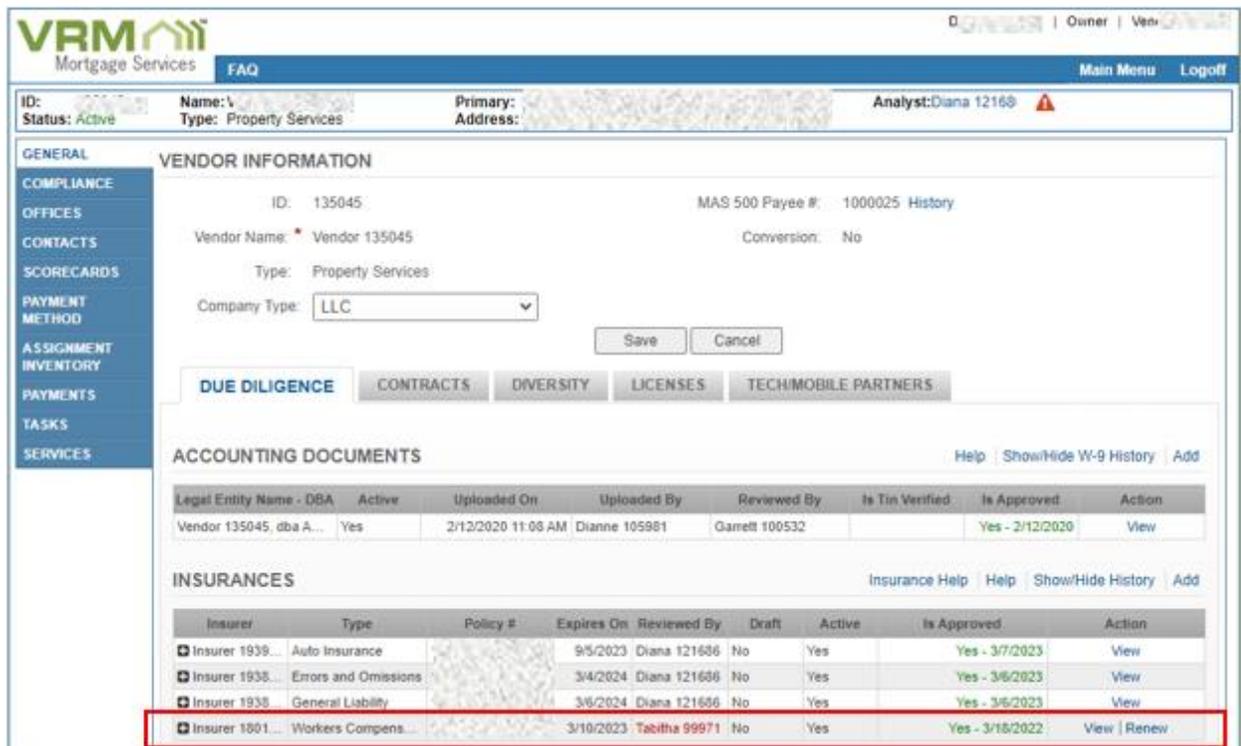
You can find out information about the compliance item by clicking on  symbol next to the item.

9/15/2017 12:02 AM	9/26/2017 12:03 AM	Coverage	Errors & Omissions coverage is Not Verified	
8/20/2017 12:04 AM	8/25/2017 12:02 AM	Coverage	Errors & Omissions coverage will expire within 1-5 days	
8/17/2017 10:23 AM	8/20/2017 12:04 AM	Coverage	Errors & Omissions coverage will expire 6-15 days	Created: 8/20/2017 12:04 AM Last Checked: 8/25/2017 12:02 AM Resolved: 8/25/2017 12:02 AM Required By: Vendor Resource Management

If there are documents listed on the Compliance page, you will be able to navigate to the page where the document is located to review/upload new document by clicking on the  symbol.

Created	Last Check	Source	Client	Entity	Messages	
3/11/2023 5:42 AM	3/12/2023 5:39 AM	Coverage	Vendor Resource Management		Workers Compensation or Occupational Accident coverage is Expired	  

Once the  is selected, it will take you to the Insurances section and show the Compliance issues in **Red** if they've expired or there will be no reference to the Compliance Message (seen in the previous screenshot) if the document is missing.



**INSURANCES**

Insurer	Type	Policy #	Expires On	Reviewed By	Draft	Active	Is Approved	Action
Insurer 1938...	Auto Insurance		9/5/2023	Diana 121686	No	Yes	Yes - 3/7/2023	View
Insurer 1938...	Errors and Omissions		3/4/2024	Diana 121686	No	Yes	Yes - 3/6/2023	View
Insurer 1938...	General Liability		3/6/2024	Diana 121686	No	Yes	Yes - 3/6/2023	View
Insurer 1801...	Workers Compens...		3/10/2023	Tabitha 99971	No	Yes	Yes - 3/16/2022	View   Renew

### 3.4 MODULE 3 -- Offices

The office tab houses all addresses associated with your business. All information in the office section can be changed. Keep in mind that if you change any of the information without completing the fields that are required, you will not be able to save the information entered.

The screenshot shows the VRM Mortgage Services interface. At the top, there is a navigation menu with options: Home, Prospects, Vendors, Reports, FAQ, Tasks, Capacity, Main Menu, and Logoff. Below the menu, there is a header section with 'VRM Mortgage Services' logo and 'Vendor Resource Management' text. The main content area is titled 'OFFICES' and contains a table with columns: Address, City, State, County, Zip, Phone #, Primary Contact, and Status. The table lists three offices, with the first one being the primary office (indicated by a bold address and a primary contact). Below the table, there is a legend for 'Primary' and 'Read Only' status. The 'OFFICE' tab is selected, and the form below it shows fields for 'Status', 'Is Primary', 'Phone #', 'Extension', and 'Fax #'. The 'PHYSICAL ADDRESS' section includes fields for 'Address', 'City', 'State', 'County', and 'Zip Code'. The 'MAILING ADDRESS' section has a checkbox for 'Use Physical'.

If multiple offices are entered under one vendor profile, one of the offices has to be designated as the “Primary” office. The primary address will appear in bold text. VRM will utilize the Primary office address to send all payments to the vendor.

This close-up screenshot focuses on the 'OFFICE' form. It shows the 'OFFICE' and 'CONTACTS' tabs, with 'OFFICE' selected. Below the tabs, there is a legend for 'Primary' and 'Read Only' status. The 'Is Primary' checkbox is highlighted with a red box, and it is currently unchecked. The text next to the checkbox reads: '(the primary office address is used by VRM to send payments to the vendor)'. Below this, there are input fields for 'Phone #', 'Extension', and 'Fax #'.

The "CONTACTS" in the "OFFICES" section houses all names of the individuals associated with a particular office. While in "CONTACTS", if you click anywhere on a particular address, the address you selected will be highlighted in yellow and the contacts for that office will appear.

The information that appears in "CONTACTS" is directly correlated to the **CONTACTS** tab on the left bar menu.

The screenshot displays the VRM Mortgage Services interface. On the left sidebar, the "CONTACTS" tab is highlighted with a red circle. The main content area is divided into two sections: "OFFICES" and "CONTACTS".

**OFFICES Section:**

Address	City	State	County	Zip	Phone #	Primary Contact
10100... (highlighted in yellow)	...	...	...	...	...	...
4111... (highlighted in yellow)	...	...	...	...	...	...
1111... (highlighted in yellow)	...	...	...	...	...	...
1111... (highlighted in yellow)	...	...	...	...	...	...

Page 1 of 1 Page(s)

Legend:  Primary  Read Only

OFFICE CONTACTS

**CONTACTS Section:**

ID	Contact Type	Name	Email
...	Associate Broker	...	...

Page 1 of 1 Page(s)

Legend:  Business Primary  Office Primary  Read Only

## 3.5 MODULE 4 – Contacts

### CONTACTS TAB

The contacts tab houses information regarding all contacts associated with a vendor profile. There are three tabs on this page: **CONTACT**, **LICENSES**, and **CREDENTIALS**.

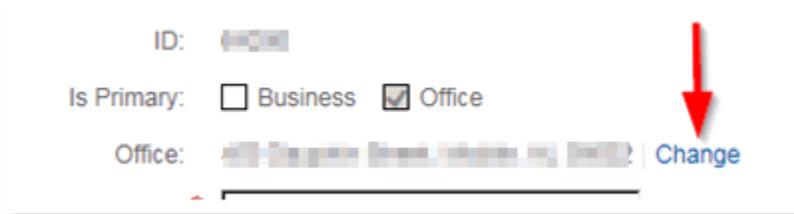
The Broker or Owner of the vendor profile has the ability to change information for each contact listed in the contacts section. All other “Contact Types” only have the ability to change information that is specific to them.

- To edit information for a contact:
- Click on the row containing the contact to be viewed/edited.

**CONTACT INFORMATION** - To change contact information click in the field you wish to change and type the new information. An error message will appear if a “Contact Type” other than the Owner tries to change information that is not specific to their personal contact information.

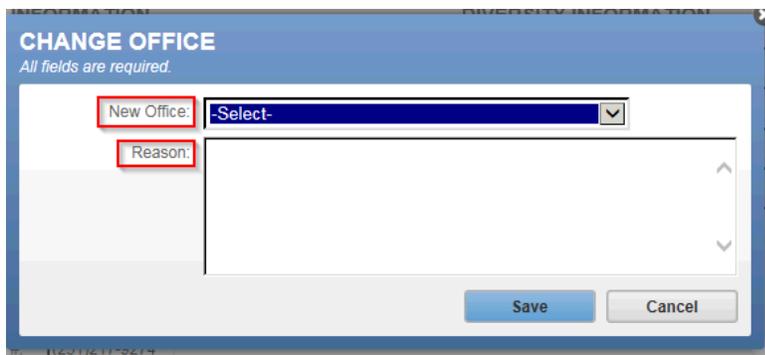
The Broker or Owner has the ability to change office locations for any of the contacts listed in the vendor profile by following these steps:

**Step 1** – Click on “Change”.



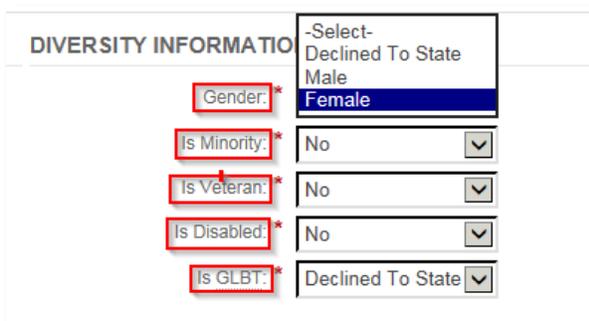
The screenshot shows a form with the following elements: 'ID: [redacted]', 'Is Primary:  Business  Office', and 'Office: [redacted] | Change'. A red arrow points to the 'Change' button.

**Step 2** - Select the new office location by clicking on the dropdown arrow; enter the reason for the change and click “Save”.



The screenshot shows a dialog box titled 'CHANGE OFFICE' with the text 'All fields are required.' Below this, there is a 'New Office:' dropdown menu with '-Select-' selected, and a 'Reason:' text area. At the bottom, there are 'Save' and 'Cancel' buttons.

**DIVERSITY INFORMATION** - You can change information here by clicking on the dropdown arrows next to each category. All categories allow you to choose: **Decline** to **State**, **No**, or **Yes**. The only exception is the “Gender Category”.



The screenshot shows the 'DIVERSITY INFORMATION' section with the following dropdown menus: 'Gender:\*' (open, showing options: -Select-, Declined To State, Male, Female), 'Is Minority:\*' (No), 'Is Veteran:\*' (No), 'Is Disabled:\*' (No), and 'Is GLBT:\*' (Declined To State).

**ACCOUNT INFORMATION** – The only change options available in this section are the “Password” and the “Pin” for the individual contact.

To change the “Password” click “Change” and enter the new password in the New Password and Confirm Password fields. Click “Save”.

**CHANGE PASSWORD**

New Password:

Confirm Password:

Save Cancel

**LICENSES** – This tab allows you to add and view your professional license. To view your license, click on “View” located under the “Document” column.

**LICENSES** Help Add

License Type	License #	State	Expires On	Uploaded On	Verified On	Document	Action
Real Estate Associate Broker		CA	5/5/2026	5/11/2022	7/12/2022	View	-

Adding a license

**Step 1** - Click on the “+” button next to Show History.

Contact Licenses Show History +

License Type	License #	State	Expires On	Uploaded On	Verified On	Document	Action
Real Estate Broker		CA	5/5/2026	5/11/2022	7/12/2022	View	≡

**Step 2** – Select the “License Type”. The type needs to match your Contact Type regardless of the actual license designation.

**Add License**

License Type:

State:

License Number:

Expiration Date:

License Document:

Save Cancel

**Step 3** – Use the dropdown menu to select the “State”.

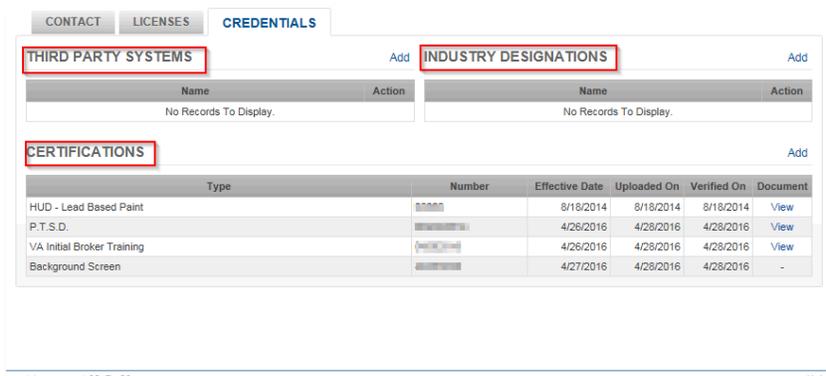
**Step 4** – Enter the “License Number.”

**Step 5** - Click on the calendar icon to select the “Expiration Date” or manually type it in.

**Step 6** - To upload the “License Document”, select the “Browse” button. Once you have selected the document you wish to upload, click the “Save” button. The information should now appear under the **LICENSES** section.

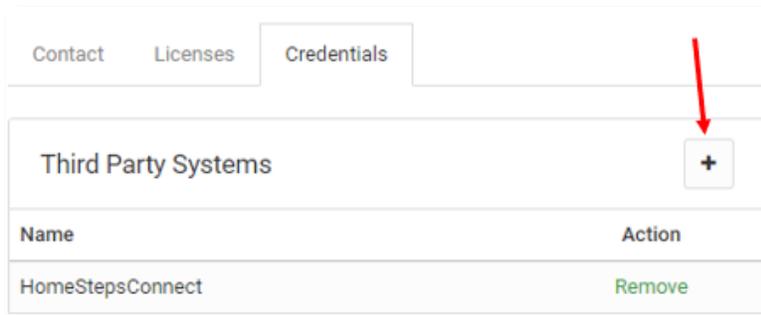
**CREDENTIALS** – This tab allows you to add **THIRD PARTY SYSTEMS** you have experience with; **INDUSTRY DESIGNATIONS**; and **CERTIFICATIONS**.

**Note:** VRM training certificates are not classified as “Certifications” in this section.

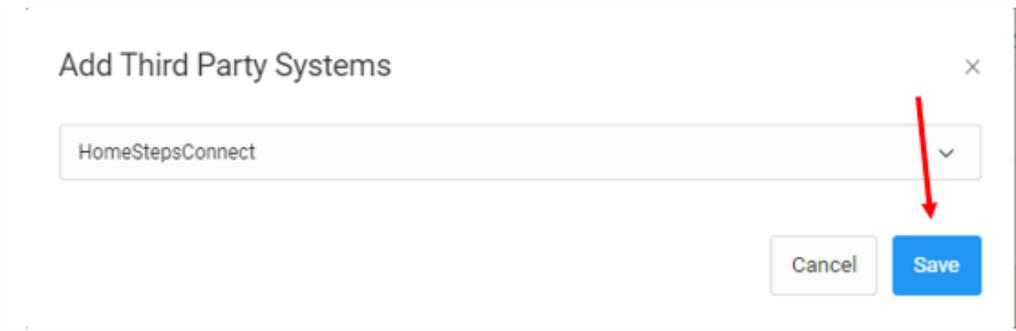
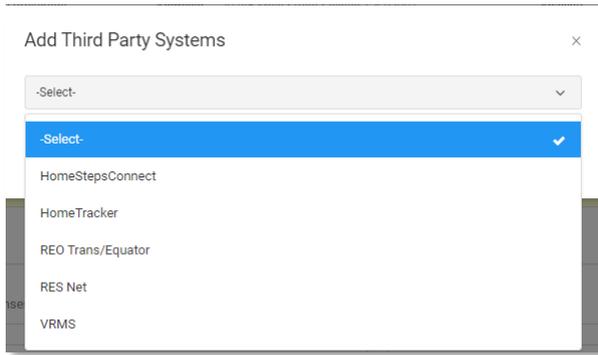


### Adding THIRD PARTY SYSTEMS

**Step 1** – Click “+”.



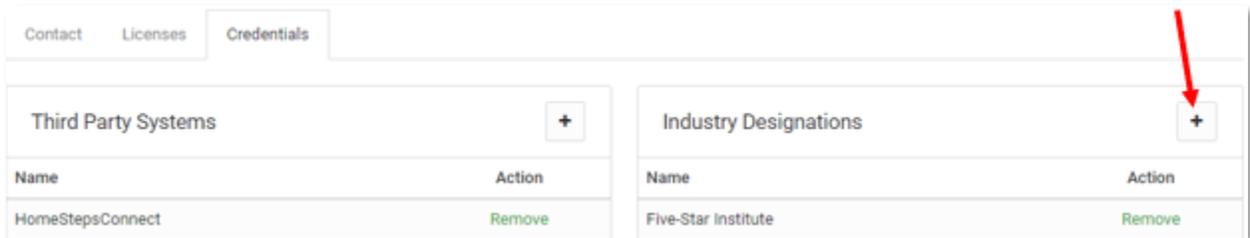
**Step 2** – Click the dropdown menu arrow, select a Third Party System, and Click “Save”.



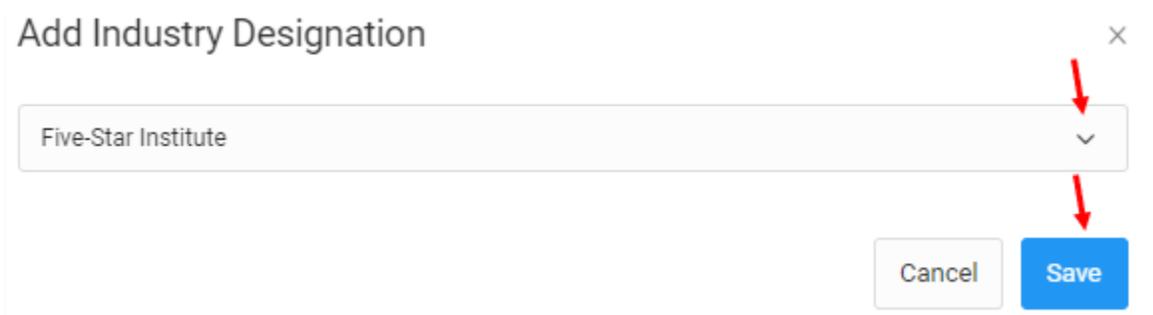
Repeat Steps 1 and 2 to add multiple Third Party Systems to your contact information.

### Adding INDUSTRY DESIGNATIONS

**Step 1** – Click “+”.



**Step 2** – Click the dropdown menu arrow and select an Industry Designation and Click “Save”.



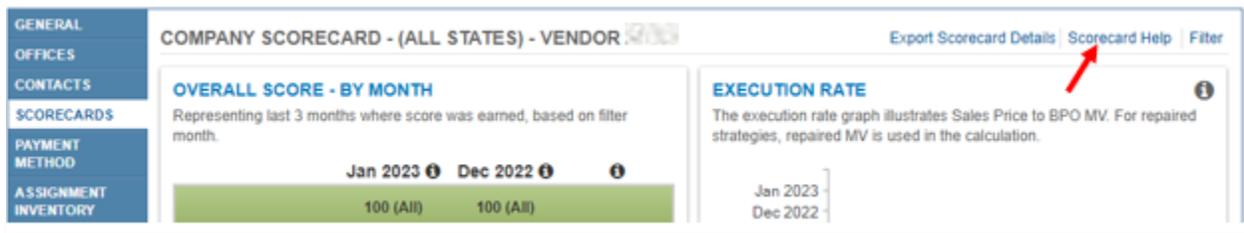
Repeat Steps 1 and 2 to add multiple Industry Designations to your contact information.

## 3.6 MODULE 5 – Scorecards

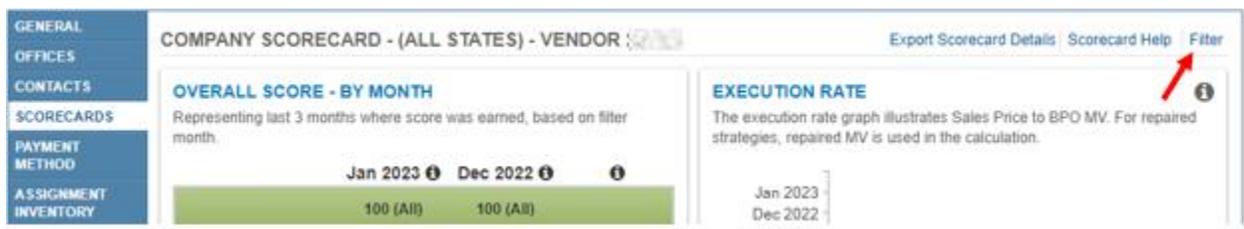
### SCORECARDS TAB

The scorecards tab houses information regarding the adherence to SLA, SOW, MSA, MLA, or ASA requirements of the vendor and the adherence to SLA, SOW, MSA, MLA, or ASA requirements of the contacts associated with the vendor. Metrics may vary depending on the vendor type. Adherence to SLA, SOW, MSA, MLA, or ASA requirements is measured on a monthly basis.

**Scorecard Help** – If you need assistance with interpreting the scorecard, you can click here and will be directed to a document that gives specific information about the metrics and methodology used to score your adherence to SLA, SOW, MSA, MLA, or ASA requirements.



**Filter** – The filter allows the Broker/Owner (Real Estate Brokerage vendors) or Owner (Property Preservation vendors) to look at the scorecard from a business level or employee level. It also allows you to select the month/year of the scorecard you wish to view as well as the state if there are multiple states associated with the vendor profile. Click on “Filter” and a popup box will appear that will allow you to filter on the Client, Filter Type, Entity, Month/Year, and State. Once you have selected the filters, click “Apply Filter” and the filtered scorecard will be displayed on the page.



**FILTER**

Client:

Filter Type:

Entity:

Month/Year:

State:

### 3.7 MODULE 6 – Payment Method

Vendors can receive reimbursement payments in two methods: ACH Direct Deposit or check. Payments will be made according to the default payment method selected on your vendor account in VMS. All payments will be made out to the legal entity name on the VRM vendor profile. For security and speed of processing, ACH Direct Deposit is our preferred method of payment.

When navigating to the Payment Method tab, you will be prompted to answer 3 security questions. Enter the answers to the security questions to access the payment method tab. If you do not know the answers to the security questions, then select 'Reset Security Questions'.

**ACCOUNT VERIFICATION**

Please answer the following questions. This information was all provided at the time that you created your account and is solely used for identification purposes.

Question 1: How old were you when you were married?  
 Answer 1: \*

Question 2: What city were you born?  
 Answer 2: \*

Question 3: What high school did you graduate from?  
 Answer 3: \*

After selecting 'Reset Security Questions', enter your PIN and click 'Verify' to update your security questions.

If you do not know your PIN number either, then click Main Menu.

Click the drop-down arrow in the top right corner next to your name. Then, click Profile.

Click on Reset Your PIN. A new PIN will be sent to you via email. You can now use this new PIN to create your own PIN number or reset your security questions to access the Payment method tab.

To set up Direct Deposit, the vendor needs to upload a voided check into VRMS under the Payment Method tab. You will first want to change your notification email to the email address where you'd like to receive payment remittance details.

The screenshot shows the VRMS interface with a sidebar on the left containing menu items: GENERAL, OFFICES, CONTACTS, SCORECARDS, PAYMENT METHOD, REFERENCE CODES, NOTES, AUDIT HISTORY, ASSIGNMENT INVENTORY, DOCUMENTS, PAYMENTS, TASKS, and SERVICES. The main content area is titled 'Account Identification' and includes a 'Change Notification Email' link in the top right corner. Below this, the 'Notification Email' field is set to 'N/A'. The 'MAS500 Payee #' field is empty. A warning message states: 'Due to confidential information that may be provided in payment notifications, we highly recommend that you provide us an email address that would only be accessible to you.' The 'Payment Information' section shows 'Payment Type' set to 'Check'. Below this, the 'Check Information' section states 'You have selected to receive payment by check.' and 'Address:' is followed by a blank line. A red arrow points upwards from the bottom of the page towards the 'Change Notification Email' link.

After updating your remittance email address, change the Payment Type to Direct Deposit.

This screenshot shows the same VRMS interface as the previous one, but with the 'Payment Type' dropdown menu open. The dropdown menu lists 'Check', '-Select-', and 'Direct Deposit'. The 'Direct Deposit' option is highlighted in blue. The 'Check Information' section now shows 'You have selected to receive' followed by 'Check' in a smaller font. The rest of the interface remains the same.

**EDIT BANK ACCOUNT INFORMATION**  
 For important instructions on how to request ACH Direct Deposit, [please read here](#)

Account Type\*

Name on Account:\*

Bank Routing Number:\*

Bank Name:\*

Bank Account Number:\*

Confirm Account Number:

Proof of Account:  No file chosen

**DISCLOSURE**

\* I hereby authorize Vendor Resource Management (VRM) to make deposits into my account identified above and authorize the Bank to accept such deposits. It is agreed that these deposits may be made electronically and under the rules of the National Automated Clearing House Association (NACHA). This authorization will remain in effect until both parties cancel the agreement.

\* I have read and agreed with all the terms from VRM ACH Privacy Policy

**Direct Deposit Instructions**

In order to expedite this approval process, please be sure that the documents provided meet the following criteria:

- The document uploaded is an official bank document such as a bank statement or a voided check that includes the name on the bank account and at least the last four digits of the bank account number.
- The name on the bank document uploaded matches the legal entity name on the w-9 provided to VRM.
- If the name on the bank account is a dba, an approved, stamped copy of the Fictitious Business Name Statement will also need to be uploaded.

**Important:** You are only allowed to upload one document package. If you need to provide proof that the name on your account is a registered DBA, combine with your bank document into one PDF and upload all information together.

Follow the instructions given to upload banking information.

**NOTE:** “Name on Account” field must match the Legal Entity Name (LEN) indicated on your W-9. The documents uploaded must all be in one attachment in PDF format.

VRM’s Pomona, CA office is notified the following day of the Direct Deposit request. This request is reviewed and either approved or rejected. If the direct deposit is approved, you will begin receiving reimbursements via ACH within three to four business days. If your request is rejected, then you will receive an automated email notification alerting you to the rejection and what needs to be corrected.

Vendors receive payments 3-5 days sooner for direct deposit than by standard paper check. Your bank has up to five days to post the payment to your account. Payments are usually posted within two days.

A check may be held two to three business days if review and signature by a senior VP is required. All checks generated are sent out via regular mail.

You can now see the history of changes made to your payment method by clicking the History link.

<b>GENERAL</b>	<b>Account Identification</b> <span style="float: right;">Change Notification Email</span>
<b>COMPLIANCE</b>	Notification Email: N/A
<b>OFFICES</b>	MAS500 Payee #: [REDACTED]
<b>CONTACTS</b>	Broker Code: [REDACTED] <a href="#">Change</a>
<b>SCORECARDS</b>	Due to confidential information that may be provided in payment notifications, we highly recommend that you provide us an email address that would only be accessible to you.
<b>PAYMENT METHOD</b>	<b>Payment Information</b>
<b>ASSIGNMENT INVENTORY</b>	Payment Type: <span>Check</span> <span>▼</span> <a href="#">History</a>
<b>PAYMENTS</b>	<b>Check Information</b> <span style="float: right;">Edit</span>
<b>TASKS</b>	You have selected to receive payment by check.
<b>SERVICES</b>	

### 3.8 MODULE 7 – Assignment Inventory

All inventory assignments are located on this page. There are two sections (1) Inventory Summary and (2) Inventory.

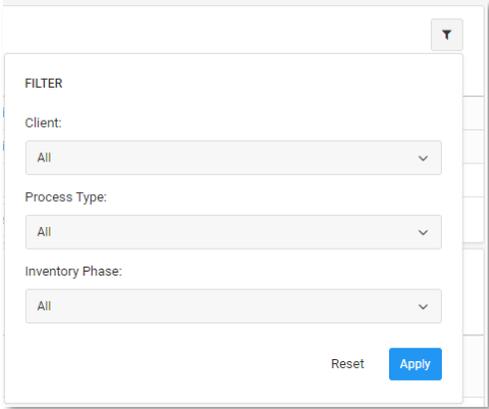
**Inventory Summary** – displays the total number of assets in the vendor profile.

Inventory Summary <span style="float: right;">▼</span>					
Client	Process	Phase	Total	Closed	
+ Client 3000	REO	Total Active	6	6	
+ Client 3005	REO	Total Active	2	2	

By clicking on “+” in the “Client” column for Client 3000 (VA), a summary of all assets and the asset phases will be displayed.

Inventory Summary <span style="float: right;">▼</span>					
Client	Process	Phase	Total	Closed	
+ USDA	REO	Total Active	4	3	
		Listed	2		
		Pre-List	2		
+ VA	REO	Total Active	8	8	
		Closing	2		
		Eviction	1		
		Listed	3		
		Pre-List	2		

By clicking on  (filter symbol), the vendor can filter by Client, Process Type, and Inventory Phase. Once the filter is selected click, “Apply” and the selection will be displayed.



A filter dialog box titled "FILTER" with a filter symbol in the top right corner. It contains three dropdown menus: "Client:" with "All" selected, "Process Type:" with "All" selected, and "Inventory Phase:" with "All" selected. At the bottom, there are "Reset" and "Apply" buttons.

## 3.9 MODULE 8 – Tasks

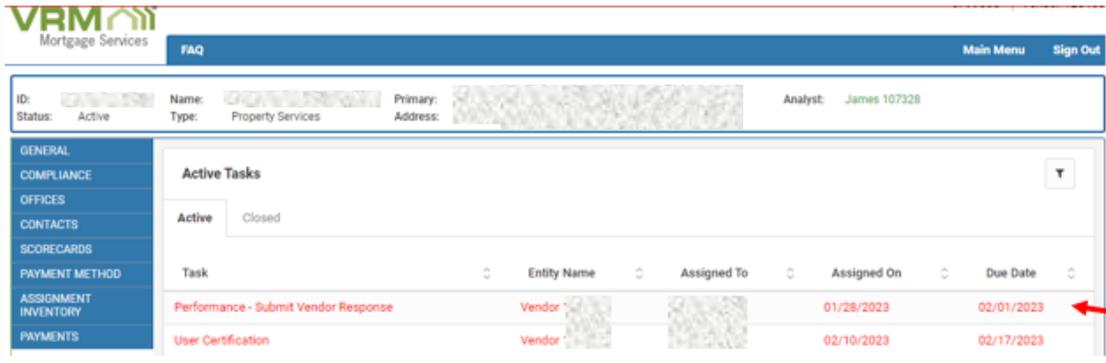
### TASKS TAB

Performance tasks are located in the task tab. If a vendor type is not meeting VRM’s adherence to SLA, SOW, MSA, MLA, or ASA requirements expectations, a task will trigger and appear in this section. In most cases, it requires an action for the vendor to complete.

Also, the User Certification task is located in this section and requires the Vendors to confirm, add, or remove contacts.

#### Viewing Tasks

**Step 1** – Click anywhere on the row that you would like to review.



The screenshot shows the VRM Mortgage Services interface. The top navigation bar includes the VRM logo, "Mortgage Services", "FAQ", "Main Menu", and "Sign Out". Below the navigation bar, there are fields for ID, Name, Primary Address, and Analyst (James 107328). The "Active Tasks" section is highlighted in the left sidebar. The main content area shows a table of active tasks with columns for Task, Entity Name, Assigned To, Assigned On, and Due Date. A red arrow points to the "Performance - Submit Vendor Response" row.

Task	Entity Name	Assigned To	Assigned On	Due Date
Performance - Submit Vendor Response	Vendor		01/28/2023	02/01/2023
User Certification	Vendor		02/10/2023	02/17/2023

**Step 2** – In this example, by clicking on the 1st row, you will be directed to the Performance - Submit Vendor Response page. If you have a Performance Review, it will appear in this section and you will have the ability to respond to the vendor analyst who triggered the task. Click your “Performance Review” to read the comment and make your response by the due date.

### Performance - Submit Vendor Response (Nov 2022)

Please submit your response based on your most recent performance review. If you have any questions regarding the appropriate content to submit, please contact your assigned Vendor Analyst before proceeding.

#### Comment History

Entered Date	Type	Entered By	Business
1/28/2023 11:35 AM	Performance Review	Michael 121774	Vendor Resource Management

Showing Page 1 of 1

#### Performance Review

The Following Action(s) Were Selected

Coaching

Vendor Comment

[Submit](#)

**Step 3** – In this example, by clicking on the 2<sup>nd</sup> row, you will be directed to the User Certification page. If you have a User Certification task, it will appear in this section and requires the Vendors to confirm, add, or remove contacts.

### User Certification

Please select the appropriate action for each contact. 'Active' indicates the contacts keeps their VRMCO access. By selecting 'Remove Access' the contact will no longer have access to VRMCO systems.

#### Contacts

[Add Additional Contacts](#)

Name	Contact Type	Active	Remove Access
Jose 99065	Owner	<input checked="" type="radio"/>	<input type="radio"/>

#### Terminated Contacts by User Certification

ID	Name	Contact Type	Terminated Date
No Contact available.			

Certification: I have reviewed all the above contacts and I certify that all selected as Active are current employees of this company.

[Verify](#) [Cancel](#)

## 3.10 MODULE 9 – Services & Territories

### SERVICES TAB

**ADDING A SERVICE FOR VENDORS** (Note: This will vary slightly depending on the Vendor Type)

**Step 1** - Click on the “Services” tab from the left main menu and click the “+”.

Service	Self Stated Capacity	Rush	Eligible	Approved
Preservation - Commercial	N/A	N/A	Yes	No
Preservation - Residential	N/A	N/A	Yes	7/25/2019
PP-Preservation	N/A	N/A	Yes	7/22/2021

**Step 2** - Click on the “Service” dropdown to select the service you would like to add.

**Step 3** - Select “Self Stated Capacity Level”:

**Service:** This indicates how many assignments you are able to handle total for the service selected

Enter your “Self Stated Capacity”.

**Territory:** This indicates how many assignments you are able to handle total for each territory you select in subsequent steps.

Service

Service: \* **Step 2** -Select-

Self Stated Capacity Level: \* **Step 3** Territory

Rush Order Level: \* -Select-

Territories

Add State, County, or Zip Code Territory Level

Counties/Zips \* -Select-

Self Stated Capacity \*

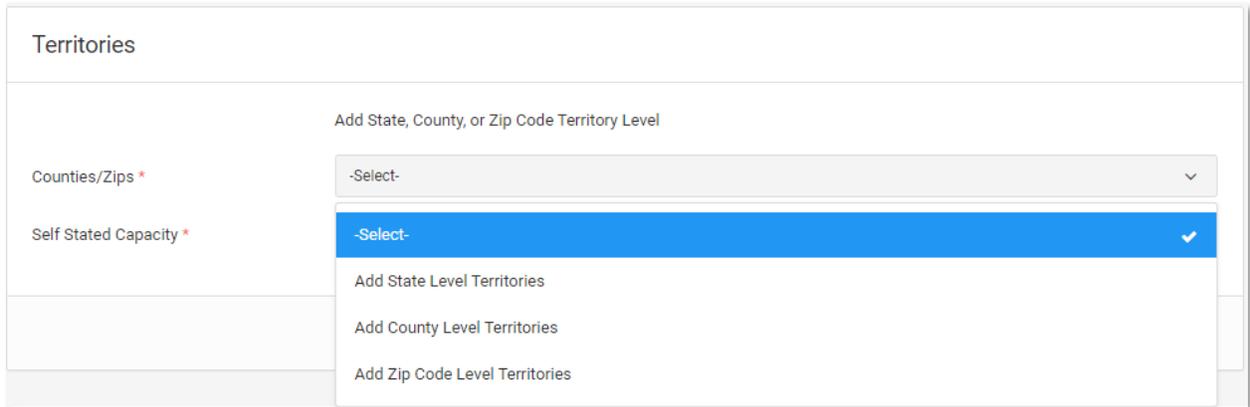
Reset Save Territory

**Step 4 - Adding Territories:**

**Add State Level Territories:** Selecting this option indicates you provide coverage for an entire state or states. If you select this option, multiple states can be selected.

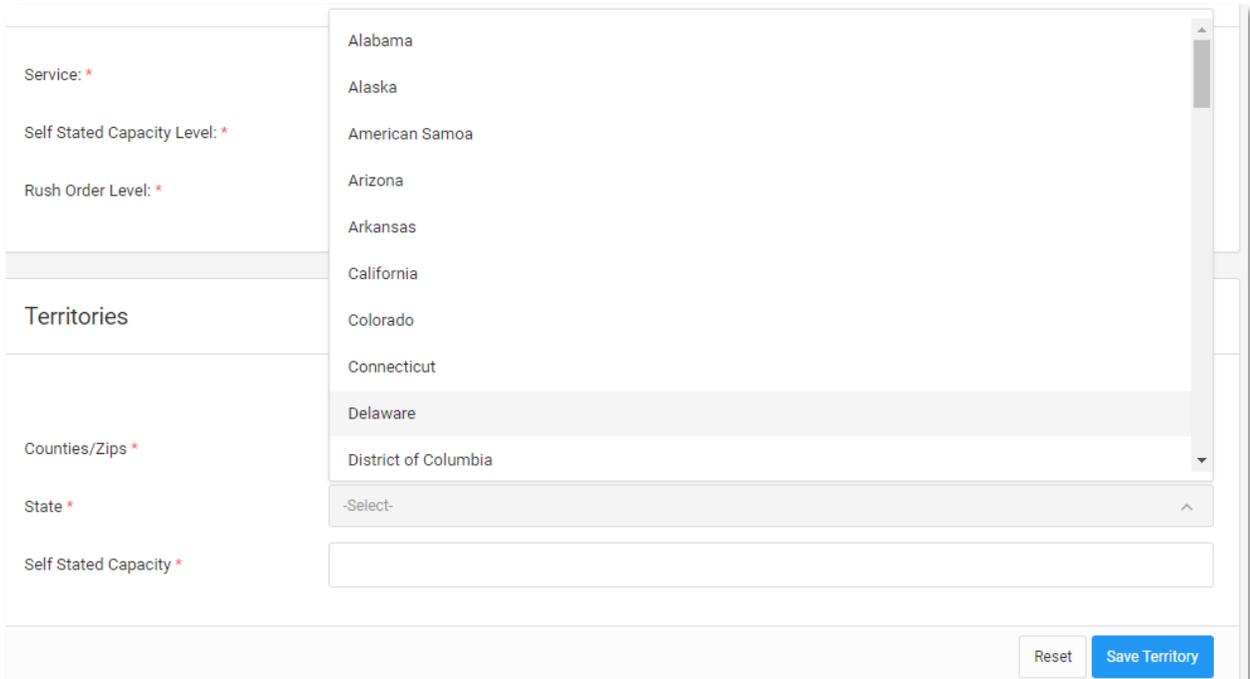
**Add County Level Territories:** Selecting this option indicates you provide coverage for an entire County within a state. Only a single state can be completed at a time using County Level Details. Multiple counties can be selected for one state.

**Add Zip Code Level Territories:** Selecting this option indicates you provide coverage for an entire zip code regardless of the county. Only a single state can be completed at a time using Zip Code Level Details.



The screenshot shows a form titled "Territories" with a dropdown menu open. The dropdown is titled "Add State, County, or Zip Code Territory Level". The menu options are: "-Select-", "Add State Level Territories", "Add County Level Territories", and "Add Zip Code Level Territories". The "Add State Level Territories" option is currently selected and highlighted in blue.

**Step 5 – Select each State within your coverage area and provide the County/Zip code details.**



The screenshot shows a form with several fields: "Service: \*", "Self Stated Capacity Level: \*", "Rush Order Level: \*", "Territories", "Counties/Zips \*", "State \*", and "Self Stated Capacity \*". The "State \*" dropdown menu is open, showing a list of states and territories: Alabama, Alaska, American Samoa, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, and District of Columbia. The "State \*" dropdown is currently set to "-Select-". At the bottom right of the form, there are "Reset" and "Save Territory" buttons.

Click the “Add Territory” button to save your work and continue to the next state.

Please note, Zip Code level details can be entered in bulk with a comma delimited list. Only zip codes within the selected state can be accepted and an error message will populate if a zip code is not available within the defined state.

The territories will be listed at the bottom of the page.

State	County	ZIP	Self Stated Capacity	Rush	Approved
CA	All Counties	All Zip Codes	10	N/A	No

**Step 6** - Click “Back to Services”.

Service

Service: \* PP-Preservation

Self Stated Capacity Level: \* Territory

Rush Order Level: \* Service

Accept Rush Order \*

[Back To Services](#)

All services entered/saved will be displayed at the top of the screen. You can select the line of a service to see all applicable territories entered.

Services					
Service	Self Stated Capacity	Eligible	Approved		
Closing - Commercial	22	Yes	9/25/2017		
Title Services	50	Yes	No		
Title Curative	35	Yes	No		

Showing Page 1 of 1

Territories					
State	County	ZIP	Self Stated Capacity	Approved	
AR	ARKANSAS	All Zip Codes	N/A	No	
AR	BAXTER	All Zip Codes	N/A	No	
AR	BOONE	All Zip Codes	N/A	No	
AR	BRADLEY	All Zip Codes	N/A	No	
AR	CARROLL	All Zip Codes	N/A	No	
TX	TRAVIS	73301	N/A	No	
TX	TRAVIS	73344	N/A	No	
TX	DALLAS	75001	N/A	No	

Select the Menu icon on the right of each row to see available options for editing. This option is available at both the “Service Level” and “Territory Level”.

Services Menu Options:

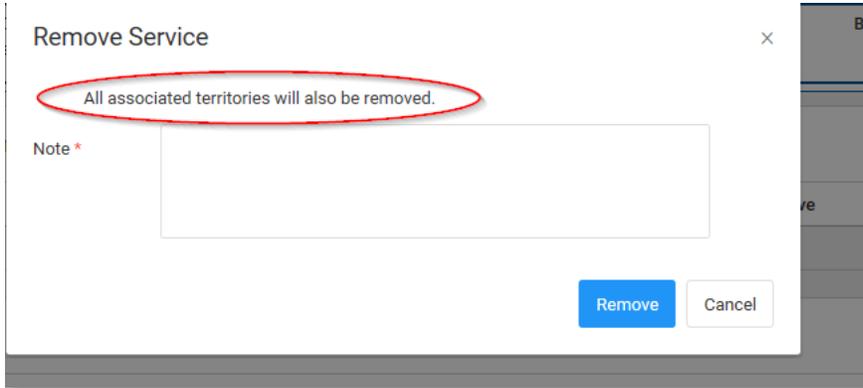
**Add Territories** – This function will allow you to add additional territories for the service selected.

**Edit Self-Stated Capacity** – This function allows you to change the Self Stated Capacity. The following screen will be displayed if this selection is made from the menu. You can enter a different value and select “Save” and the Self-Stated Capacity will be changed for the Service. Your assigned Vendor Analyst will receive a task to review the change, if applicable.

**Edit Territory Level Self-Stated Capacity** ✕

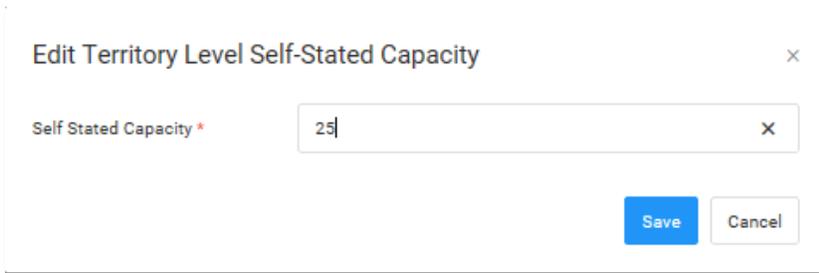
Self Stated Capacity \*  ✕

**Remove Service** – This function allows you to remove the service selected. You will be required to enter a note that will be reviewed by your assigned Vendor Analyst to approve your request for service removal. **Detailed note should include reason behind the request for removal of the service.**

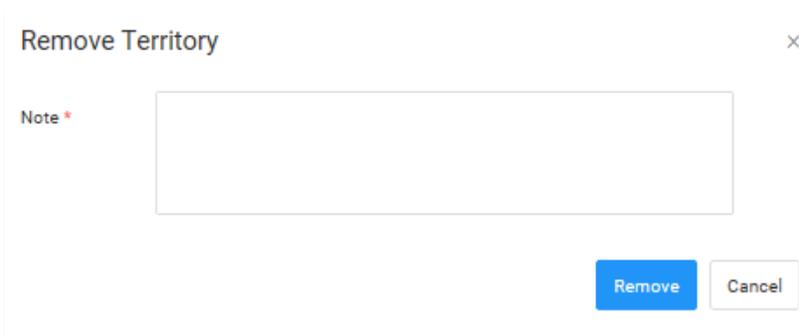


Territories Menu Options:

**Edit Self-Stated Capacity** – This function allows you to change the Self Stated Capacity. The following screen will be displayed if this selection is made from the menu. You can enter a different value and select “Save” and the Self-Stated Capacity will be changed for the Territory.



**Remove Territory** – This function allows you to remove the selected territory. You will be required to enter a note that will be reviewed by your assigned Vendor Analyst to approve your request for Territory removal. **Detailed note should include reason behind the request for removal of the territory.**



### 3.11 Assignments and Acceptance

Over 85% of VRM’s assignments are made through our auto-assignment algorithm. The Assignment logic, which includes both eligibility and selectivity rules, assesses each property, which boards into our platform and selects the vendor most advantageously positioned to manage it.

Eligibility rules confirm if a vendor is eligible for new assignments, including, but not limited to vendor capacity, status, compliance, etc. From the pool of eligible vendors that are identified, the assignment logic evaluates the selectivity rules to choose the best vendor for the specific property based on prior adherence to SLA, SOW, MSA, MLA, or ASA requirements, proximity, diverse business considerations, etc.

### Assignment Steps

Once an asset is assigned to a vendor, an email notification will be sent regarding the assignment. An “Accept/Decline Assignment” Task will trigger which must be completed within two business days (including the day the asset was assigned). If this task is not completed timely (within 48 hours), the task will be auto-rejected and another vendor will be sought to address the needed work.

If you are in a position where you are unable to accept the assignment, all vendors must input a robust note to explain why they are unable to accept the assignment. Excessive declines may lead to reduced capacity, inventory, or business need for your services so use this sparingly.

## 3.12 Adherence to SLA, SOW, MSA, MLA, or ASA requirements

VRM monitors vendor adherence to SLA, SOW, MSA, MLA, or ASA requirements on a consistent basis and identifies our best- in-class vendors as well as those who underperform.

### VRM Mortgage Services Premier Vendor Program

The VRM Premier Vendor Program was established to recognize and reward top performing Real Estate Brokers and Listing Agents within the VRM business vendor network. These “best - in-class” partner awards are based on scorecard results, compliance and overall adherence to SLA, SOW, MSA, MLA, or ASA requirements.

The VRM Premier Vendor Program honorees represent the top 5% of our broker and agent vendor panel. The premier vendor designation is awarded with three levels of distinction — Platinum, Gold and Silver. This prestigious award recognizes professionalism, dedication and exemplary adherence to SLA, SOW, MSA, MLA, or ASA requirements servicing our valued clients.

Some of the many exclusive benefits offered to recipients include:

- VRM Premier Vendor Seal for marketing and advertising
- Exclusive discounts and scholarships for VRMU Educational Programs
- VIP Seating at VRM-sponsored events
- Invitation to VRM-hosted networking events
- Customized Premier Vendor Plaque with level designation
- Adherence to SLA, SOW, MSA, MLA, or ASA requirements Management

The Vendor Management Department is responsible for managing numerous aspects of the vendors’ adherence to SLA, SOW, MSA, MLA, or ASA requirements through oversight of contractual obligations as defined in agreements, service related responsibilities as defined in the Statement of Work (SOW), if applicable, and feedback from the business units. Vendor Management’s role is to take action to address trending issues identified which can include but is not limited to: missed Service Level Agreements (SLA), adherence to SLA, SOW, MSA,

MLA, or ASA requirements issues, scorecard metrics, complaints, compliance risks and vendor capacity.

Vendor Management, in partnership with various business units, continues to develop and enhance automated scorecards for its vendor network. These scorecards vary based on the service that is being provided and are customized to the Client contract and SLA's between VRM and the vendor. Components of the scorecard consist of both adherence to SLA, SOW, MSA, MLA, or ASA requirements and compliance driven metrics.

If a vendor is not performing to VRM's standards, the Vendor Analyst may initiate corrective measures listed below, including but not limited to:

- Coaching
- Training
- Action Plan
- Adherence to SLA, SOW, MSA, MLA, or ASA requirements Improvement Plan
- Reducing Capacity
- Termination
- Wind down

In order to meet expectations, you must have a minimum score of 60 each month. The ranges are as follows:

Score Matrix	
Exceeds Expectations	81 - 100
Meets Expectations	80 - 60
Below Expectations	59 and below

If you receive below expectations for three consecutive months, it can result in you being placed on a adherence to SLA, SOW, MSA, MLA, or ASA requirements Improvement Plan in which your capacity may be removed and no new assignments will be issued to you. Our overall objective is for you to sustain a score that meets or exceeds expectations to allow you to continue receiving assignments and remain in our vendor network.

The PIP consists of a 90-day period. During this period, you may not be eligible to receive additional assignments if you score does not improve to meeting or exceeding expectations and will only be allowed to manage the assets currently in your inventory. If your score increases to 60 or above on the 60-day mark, you may be eligible to receive some capacity to accept new assignments. Upon successful completion of the Plan, in which your score increases to 60 or above, you will become eligible to receive assignments and your capacity may be fully restored. If you do not meet the outlined requirements by day 90 it may lead to removal from the network. At that time, if you have assigned assets, they may be reassigned and your vendor profile will be terminated for cause or convenience.

Please reference your contract for any questions related to termination.



## 4 VRM Customer Service

VRM prides itself on its best in class customer service and has established a standard in the mortgage industry. VRM has a company-wide commitment to ensuring customer satisfaction, meeting client expectations and maintaining regulatory compliance.

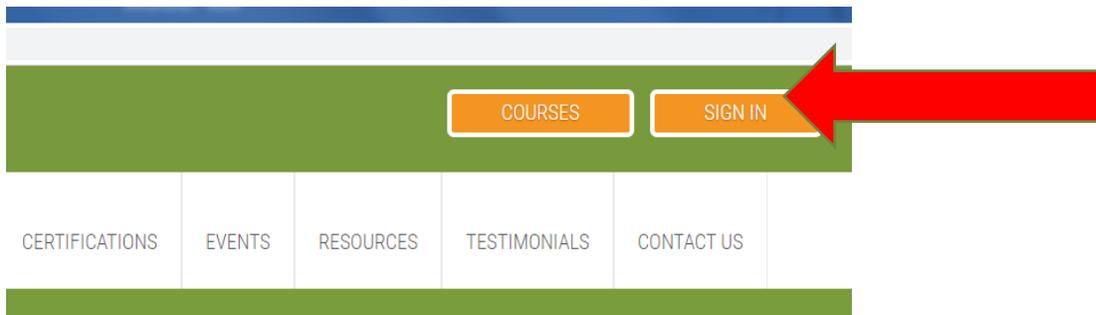
With that being said, once all vendor resources have been exhausted (i.e. referencing the vendor guide, contacting vendor management-vendors@vrnico.com, utilizing AMS tools, etc.), contact the Customer Service line at:

1-855-843-8334, Monday - Friday (8:30 am- 5:30 pm CT).

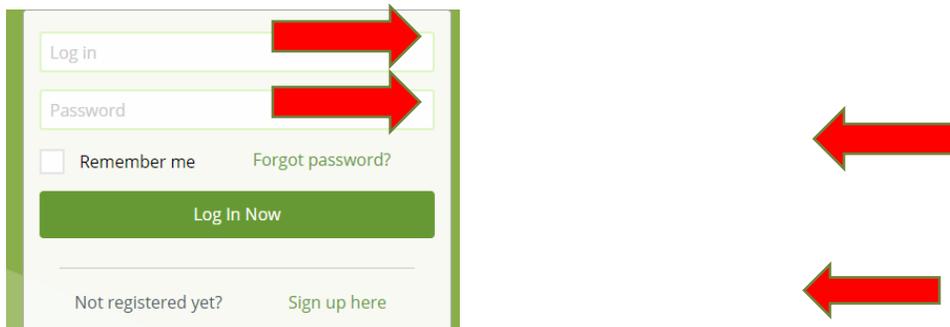
## 5 Training Resources

Online Training Access to VRMU

- Online training is accessible at [www.vrmuniversity.com](http://www.vrmuniversity.com)
  - Click "SIGN IN"



- New Users – Click on Register and complete the form to receive a temporary password
- Returning Users- Complete the log in and password credentials
- Need a password rest?
  - Click "Forgot Password"
    - A password reset link will be sent to your email address on file



## TROUBLESHOOTING

- To resolve an access issue, please email [training@vrnico.com](mailto:training@vrnico.com) for assistance.

## 6 Property Type and Occupancy Verification

### 6.1 Property Types

Your first task is the **Enter Property Info Task**. In this task, you identify the type of property and the year built.

The year built is very important so make sure that the data used is reliable. If there is a question as to whether or not it was built prior to 1978, err on the side of caution, and select the “Yes” option in your task. Answering “Yes”, triggers AMS to include a Lead Based Paint Addendum with the contract package.

Please do not rely solely on tax records or MLS data to determine the property type. It is best to personally visit the property. Properties are sometimes burned, changed/added to, or demolished so information on tax records or previous MLS data may not be a reliable source of information.

Property types are:

- 2-4 Family Units
- Condo
- MFG Double Wide
- MFG Single Wide
- Modular
- Single Family
- Townhome
- Vacant Land
- MFD

Once the **Enter Property Info** task is completed, the **Enter Occupancy Inspection** task triggers.

The **Enter Occupancy Inspection** task will take you to the PRE-LIST MODULE. You will see an “Edit” link – click on it. Select from the choices below:

### 6.2 Occupancy Types

- **Owner occupied** (includes the former mortgagor and relatives)
- Tenant occupied
  - Without a lease agreement
  - With a lease agreement (the document must be uploaded into VRMS to complete the task)
  - Verbal agreement (This option should be chosen if the agreement is only verbal or if the tenant advises they are unable to provide a copy of a written lease agreement. If the written lease agreement is provided at a later date, the listing broker/agent must provide it to the eviction specialist within one (1) business day of receipt)
- Vacant
- Vacant with Personal Property (may require an Eviction)

It is possible to have multiple occupancy types within a single asset. If this occurs, please send a message to the assigned eviction specialist in VRMS for guidance on how to proceed.

If at any time an occupant advises that they have an attorney or legal representation, request the attorney’s contact information and provide this to the eviction specialist within one (1)

business day or as soon as possible. Instructions going forward will be provided by the eviction specialist.

**Note:** The assigned listing broker/agent has two (2) calendar days to visit the property, attempt to determine if the property is vacant or occupied by people, and complete the Determine Occupancy Task in VRMS.

### 6.3 Occupied Properties

Assets are handled differently in VA recognized Redemption states. Please refer to Section 6 Redemption for additional information and instructions.

If the property appears to be occupied, make contact with the occupant and post the VA approved “Notice to All Occupants” flier on the main door of the property. The “Notice to All Occupants” can be downloaded from VRMS by navigating to the Templates Module as shown below.



Blank Forms & Templates		Filters
Type	Name	Last Updated
General	All Bills Paid and Release of Liens Affidavit	9/5/2018
Closing Amendment	Defective Drywall	8/20/2018
Listing	EPA LBP Pamphlet	9/5/2018
Listing	Hold Harmless Agreement	8/20/2018
LBP disclosure	Lead Based Paint Disclosure	8/20/2018
Offers	Multiple Offer Disclosure	9/5/2018
Repair Invoice	National Vendor Invoice Exemption Form	9/14/2018
General	No Trespassing	9/5/2018
General	Non-standard Hazmat Template	10/22/2018
Eviction	Notice To All Occupants	8/20/2018

**FIGURE 2.1 OCCUPANCY VERIFICATION TABLE**

IF	THEN
<p><b>THE LISTING BROKER/AGENT IS ABLE TO MAKE CONTACT WITH THE OCCUPANT(S)</b></p>	<p><b>THE LISTING BROKER/AGENT WILL ATTEMPT TO OBTAIN THE FOLLOWING INFORMATION:</b></p> <ul style="list-style-type: none"> <li>• Occupancy status (tenant or owner)</li> <li>• A copy of a rental agreement or verbal agreement details (i.e. rental amount and length of term), if applicable.</li> <li>• Determine occupant’s intention with the home*</li> <li>• Ask if there are any active military occupants**</li> </ul>
<p><b>THE LISTING BROKER/AGENT CONFIRMS PROPERTY IS OCCUPIED BUT IS NOT ABLE TO MAKE CONTACT WITH THE OCCUPANT(S)</b></p>	<p><b>THE OCCUPANCY TASK SHOULD BE COMPLETED AS ‘OWNER OCCUPIED WITH THE FORMER MORTGAGOR’S NAME. THIS WILL START THE EVICTION PROCESS.</b></p>

\*Do not discuss specific details of relocation assistance at the initial visit. The amount is affected by military status and preliminary tasking must be completed before details of the offer can be provided.

\*\*The listing broker/agent must immediately notify the eviction specialist via VRMS messaging if an occupant identifies as active military.

## 6.4 Vacant Properties

If the property appears to be vacant of people, the listing broker/agent will indicate “vacant” when completing the “Verify Occupancy” or “Enter Occupancy Inspection” tasks. The system generates the “Complete Secondary Re-key” task. The listing broker/agent is responsible for a one door rekey up to a pre approved amount of \$50. You may use any supplier to perform the single door rekey, however, we encourage you to contact the assigned property services vendor. Once the single door rekey occurs, complete the task by entering the rekey date, uploading a photo and installing the lockbox.

### Required Property Photos

If the unit/property is vacant, the following property photos are required: front yard, back yard, left yard, right yard, kitchen, bedrooms, and bathrooms. If there are personal properties, at least one personal property photo is required.

After saving, a photo section will appear allowing you to tag the uploaded photos. You can upload more photos from the photo section (*you don't have to upload all photos at this point*).

Inspected On *	<input type="text" value="mm/dd/yyyy"/>
Occupancy Status *	<input type="text" value="Vacant"/>
Personal Property Value *	<input type="text" value="\$ 0.00"/>
Property Photos *	<input type="text"/>
Re-Keyed On *	<input type="text" value="mm/dd/yyyy"/>
Lockbox Placement *	<input type="text" value="-Select-"/>
Is Property Gated *	<input type="text" value="-Select-"/>

The secondary door re-key should be on any exterior door except the front door. Locate a side or back door for this rekey whenever possible. In the event the secondary door being re-keyed has a deadbolt, it must be removed and replaced with a plate or plug.

**Tip!** Once you have gained access, photograph all of the interior rooms, closets, basement, attic (if possible), and exterior for presence of personal property. While there, you should also be looking for health and safety issues such as discoloration, missing handrails, roof leaks, etc... If there are items that need to be addressed that are out of scope, please contact your assigned PPV and ask them to submit bids via the Repair Module. If there is no assigned PPV, please obtain bids from a trusted 3<sup>rd</sup> party contractor. Once the bids have been obtained, submit them in the Repair Module.

## 7 Personal Property

If the asset has a re-sale value of \$0 in personal property remaining, the listing broker/agent must do the following:

- Post the “No Trespassing” sign (download from VRMS by navigating to the Templates Module) in the front window. The sign must include listing broker/agent point of contact information.
- Take full interior and exterior photos.
- Place a lockbox on the secondary door. The lockbox code must be the last four (4) digits of the asset ID

- Complete the “Complete Secondary Re-Key” task in VRMS by entering a \$.01 value and uploading supporting photos.

### BEST PRACTICE:

- If value is -\$0-, install the lockbox on the front door and make sure all of the remaining exterior doors get re-keyed while in the initials/trashout phase.
- If the asset has personal property with **any** re-sale value the listing broker/agent completes the following:
  - Create an- itemized list of the remaining personal property.
  - Determine the re-sale value of ALL remaining personal property (including vehicles).
  - Take numerous interior and exterior photos showing all of the contents from multiple angles.
- Complete the Secondary Re-Key task in VRMS by entering the estimated re-sale value and uploading the supporting photos.

If vehicles, RVs, boats, ski jets, motorcycles, etc are present, always enter at least \$300 in personal property value. This entry triggers a manual review by the Eviction Specialists for possible personal property Eviction or Post and Store to comply with applicable laws.

## 7.1 Special Personal Property

The items below may not be removed without prior approval from the VRM eviction specialist.

### MILITARY ITEMS

Any personal belongings that may be considered ‘military items’ must be stored off site for a period of 180 days. If such items are present in a property, please alert the eviction specialist and forward a detailed description, along with photos immediately for further instruction.



The following is a partial list of general items that could be considered personal military belongings. This list should not be considered complete. If you have any questions or concerns about items please send a message to your Eviction Specialist through VRMS.

- Writing materials (pens, pencils, stationary, etc.) generally embossed with a DOD or branch seal
- Books, study guides or ‘Knowledge’ of a military nature
- Back packs, duffle bags, ‘sea bags’, and/ or foot lockers
- Jewelry, including but not limited to watches bearing a branch seal, military academy class rings, religious medallions, etc...
- Cigarette lighters bearing branch or unit seal or insignia
- ‘Dog tags’

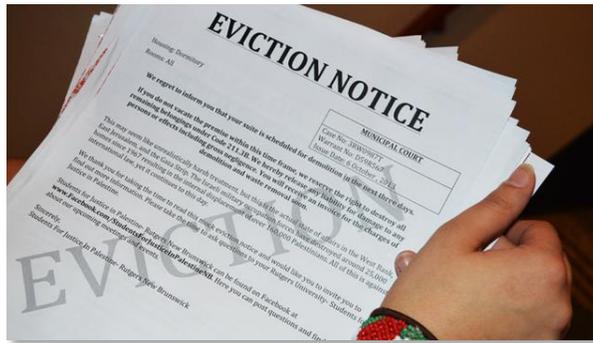
- Certificates of merit or unit citations
- Medals and/or 'campaign ribbons (commonly referred to as 'Fruit Salad')
- Uniform devices, such as marksmanship badges, uniform breast devices, para/jump wings, aviator wings, scuba diver device, rank devices, etc..
- Flags (American flags, American flags incased, branch flags, etc...)
- Papers, documents, orders. Generally, these documents will have a branch or DOD seal. Other documents will have a 'DD' number affixed at the bottom of the page. Additionally, please look for SSN's, financial or personal information, as well
- Pictures, both formal photographs and informal photos in 'theater,' deployment, etc...
- Swords and knives, including commissioned- and non-commissioned officer swords for ceremonial purposes, Ka-Bar/combat-styled knives, etc...
- Non-functioning arms. (Generally, non-operating sidearm used for decoration or given as an award)
- Dress uniforms and/or articles of the uniform of the day, including belts, shoes, socks, covers, etc...
- Camouflage articles of a battle dress uniform or cammies, including boots, socks, belts, boot bands, undershirts, cammie trousers, cammie blouse and/or covers, etc.
- Additional gear, including gas masks, canteens, scuba equipment, holsters, helmets, toiletries, First aid kits, POW- MIA stainless steel wrist bands, issued sunglasses and/or goggles, etc...

## ABANDONED ANIMALS

If the occupancy inspection reveals animals abandoned by the former occupant(s), please notify the Eviction Specialist immediately. In addition contact the local animal shelters for assistance.



## 7.2 Eviction and Redemption



### REDEMPTION STATE ASSETS

VRM is responsible for securing and preserving the property while adhering to state and local laws for redemption during the required period of time. The listing broker/agent will complete bi-weekly inspections to check for the following: (Occupancy, Utilities on/off, Listed in MLS) and notify the redemption specialist of any changes.

**FIGURE 3.1 VA REDEMPTION STATES AND TIMELINES**

State	Redemption	Days
AK**	Yes	60/365
(GU) Guam	Yes	365
(ID) Idaho**	Yes	180
(KS) Kansas	Yes	90
(KY) Kentucky**	Yes	120
(MI) Michigan	Yes	180
(MN) Minnesota	Yes	180
(NV) Nevada**	Yes	360
(NM) New Mexico	Yes	60
(ND) North Dakota	Yes	60
(OR) Oregon**	Yes	180
(SD) South Dakota	Yes	180

(VI) Virgin Island	Yes	180
(WA) Washington**	Yes	240/365
(WY) Wyoming	Yes	120

\*\*Redemption only applies if a judicial foreclosure was completed. Redemption Specialist will verify and inform all parties if a judicial foreclosure occurred.

**FIGURE 3.2 REDEMPTION PROCESS BASED ON OCCUPANCY**

If	Then
The property is vacant, not listed for sale, and no utilities	<p>The Property Preservation Vendor will:</p> <p>Secure ONLY a secondary (rear/side) door to ensure the mortgagor still has access to the property</p> <p>Complete an interior inspection, including photos, to determine if there are any emergency property issues requiring immediate attention.</p> <p>Complete winterization (see appendix for winterization schedule) and exterior services should be performed to avoid incurring code violations and/or fines</p> <p>Notify the Listing Agent/Redemption Specialist if a sump pump is present so that the electricity can be started to ensure sump pump operation and properly preserve the property</p> <p>However, as a rule, utilities (including electricity), will <u>not</u> be turned on for vacant properties during their redemption period.</p>
The property is vacant AND listed for sale, and/or utilities remain on	The listing broker/agent will select Occupied to complete the occupancy task.
The property is "Occupied"	<p>The listing broker/agent will:</p> <p>Advise the preservation company NOT to complete any services</p> <p>Perform bi-weekly inspections to verify occupancy and check to see if exterior maintenance is being performed by the occupant</p> <p>Immediately notify Redemption Specialist if the exterior is not being maintained or city code violations could potentially exist</p>

Note: If you have any questions or concerns regarding this process, please message your VRM Redemption Specialist via VRMS.

### 7.3 Evictions Process

Prior to proceeding with eviction action (owner occupied, personal property, or tenant occupied\*), the eviction attorney will confirm a SCRA verification by running a Department of Defense check on the former mortgagor to ensure compliance with SCRA (Service Member’s Civil Relief Act).

\*This is only conducted on tenant occupied properties when the tenant self reports an active military status to the eviction attorney.

If	Then
The asset is the primary residence of an active duty service member and/or their dependent(s)	No eviction action will be initiated unless approved by the VA SCRA Cash for Keys offers will be offered

### MUST EVICT STATES

The states and territories listed in Figure 3.3 below follow the eviction process for occupied properties and those that are vacant with personal property remaining.

**FIGURE 3.3 MUST EVICT STATES**

State	State Abbreviation
Alabama	AL
Colorado	CO
Connecticut	CT
Delaware	DE
District of Columbia	DC
Florida	FL
Georgia	GA
Hawaii	HI
Illinois	IL
Indiana	IN

Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Massachusetts	MA
Maryland	MD
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
North Carolina	NC
Nebraska	NE
New Hampshire	NH
New Jersey	NJ
New York	NY
Ohio	OH
Puerto Rico	PR
Virgin Islands	VI
Guam	GU
N. Mariana Islands	MP
Rhode Island	RI
South Carolina	SC
Tennessee	TN
Texas	TX
Utah	UT

Vermont	VT
Virginia	VA
Wisconsin	WI
Wyoming	WY

## 7.4 Lockouts

The listing broker/agent is tasked to “Acknowledge Scheduled Lockout” once a date and time have been set by the Sheriff.

The listing broker/agent/agent will be responsible for the following:

- Coordinating the lockout requirements with the assigned preservation company
- Being present for the scheduled lockout
- Taking photos during the lockout of crew and items being moved
- Confirming lockout completion with the eviction specialist

The assigned preservation vendor will be responsible for the following:

- If the Sheriff requires a moving crew, four (4) manhours are in scope.
- Re-keying the property (in scope)
- If there are out of scope requirements provided by the Sheriff, the VRM eviction specialist will request a soft bid for the additional requirements (i.e. certified locksmith, licensed & bonded movers, more than 4 movers, etc.).
- All out of scope lockout fees must be supported by receipts if using a third party (Example: UHAUL, storage facility, certified locksmith).
- If requested, the soft bid must be provided to the eviction specialist for review and approval prior to the lockout date.
- All instructions regarding the movement and/or remove of personal property provided by law enforcement must be followed.
- As lockout procedures can vary by jurisdiction please reach out to the assigned eviction specialist with additional questions, if necessary.
- All lockouts performed must be documented with photos. Photos showing the entire crew present at the property. Additionally photos showing items before, during and after being moved as required by the sheriff.

## POST & STORE STATES

The states listed below in Figure 3.4 follow the ‘Post and Store’ process for any personal property left behind, after an occupant has vacated. Personal property in these states must be posted and stored. The value and timeline requirements vary by state. The listing broker/agent will receive the post property letter task. When this task is received, the agent is responsible for the following:

- Entering the necessary information on the PPN (post and store notice). This includes the expiration date and contact information for the listing broker/agent.

- Posting the PPN to the exterior of the primary entry door, taking a date stamped photos of the posted notice ensuring the property address is visible. If the listing broker/agent is unable to take a photo that includes the posting and address together, two (2) individual photos are acceptable.
- Send the notice via certified mail to the last known address. If no forwarding address is known, please use the property address.

Once the post property letter task is completed, the system will task Hold for Post/Store and it will remain open until the post and store period expires.

If the listing broker/agent is contacted by a former occupant wanting to retrieve the remaining personal property the listing broker/agent is allowed to do so after notifying the eviction specialist. Once the former occupant has obtained all the items he wishes to remove, the listing broker/agent will request that he sign a PPR (personal property release) located in the templates section fo the asset.

If the former occupant signs the PPR and/or removes the remaining personal property from the asset prior to the expiration of the PPN, the listing broker/agent must notify the eviction specialist. The eviction specialist will review the information and move the tasking forward.

When the asset has completed the post and store period the listing broker/agent will be tasked to verify occupancy again. The agent will complete this task as vacant with \$0.00 in personal property.

**FIGURE 3.4 POST AND STORE AMOUNT TABLE**

State	Requirements
AK	>\$300 post and store 15 days
AZ	>\$100 post and store 30 days
AR	>\$300 post and store 30 days
CA	>\$700 post and store 18 days
ID	>\$300 post and store 30 days
ME	>\$750 post and store 14 days
MT	>\$300 post and store 30 days
NM	>\$1 post and store 30 days
NV	>\$300 post and store 30 days
ND	>\$500 post and store 15 days *****Unable to post until deed is recorded in VA's name*****
OK	>\$300 post and store 30 days

OR	>\$500 post and store 18 days
PA	>\$300 post and store 30 days
SD	>\$100 post and store 30 days
WA	>\$50 post and store 45 days
WV	>\$300 post and store 30 days
* In the state of Kentucky, Jefferson and Henderson Counties follow the 'must evict' state process, and do not observe 'Post & Store'.	
Following the storage period, the value of the remaining personal property is \$0.00 and will be removed from the property as part of the in-scope trash-out process performed by a VRM-approved property services vendor.	

## 7.5 Relocation Assistance / Cash For Keys

If the tenant or former owner cooperates, the full eviction process can be avoided, by accepting CFK (Cash for Keys).

Cash for keys is NOT offered on vacant properties going through a personal property eviction (with the exception of SCRA protected assets) or during the post/store process

### FIGURE 3.5 CFK OFFERS BASED ON EVICTION ATTORNEY SCRA VERIFICATION RESULTS

If	Then
Non-SCRA tenant or owner occupied	A 30 day cash for keys move out agreement will be offered in the amount of \$3,500.00.
SCRA protected (active duty) tenant or owner occupant	A 30 day cash for keys move out agreement will be offered with an initial offer amount of \$3,500.

- Cash for Keys offer amounts are non-negotiable. If the occupant requests a move out date extension, these should be submitted in the extension tab on the CFK portion of the asset.
- Extensions are reviewed by the eviction specialist and are approved or rejected by the eviction specialist based on the best decision for the company/client after the asset is reviewed.
- Extensions of fifteen (15) days or less do not require a new move out agreement, and no mark outs can be made on the original agreement.

- Extensions of fifteen (15) days or more will generate a new move out agreement available in the documents section of the asset.

## 7.6 Owner Occupant Repurchase

If a Former owner or relative expresses interest in a repurchase, the following steps apply:

- The eviction specialist will request a pre-qualification letter/proof of funds along with a hardship letter.
- Upon client approval, the real estate commission is 3%.
- Once the sale is complete, close and bill instructions are sent to the eviction attorney.

## 7.7 Preservation and Maintenance of assets (Post and Store – Personal Property Eviction)

- Assets located in post and store states or assets that are vacant requiring personal property evictions must be maintained.
- Exterior services of these assets are still required on a bi-weekly basis
- Winterization is also required (see appendix for winterization schedule)
- The listing broker/agent completes bi-weekly inspections and report if there are any property and/or health and safety issues
- There are instances where courtesy services may be requested from property services vendors on occupied assets (i.e. code violations, health and safety issues, etc.). In the event this becomes required; the listing broker/agent and property services vendor will receive the request via VRMS messaging from an eviction specialist

### PERSONAL PROPERTY

#### MILITARY ITEMS

If military items are present, identify/photograph the items. Then message the Evictions Specialist for detailed instructions on how to handle the military items present.

#### VEHICLES/RVS/BOATS PRESENT

If there are vehicles, RVs, boats, etc. present, or if value of other personal property is believed to have a high value, enter at least \$300 as the personal property value to trigger review by our Evictions specialist. Many states have requirements that need to be followed such as a mandatory eviction (must evict) or Post and Store. Err on the side of caution. If the decision is made to move forward to initials, the Evictions specialist will make that call.

## 8.0 Home Owners Association (H.O.A.'S)

Many of the properties that come into inventory will have an active HOA. It is VRM's listing brokers responsibility to manage HOA dues, HOA violations, assessments, penalties, and liens. As our local representative, we rely on you to help us address this portion of our management responsibilities as quickly as possible to help avoid late fees, liens, HOA violations, and keep

dues current for the duration of the property in our inventory. VRMS has an HOA tab/module where all HOA tasking will be accessed. Your point of contact for all HOA matters will be the HOA Coordinator assigned to the asset.

## 8.1 HOA OVERVIEW

As part of the Initial Inspection, you will need to determine if there is an active HOA and report the information in VRMS. If not immediately obvious, check with the neighbors. MLS may also be a good source of information for the neighborhood. If present, contact the HOA and transfer all HOA account contact information into your name. If more than one Association is present, please make sure the contact information for it also gets updated to your name. It is important to do this as soon as possible so that any violation notices/warnings, billing, or general mail gets sent to you. At this time, you should also inquire about any open/pending violations that need to be addressed. If present, obtain the violation information needed and forward to your HOA Coordinator, Repairs Specialist and your assigned AM for review/action. If the property is not up to community standards, please also make sure your HOA Coordinator, Repairs Specialist, and assigned Preservation vendor is aware of this.

## VA NOT IN TITLE – WHAT TO DO?

Many HOAs will not release information or allow access if VA is not in title. In these instances, make your HOA Coordinator aware of this and monitor local records often for recordation of the Deed to VA.

Check with the HOA Coordinator or Title Specialist for a copy of the Deed to VA.

## NO HOA PRESENT

If there is no active HOA, indicate that by checking the 'HOA Does Not Apply' box in the HOA section of VRMS.

**HOA Accounts** HOA Does Not Apply [+ Add Account](#) [Show Active Only](#)

Select a row below to view the detail of that HOA account. Hovering over the status can show additional comment, if they exists.

Status	Account #	Company	Phone #	Amount	Frequency
No Homeowners Association Accounts Were Found.					

**Documents** [+ Add Document](#) [Filters](#)

Added On	Type	Title	Description
No Documents Were Found.			

**Notes** [+ Add Note](#) [Expand All](#) [Filters](#)

Added On	Type	Added By Business	Added By Contact
No Notes Were Found.			

## 8.1 Listing broker/agent Key Timelines

Listing broker/agent must complete their HOA - Provide Information task within 25 calendar days of task assignment.	In the event the HOA task does not meet all requirements for approval, the task will be rejected back to the listing listing broker/agent.	Listing broker/agent will have 7 calendar days to obtain required corrections for their HOA - Revise Information task.
After receiving expense approval, listing broker/agent has 2 calendar days to make initial payment and submit evidence to close their HOA - Submit Initial Payment task.	As a courtesy reminder, the listing broker/agent will receive a HOA - Submit Recurring Payment task; which must be completed within 5 calendar days.	Listing broker/agent should provided an update to the HOA Coordinator for any task delays prior to the task due date.
Listing broker/agent will be required to attend all Hearings and HOA Meetings as scheduled.		

## 8.2 Listing broker/agent Key Responsibilities

Listing broker/agent is required to notify HOA of ownership changes and update contact information to reflect their personal information.

Listing broker/agent is required to obtain itemized account history along with all supporting documentation.

Listing broker/agent is required to inquire about open violations and obtain appropriate documentation for HOA Coordinator review.

Listing broker/agent must ensure all documentation provided to HOA Coordinator for review meets necessary requirements.

Listing broker/agent must ensure all appropriate documentation is provided for expense approval.

Listing broker/agent is responsible for initial and recurring HOA payments. Payment delays may result in a listing listing broker/agent non-reimbursable expense for late fees.

During Bi-Weekly property inspections, the listing broker/agent should verify the property meets the minimum community standards according to the HOA CC&Rs.

Listing broker/agent should provided an update to the HOA Coordinator for any task delays prior to the task due date.

## 8.3 Steps to Complete the HOA Task

If an HOA exists, the listing broker/agent must contact the HOA to obtain a copy of a current itemized statement of account or estoppel along with Association's W-9. The itemized statement must include the date, amount, and description of all fees charged. The itemized statement and W-9 must be uploaded into AMS HOA Module when completing the HOA – Provide Information task.. The HOA – Provide Information Task must be completed within 25 calendar days of accepting the assignment.

## 8.4 System Tasking

### HOA - PROVIDE INFORMATION TASK

Once Listing Broker accepts assignment, "HOA – Provide Information" task will appear in the task queue. Listing Broker has 10 calendar days to complete the task by following the task hyperlink to the HOA Module.

Active Tasks				
Task Type	Assigned To	Assigned	Initial	Current
Respond To CFK Offer		12/31/2018	1/30/2019	1/30/2019
Notice To Vacate Letter To Occupants		12/27/2018	1/3/2019	1/21/2019
Complete Eviction Process		12/27/2018	2/11/2019	2/11/2019
<b>HOA - Provide Information</b>		12/27/2018	1/22/2019	1/22/2019
Title - Request Package		12/27/2018	2/11/2019	2/11/2019

Legend: ■ Milestone ■ Past Due ■ Past Due & Reforecasted

For properties in redemption, the “HOA – Provide Information” task will not trigger until the redemption process is complete. Once task has been received, listing broker will have 10 calendar days to complete tasking.

**To complete the HOA - Provide Information task**, listing broker will need to enter the HOA contact information, management company contact information, and a breakdown of assessments shown on the payoff received.

HOA Accounts HOA Does Not Apply **Add Account** Show Active Only

Select a row below to view the detail of that HOA account. Hovering over the status can show additional comment, if they exists.

Status	Account #	Company	Phone #	Amount	Frequency
No Homeowners Association Accounts Were Found.					

Begin by confirming HOA account information within HOA module. Listing broker will have the ability to enter “Add Account” or verify “HOA Does Not Apply” (please see section below on how to complete HOA Does Not Apply)

Secondary or subordinate HOAs will also need to be entered. First enter the master Association information, and then submit “Add Account” within the HOA Module to add a second Association.

## GENERAL INFORMATION

Reforecast Tasks **Details**

General Information

Name \*

Account # \*

Management Company \*  →

HOA Statement \*

Comment \*

Once the listing broker selects “Add Account”, listing broker will need to enter HOA contact information by selecting Management Company search tool.

Within the Management Company search tool, previously entered Association Management Company information will prepopulate and is automatically filtered by state. Listing broker has ability to search by company name, or add a new Association Management Company to the list.

Listing broker will be responsible for verifying the data and should update or add any missing or changed information.

Look Up HOA Management Company ×

State: MO ↔

<b>154 Homeowner's Association</b> 12641 Hill Road, Ste Genevieve, MO 63670	Albert Green 573-483-2511
<b>154 Homeowners Association</b> 12641 Hill Road, Ste Genevieve, MO 63670	Albert Green 573-483-2511
<b>2281 Seven Hills Association Inc</b> 3 Hollenberg Ct, Bridgeton, MO 63044	City and Village 314-739-4800
<b>2281 Seven Hills Association Inc</b> 3 Hollenberg Ct, Bridgeton, MO 63044	City and Village 314-739-4800
<b>2281 Seven Hills Association Inc</b> 3 Hollenberg Ct, Bridgeton, MO 63044	City and Village 314-739-4800

« < Showing Page 1 of 132 > »

Can't find the company you're looking for? [Click here to add it to the list.](#)

If an Association Management Company cannot be located through the Lookup tool, add a new Association by “Click here to add it to the list” Link.

Listing broker will be required to enter all Association Management Company contact information, including management company address and contact email. If the HOA does not have a separate Management Company, listing broker should enter Association’s details instead.

Add HOA Management Company ×

Company Name \*

Contact Name \*

Contact Email \*

Phone # \*

Mobile #

Address \*

City \*

State \* Missouri

Zip Code \*

Add & Select Cancel

Once all information has been entered, by clicking “Add & Select” your information will be populated into HOA Module General Information section. Listing broker will be required to enter missing Association name, account number, and upload an itemized payoff statement for review.

Reforecast Tasks Details

### General Information

Name \*

Account # \*

Management Company \* TOMASHA VILLAGE HOMEOWNERS Q i

HOA Statement \* HOA Statement x

Comment \*

## STANDARD DUES

The Standard Dues section is to be completed by entering:

- Reoccurring dues amount.
- Day of the month that assessments are due.
- Payment Frequency
  - Monthly
  - Quarterly

- Semi-Annually
- Yearly

- Listing broker must also indicate if there is a lien present.

Standard Dues

Dues Amount \*

Day of Month \*

Payment Frequency \*

Lien Present \*

Next Due Date

Once HOA task has been reviewed and approved by VRM HOA Coordinator, AMS will auto populate the “Next Due Date”; which is used for listing broker’s “HOA – Submit Recurring Payment tasks”.

### NEGOTIATIONS – FEE BREAKDOWN ENTRY

Under the “Original Amount” column, enter the breakdown of the amount due to the HOA: Current Dues, Delinquent Dues, Late Fees, Interest, Violations, Special Assessments, Legal Fees, Procurement Fees, Transfer Fees, Super Lien Fees, and Other Fees.

Negotiations

[View History](#)

	Original Amount	Negotiated Amount
Current Dues *	\$ 66.50	\$ 66.50
Delinquent Dues *	\$ 434.00	\$ 434.00
Late Fees *	\$ 0.00	\$ 0.00
Interest *	\$ 0.00	\$ 0.00
Violations *	\$ 0.00	\$ 0.00
Special Assessments *	\$ 0.00	\$ 0.00
Legal Fees *	\$ 0.00	\$ 0.00
Procurement Fees *	\$ 0.00	\$ 0.00
Transfer Fees *	\$ 0.00	\$ 0.00
Super Lien Fees *	\$ 0.00	\$ 0.00
Other Fees *	\$ 0.00	\$ 0.00
Other Fees Comment *	<input type="text"/>	<input type="text"/>

Once you have completed all the fields in the HOA tab, total HOA payoff amount will automatically calculate.

Total Paid to HOA	\$ 500.50	\$ 500.50
Reimbursable Amount	\$ 500.50	\$ 500.50

Please ensure payoff amount that is automatically calculated matches payoff invoice total. Once verification has been made, listing broker can either Save the information for later or “Submit” the HOA Information to VRM for review.

\*\*\*\*Saving the information does not submit the task, please ensure the “Submit “ button is clicked to ensure task moves to the HOA Coordinators queue for review.\*\*\*\*

Prior to submitting HOA tasks for approval, please ensure all information entered is accurate and the payoff statement submitted is pro-rated as per state statute. Please see sections 7.8 State Statute Requirements for further information.

Listing broker must ensure an itemized HOA account ledger has been added along with any required supporting documents before submitting their HOA tasks. Blank documents will not be accepted.

### HOA DOES NOT APPLY

If an Association does not exist, or if the Association is not mandatory, complete the HOA task by submitting “HOA Does Not Apply”.

If there is not a HOA on the property, click the “HOA Does Not Apply” link. You will then be prompted to confirm the asset is not within an Association.

**HOA Accounts**  HOA Does Not Apply [+ Add Account](#) [Show Active Only](#)

Select a row below to view the detail of that HOA account. Hovering over the status can show additional comment, if they exists.

Status	Account #	Company	Phone #	Amount	Frequency
No Homeowners Association Accounts Were Found.					

**Documents** [+ Add Document](#) [Filters](#)

Added On	Type	Title	Description
No Documents Were Found.			

**Notes** [+ Add Note](#) [Expand All](#) [Filters](#)

Added On	Type	Added By Business	Added By Contact
No Notes Were Found.			

- V.A. does not elect to enroll in HOAs that are Voluntary.
- Buyer may elect to enroll in voluntary HOAs after close of escrow.

- If an Association is discovered after “HOA Does Not Apply” is entered, the listing broker must update the HOA Module with appropriate information and documentation by submitting “Add Account”.

## HOA DOES NOT APPLY INDICATION IN ERROR

If the listing broker/agent completes the HOA – Provide Information task as “HOA Does Not Apply” in error, you can go back to the HOA module through the HOA tab on the left hand navigation column.

- In the HOA module, click the “Add Account” link in order to reactivate the HOA task.
- After you select the “Add Account” link, the HOA Details tab will open up to be filled out and completed as instructed in Section 2.0 – HOA Task Requirement Steps.
- **PLEASE NOTE:** The listing broker/agent may be responsible for any accrued late fees and penalties resulting from failure to identify the Association.

### HOA Accounts

[+ Add Account](#) [Show Active Only](#)

Select a row below to view the detail of that HOA account. Hovering over the status can show additional comment, if they exists.

Status	Account #	Company	Phone #	Amount	Frequency
No Homeowners Association Accounts Were Found.					

### Documents

[+ Add Document](#) [Filters](#)

Added On	Type	Title	Description
No Documents Were Found.			

### Notes

[+ Add Note](#) [Expand All](#) [Filters](#)

Added On	Type	Added By Business	Added By Contact
7/3/2018 3:50 PM	HOA Does Not Apply		

## HOA – REVISE INFORMATION TASK

Once the “HOA – Provide Information” Task is submitted for review, the assigned HOA Coordinator will review provided documentation and determine if task satisfies all requirements for approval.

If any additional documents, details, or revisions are required to HOA payoff statement, listing broker’s “HOA – Provide Information” task will be rejected and will return to the listing broker’s queue as a “HOA – Revise Information” task.

Within listing broker’s “HOA – Revise Information” task, there will be a message providing details why the task has been rejected and what actions listing broker must take to correct errors. Listing broker must review their task rejection note, then provide the additional documents and or details requested within 7 calendar days.

When resubmitting the “HOA – Revise Information” task for approval, the “Original Amount” column within the payoff amount breakdown will no longer be open. As a result, any changes to the payoff amounts will need to be entered in the “Negotiated Amount” column.

Negotiations

[View History](#)

	Original Amount	Negotiated Amount
Current Dues *	\$ 194.75	\$ 194.75
Delinquent Dues *	\$ 0.00	\$ 0.00
Late Fees *	\$ 0.00	\$ 0.00
Interest *	\$ 0.00	\$ 0.00
Violations *	\$ 0.00	\$ 0.00
Special Assessments *	\$ 0.00	\$ 0.00
Legal Fees *	\$ 0.00	\$ 0.00
Procurement Fees *	\$ 0.00	\$ 0.00
Transfer Fees *	\$ 0.00	\$ 0.00
Super Lien Fees *	\$ 0.00	\$ 0.00
Other Fees *	\$ 0.00	\$ 0.00
Other Fees Comment *		
<b>Total Paid to HOA</b>	<b>\$ 194.75</b>	<b>\$ 194.75</b>

**HOA - SUBMIT INITIAL PAYMENT TASK**

Once all assessments are reviewed and approved by VRM, payment authorization is sent to the listing broker through a “HOA – Submit Initial Payment” task within VRMS. It is the responsibility of the listing broker to follow-up on payment authorizations and ensure payments are timely made to the Association.

Active Tasks ▼

Task Type	Assigned To	Assigned	Initial	Current	
Bi-weekly Services - Complete Maintenance		1/10/2019	1/16/2019	1/16/2019	
Complete Market Strategy		1/3/2019	1/7/2019	1/7/2019	☰
Title - Receive Package		12/31/2018	4/4/2019	4/4/2019	☰
Repairs - Enter Out of Scope Bids		12/30/2018	1/3/2019	1/3/2019	
HOA - Submit Initial Payment		12/26/2018	12/28/2018	1/25/2019	☰

Legend: ■ Milestone ■ Past Due ■ Past Due & Reforecasted

In addition to listing broker’s HOA task, a system generated message will be sent to the listing broker with details of the approval with date for task completion.

System Contact → [redacted]  
 New Task: HOA - Submit Initial Payment - Asset: [redacted] General 12/26/2018 9:48 PM

A new task has been assigned to you with the following information:  
 Task: HOA - Submit Initial Payment  
 Expected Completion Date: 12/28/2018  
 Thank you in advance for your assistance.

Listing broker's "HOA - Submit Initial Payment" task must be completed within 2 calendar days of expense approval. Listing broker will be responsible for payment of any penalties or late fees resulting from payment delays; these charges will be a non-reimbursable expense.

To complete the "HOA - Submit Initial Payment" task, follow task hyperlink to HOA Module "Payments" tab, then click the "Edit / Submit" icon link on the right.

Reforecast Tasks Details Reviews **Payments**

### Payments

Select a payment row below to see any over due resolution(s). Hover over the status and/or  can show additional comment; if they exists.

I/R	Status	Due On	Expected Amount	Payment Type	Paid On	Paid Amount	
<input checked="" type="checkbox"/>	Initial	Pending	\$90.00				 Submit

Listing broker will be required to enter all information within pop-up that opens upon clicking the "Edit / Submit" icon. Listing broker must also include a copy their payment for verification.

Submit Initial Payment ×

Expected Amount: \$90.00 / Reimbursable Amount: \$90.00 / Next Due Date: 2/1/2019

Due Date \*  

Payment Type \*

Paid Amount \* \$

Paid Date \*  

Proof of Payment \*  

Comment \*

**PLEASE NOTE:** Entering a payment confirmation in AMS does not automatically submit payment for reimbursement. Listing broker must upload their payment information into LPS for reimbursement.

### HOA - SUBMIT RECURRING PAYMENT TASK

- VRM will provide an initial expense approval for the payoff of HOA assessments. Any late fees, interest, collection fees, or legal fees that are assessed as a result of the listing

broker not making their payment timely will result in these fees being allocated as a listing broker non reimbursable expense. Please ensure your payment are made timely.

- After the Initial HOA payment has been authorized by VRM, the listing broker will not be required to obtain additional approval for payment of regular recurring assessments.
- Listing broker will be required to make timely payments for standard recurring assessments as they become due. Any late fees, interest, collection fees, and legal fees that are assessed as a result of late payments will be a listing broker non- reimbursable expense. Please ensure your payments are made on time.

As a courtesy reminder, VRMS will automatically provide a recurring payment notification to listing broker through a “HOA – Submit Recurring Payment” task. Proof of payment is required for all recurring HOA assessments and listing broker tasks will be generated by recurring HOA payment due dates.

Active Tasks <span style="float: right;">▼</span>				
Task Type	Assigned To	Assigned	Initial	Current
Review Tax Order		1/15/2019	1/16/2019	1/16/2019
HOA - Submit Recurring Payment		1/14/2019	1/16/2019	1/16/2019
Closing Form - Revise		1/14/2019	1/14/2019	1/14/2019
Bi-weekly Services - Complete Inspection		1/3/2019	1/7/2019	1/7/2019
Confirm Earnest Money		12/16/2018	12/18/2018	12/18/2018

Legend: ■ Milestone ■ Past Due ■ Past Due & Reforecasted

Listing broker’s “HOA – Submit Recurring Payment” task will be received ten (10) calendar days prior to the HOA assessment due date. Listing broker/agent will be responsible for payment of any penalties or late fees resulting from payment delays; these charges will be a non-reimbursable expense and should not be submitted within LPS.

Upon selecting the “HOA – Submit Recurring Payment” task from the task queue, listing broker will be taken to the Payments tab of the HOA module. Listing broker will be able to see the payment history for the HOA account along with expected recurring payment for confirmation.

Reforecast Tasks	Details	Reviews	Payments
------------------	---------	---------	----------

### Payments

Select a payment row below to see any over due resolution(s). Hover over the status and/or can show additional comment, if they exists.

I/R	Status	Due On	Expected Amount	Payment Type	Paid On	Paid Amount	
<input checked="" type="checkbox"/>	Recurring Pending	1/1/2019	\$49.00				Submit
<input type="checkbox"/>	Recurring Completed	12/1/2018	\$49.00	Check	12/4/2018	\$49.00	...
<input type="checkbox"/>	Recurring Completed	11/1/2018	\$49.00	Check	11/1/2018	\$49.00	...
<input type="checkbox"/>	Initial Completed	10/29/2018	\$432.00	Check	10/25/2018	\$432.00	...

To confirm recurring HOA payments, click the “Edit / Submit” icon link on the right next to pending payment. This will allow the required information to be entered along with your proof of payment and a copy of the updated ledger.

**PLEASE NOTE:** separate payment verification will be required for each separate HOA account; therefore you can have more than one HOA payment verification task at a given time. In addition, if there are multiple installments which have not been verified, the listing broker/agent may have multiple outstanding payment verification tasks.

Submit Recurring Payment ×

---

Expected Amount: \$49.00 / Next Due Date: 2/1/2019

**Due Date \*** 01/01/2019

**Payment Type \*** -Select-

**Paid Amount \*** \$

**Paid Date \*** mm/dd/yyyy 

**Proof of Payment \***  

**Comment \***

The listing broker/agent should enter each payment verification separately by clicking the edit icon next to each outstanding payment, then entering all information within pop-up that opens. Listing broker must also include a copy their payment for verification. Please make sure you are uploading proof of the correct payment in the correct task.

Once listing broker clicks “Submit”, their “HOA – Submit Recurring Payment” task will close out for that installment. VRMS will then automatically trigger the next payment task as indicated on the HOA details tab under standard dues (monthly, quarterly, semi-annually, or yearly).

### REMINDER MESSAGES FOR PAST DUE TASKS

As a courtesy, VRMS will provide reminder notifications through Messages for delinquent HOA tasks. However, it is the listing broker/agent’s responsibility to ensure follow up is made timely.

System Contact →

 New Task: HOA - Provide Follow Up - Asset: General 1/15/2019  
5:05 AM 

A new task has been assigned to you with the following information:  
Task: HOA - Provide Follow Up  
Expected Completion Date: 01/25/2019  
Thank you in advance for your assistance.

- Late fees and penalties assessed resulting from lack of follow up or payment delays will be a listing broker/agent non reimbursable expense. Be sure to notify the assigned HOA Coordinator of any delays in completing your task and request task extensions if need be.

Please remember your HOA Coordinator has the ability to reforecast your HOA tasks, so the reminder messages you receive should be minimal.

## HOA – PROVIDE FOLLOW UP TASK

The “HOA – Provide Follow Up” task will trigger once either the HOA – Provide Information task goes more than 20 days past due or the HOA – Revise Information task goes more than 10 days past due.

Active Tasks 

Task Type	Assigned To	Assigned	Initial	Current	
Bi-weekly Services - Complete Maintenance		1/17/2019	1/24/2019	1/24/2019	
HOA - Provide Follow Up		1/15/2019	1/25/2019	1/25/2019	☰
Repairs – Complete Repairs		1/10/2019	1/17/2019	1/17/2019	☰
Title - Receive Package		1/4/2019	2/15/2019	2/15/2019	☰
HOA - Revise Information		1/2/2019	1/9/2019	1/9/2019	☰

Legend: ■ Milestone ■ Past Due ■ Past Due & Reforecasted

When you select the “HOA – Provide Follow Up” task, it takes you into the HOA module for completion of outstanding task. Listing broker will be required to enter details to justify the delinquency of their outstanding HOA task. The HOA Coordinator will review information submitted by the listing broker to determine if the due date should be extended or if task due date should remain delinquent.

## 8.5 Payoff Ledger Requirements

- Payoff ledger submitted for review must include:
  - Itemization of all assessments, both debits and credits
  - Description of all assessments along with date assessed
  - HOA and their Management Company Name
  - Property address and account number
  - Frequency of recurring assessments and assessment amounts
  - Payoff Statements Must Also:
    - Begin with a Zero Balance
    - Be Itemized
    - Show Description of Assessment
    - Show Date Assessment Covers
    - Include assessments for payoff thru current month
    - Upload into the HOA “Documents” tab before submitting HOA task

HOA PAYOFF EXAMPLE 1:

Trans Date	Batch	Ref. Nbr	Acct. Description	Typ	Trans. Desc.	Charges	Credits	Ending Balance	
March 2013		Beginning Balance							0.00
03/01/13	748303	749497	5100 MAINTENANCE FEE	IN	RC 8/7/12-8/31/12	333.15	0.00	333.15	
03/01/13	748303	749498	5100 MAINTENANCE FEE	IN	RC SEPT 2012	413.11	0.00	746.26	
03/01/13	748303	749499	5100 MAINTENANCE FEE	IN	RC OCT 2012	413.11	0.00	1,159.37	
03/01/13	748303	749500	5100 MAINTENANCE FEE	IN	RC NOV 2012	413.11	0.00	1,572.48	
03/01/13	748303	749501	5100 MAINTENANCE FEE	IN	RC DEC 2012	413.11	0.00	1,985.59	
03/01/13	748303	749502	5100 MAINTENANCE FEE	IN	RC JAN 2013	413.11	0.00	2,398.70	
03/01/13	748303	749503	5100 MAINTENANCE FEE	IN	RC FEB 2013	413.11	0.00	2,811.81	
03/01/13	748303	749504	5100 MAINTENANCE FEE	IN	RC MAR 2013	413.11	0.00	3,224.92	
03/01/13	748303	749512	5190 LEGAL FEE REIMBURSEMENT	IN	RC LEGAL FEES	97.39	0.00	3,322.31	
03/01/13	749152	749808	5190 LEGAL FEE REIMBURSEMENT	CM	RVRS LEGAL FEES	0.00	-97.39	3,224.92	
03/01/13	748303	749505	5360 LATE CHARGES	IN	RC AUG 2012	25.00	0.00	3,249.92	
03/01/13	748303	749506	5360 LATE CHARGES	IN	RC SEPT 2012	25.00	0.00	3,274.92	
03/01/13	748303	749507	5360 LATE CHARGES	IN	RC OCT 2012	25.00	0.00	3,299.92	
03/01/13	748303	749508	5360 LATE CHARGES	IN	RC NOV 2012	25.00	0.00	3,324.92	
03/01/13	748303	749509	5360 LATE CHARGES	IN	RC DEC 2012	25.00	0.00	3,349.92	
03/01/13	748303	749510	5360 LATE CHARGES	IN	RC JAN 2013	25.00	0.00	3,374.92	
03/01/13	748303	749511	5360 LATE CHARGES	IN	RC FEB 2013	25.00	0.00	3,399.92	
03/01/13	748303	749513	5370 FINES	IN	RC LTR 12/7/12 FINES	75.00	0.00	3,474.92	
03/01/13	748303	749514	5370 FINES	IN	RC LTR 2/13/13 FINES	75.00	0.00	3,549.92	
Period Totals						3,647.31	-97.39		
Balance Summary:									
Acct. Description								Balance	
5100 MAINTENANCE FEE								3,224.92	
5190 LEGAL FEE REIMBURSEMENT								0.00	
5360 LATE CHARGES								175.00	
5370 FINES								150.00	
Total								3,549.92	

The payoff statement can be either an accounting ledger or a letter from the Association, however, an itemized breakdown of how the payoff was calculated must be included.

HOA PAYOFF EXAMPLE 2:

DATE	ASSESS.	L/F & IN	COSTS	OTHER	LEGAL	PAYMENTS	BALANCE	DESCRIPTION
10/10-12/11	\$ 993.90	\$ 225.00					\$ 1,218.90	\$66.26/month, \$15 LF
1/12-12/12	\$ 811.96	\$ 180.00					\$ 2,210.86	\$67.66/month, \$15 LF
1/13-3/13	\$ 223.26	\$ 45.00					\$ 2,479.12	\$74.42/month, \$15 LF
3/26/2013					\$ 125.00		\$ 2,604.12	Payoff

Payoff Statement may have a lump sum amount for time period, only if they show the period covered and amount calculation was based off.

- Listing broker's "HOA - Provide Information" Task should only be completed once HOA has provided appropriate documentation for review. Otherwise, listing broker should hold their "HOA - Provide Information" Task within their task queue and request a task extension if additional time is required.

PAYOFF STATEMENTS THAT CAN NOT BE USED:

INCORRECT PAYOFF STATEMENT EXAMPLE 1:

<del>Maintenance fees through 3/01/13:</del>	<del>\$3,224.92</del>
<del>Late fees through 2/15/13:</del>	<del>175.00</del>
Late charges for 3/15/13*:	25.00
Fines through 2/13/13:	150.00
Unbilled legal fees and costs:	454.44
Legal fees and costs for this letter:	<u>133.87</u>

**Total due through March 18, 2013: \$4,163.23**

- Payoff statement that reflects lump sum amounts and do not include itemizations can not be accepted. All assessments must be itemized, including legal and supplemental fees.
- Listing broker should request HOA provide a revised payoff that includes start dates along with assessment amounts showing how their payoff was calculated.

## 8.6 Additional Supporting Documentation and Fees

### SUPPORTING DOCUMENTATION WILL BE REQUIRED FOR ANY CHARGES OUTSIDE OF REGULAR ASSESSMENTS.

- Special Assessments – Declarations must be provided in order to ensure the HOA can collect multiple assessments. VRM will additionally require a copy of the Board Meeting Minutes showing Special Assessments Approval
- Violation – Notice of violation will be required as well as documentation supporting the violation date and the date the fine was assessed
- Utility Charges – Declarations are required in order to verify utilities are to be billed by the HOA. In the event that charges are based on usage, a copy of the utility bill showing service dates and usage will also need to be provided.
- Repair Invoices/Work Orders - Repairs completed by the Association will require a copy of the violation notice, copies of the repair invoices showing the date of repairs along with the work completed, and the amount charged.
- Attorney Fees - Attorney fees require a copy of the Attorney invoices reflecting the amount charged hourly along with the number of hours billed. Invoice must also reflect any third party fees including recording fees, copy fees, courier fees, etc...
- Procurement Fees/Estoppel Fees - In the event there is a fee associated with the payoff request, documentation supporting the fee amount will be required. Be sure to provide documentation to your HOA Coordinator for approval prior to placing the order. Please note: rush fees and expedite fees are not reimbursable.

### ATTORNEY FEES:

When Attorney fees are indicated on a HOA payoff, HOA Attorney must provide a breakdown of fees for their services. This must include:

- Amounts they have charged hourly
- Number of hours billed for services
- All third party fees including recording fees, copy fees, courier fees, etc...

#### Attorney Invoice Example 1:

111 Main Street  
Dallas, TX 75555  
214-555-5555

Page: 1  
01/21/2014

C/O PROPERTY MANAGEMENT

Project: 425  
FEB 14 2014  
Expense/Access approved

ACCOUNT NO.  
STATEMENT NO.  
1

SECRETARY OF VETERANS AFFAIRS, UNIT  
123 Main Street  
Dallas, TX 75555

		HOURS	
01/06/2014	EMAIL TO BOOKKEEPING RE NEW SUBFILE, PUBLIC RECORDS REVIEW, GOVERNING DOCS REVIEW, PREPARED CLAIM OF LIEN FOR ATTY REVIEW/SIGNATURE (\$250 FLAT FEE FOR CLAIM OF LIEN MATTER)	1.00	250.00
01/07/2014	REVIEW AND REVISE CLAIM OF LIEN, CONFERENCE WITH STAFF, EXECUTE CLAIM OF LIEN (2 HOURS, COURTESY/NO CHARGE)		
01/08/2014	PREPARED LIEN FOR RECORDING (1 HOURS, NO CHARGE)		
01/15/2014	PREPARED POST-LIEN DEMAND LETTER (5 HOURS, INCLUDED IN FLAT FEE)		
	REVIEW AND REVISE POST-LIEN DEMAND LETTER (2 HOURS, INCLUDED IN \$250 FEE)		
	FINALIZED/MAILED POST-LIEN DEMAND, SCANNED SAME TO FILE, E-MAILED SAME TO PROPERTY MANAGER, CALENDARED AHEAD DEADLINE FOR RESPONSE (2 HOURS, INCLUDED IN FLAT FEE)		
	FOR CURRENT SERVICES RENDERED	1.00	250.00
01/08/2014	COUNTY RECORDER		75.00
01/14/2014	LEGAL SERVICES		7.00
	TOTAL ADVANCES		82.00

## SPECIAL ASSESSMENTS:

Special Assessments may be placed on an account for reserve replenishments, repairs to common areas, or building maintenance.

- Documentation is required from Association confirming reason special assessment was created; which should be in form of Board Meeting Minutes, a letter from the Association, or similar documentation.
- Associations Covenants, Conditions, and Restrictions (CC&Rs) along with their By-Laws will be required for review.
- Supporting documentation must include:
  - Assessment amount
  - How assessment are to be paid
  - Monthly for a period of time
  - Permanent or Ongoing
  - One Time Assessment
  - How funds have been allocated for use by Association

### Special Assessment Notice Example 1:

Association Name  
111 Main Street  
Dallas, TX 75555  
214-555-5555

January 8, 2013

TO: ALL Property OWNERS

SUBJECT: SPECIAL ASSESSMENT

At a special meeting held on January 7, 2013 for the purpose of considering levying a Special Assessment on all association members, the membership voted to approve a Special Assessment in the amount of \$1,750.00 per residence.

The Special Assessment will be due and payable on March 1, 2013 on all owners of record as of that date. Payment will be considered delinquent and subject to a 10% late payment fee if not received by May 1, 2013.

The purpose of the Special Assessment is to replenish the reserve funds of the Association which have become seriously depleted due to a substantial number of foreclosures and subsequent loss of dues.

Payment coupons for use in paying the assessment are enclosed.

Very truly yours,

FOR THE BOARD OF DIRECTORS

## 8.7 Procurement Fees / Estoppel Fees / Resale Disclosure Fees:

The listing broker/agent will be required to obtain an initial account statement along with a Resale Certificate or Disclosure Package for closing. The listing broker/agent should provide their HOA Coordinator or HOA Clerk documentation supporting the fee amount for approval

prior to placing the order. Since rush fees and expedite fees are not reimbursable, the listing broker/agent should order the Resale Certificate timely to avoid closing delays.

- In the event there is a fee associated with receiving an account ledger, payoff statement, CC&Rs, or Resale Certificate the listing broker must provide an invoice for review to their HOA Coordinator prior to receiving expense approval.
- Be sure to provide documentation to your HOA Coordinator for approval prior to placing any order.
- **Please note:** rush fees and expedite fees are not reimbursable.

## Procurement Fee Invoice Example 1:

### Order Receipt

Order Number: Association Name:  
 Current Order Status: Property Address:  
 Purchaser Name:  
 Requester Name:  
 Requester Phone#:

Item	Description	Order Date	Payment Due	Status
1	▼ Document Package for Full Resale Demand Package ▶ Association Bylaws ▶ Articles of Incorporation ▶ Annual Budget ▶ Insurance Declaration Pages ▶ Reserve Study ▶ Year to Date Unaudited Financials ▶ Full Year Annual Financials ▶ Architectural Guidelines ▶ Annual CIC Registration ▶ Board Meeting Minutes ▶ Approved Resolutions ▶ ACH Form ▶ Amendments & Other Documents	8/12/2014	At Close	

**Order History**  
 Order Initiated Date: 8/12/2014

**Total: 275.00**

## Procurement Fee Invoice Example 2:

### INVOICE

Invoice Number:  
 Invoice Date: 2/13/2014  
 File Number:

To:

Property Address

From:

Association

Description	Amount	Quantity	Total
HOA Statement and Packet for	\$259.00	1	\$259.00
		1	
		1	
		<b>Subtotal</b>	<b>\$259.00</b>
		<b>Tax @ %</b>	<b>0.00</b>
		<b>Non Taxable Amt.</b>	<b>\$0.00</b>
		<b>Grand Total</b>	<b>\$259.00</b>

## 8.8 State Statute Requirements

HOAs located in the below mentioned states should always provide a copy of their Declarations/CC&Rs/Bylaws for review.

Alabama	Arizona	Arkansas	District of Columbia	Indiana	Iowa
Kansas	Kentucky	Maine	Massachusetts	Michigan	Minnesota
Mississippi	Missouri	Montana	New Hampshire	New Jersey	New Mexico
New York	North Dakota	Oklahoma	Oregon	Rhode Island	South Carolina
South Dakota	Tennessee	Texas	Utah	Virginia	Washington
Wisconsin	Wyoming	Puerto Rico	Guam	US Virgin Islands	

When contacting the HOA please ensure they are made aware that the property in question is now under the ownership of our client as a result of legal proceedings by using the script below. Payoff provided by the HOA/Management Company/Attorney should be pro-rated as per state statute.

If HOA refuses to pro-rate ledger as per state statute please request copy of the Association's CC&Rs for review by using this letter template:

ASSET:

ADDRESS:

To Whom It May Concern:

My name is \_\_\_\_\_ with \_\_\_\_\_ Realty, I am working on behalf of the Secretary of the United States Department of Veterans Affairs. The above mentioned property is now under the ownership of the VA and we are looking to bring the account current.

Please provide account payoff/history in order bring the account to a zero balance. Please be aware this property was obtained by the VA as a result of Foreclosure, payoff provided should be within Safe Harbor Limitations and reflect assessments from foreclosure forward. We also request that you provide a copy of your Declarations/Bylaws for our records/review.

Sincerely,

## 8.9 Certificate of Title/Deed to VA

Prior to contacting the HOA, check public records in order to obtain a copy of the Deed to VA to provide to the HOA. Many HOAs require proof of ownership prior to providing payoff documentation. If the deed is not yet recorded showing the client as the owner, make the HOA aware that we are in the process of obtaining the Certificate of Title/Deed to VA - as this may expedite the process.

Note: The Foreclosure Deed may also be provided to the HOA in order to show the property was foreclosed

- Deed In Lieu of Foreclosure (DIL) Assets
- Safe Harbor does not apply to properties obtained through DIL. Please request a payoff and provide to the assigned HOA Coordinator for review.

## 8.10 Communication with HOA Coordinator

Please keep your HOA Coordinator informed of any issues or delays related to your assigned HOA tasks. Your HOA Coordinator will follow up with the HOA or their Management Company and Attorney if necessary in order to avoid closing delays.

In the event any HOA task cannot be completed due to lack of documentation; send an update message via VRMS Messages to your assigned HOA Coordinator and request a task extension. Do not submit the HOA task without proper documentation or information.

## 8.11 HOA Violations

HOA Violations are the result of properties not meeting the minimum community standards according to the Association's Covenants, Conditions, and By-Laws. During Bi-Weekly property inspections, the listing broker/agent should verify the property meets the minimum community standards according to the HOA CC&Rs. When a property violation occurs, the listing broker should utilize the Violations Module in AMS to identify violations and notify VRM of property issues.

Violations uploaded through the Violations Module should be limited to delinquent utilities, liens, City violations, HOA violations and notices.

Associations may assess violations in accordance to their Covenants, Conditions, and Restrictions. Listing broker/agents should review these documents and verify properties meet the Community standards.

Violations are typically the result of property condition and will require prompt resolution to avoid penalties or action from the Association. \*\*\*\* Refer to the Violation and Property Preservation Sections within the Vendor Guide for further information. \*\*\*\*

- A COPY OF THE VIOLATION NOTICE SHOULD BE OBTAINED AND PROVIDED TO BOTH THE ASSET MANAGER AND HOA COORDINATOR FOR REVIEW. LISTING BROKER/AGENT WILL BE RESPONSIBLE FOR CONFIRMING THE REPAIRS HAVE BEEN ADDRESSED AND THE PROPERTY IS IN COMPLIANCE.

**HOA Property Violation Notice Example 1:  
Covenants Enforcement Committee  
Hammock Creek Master Homeowners Association**

**Date of Hearing: March 7th, 2016**

**Homeowner: Veterans Affairs**

**Address: 2886 SW Turtle**

The hearing was called to order at 6:00 PM. The Committee members in attendance were Leann Ulmer and John Slivon.

Tiffany Perry of Advantage Property Management appeared on behalf of the Homeowners Association and presented the case for covenants violation. It was established that the required notices were given to the property owner. The property owner was not in attendance.

The basis of the hearing was to hear the complaints of the following violations:

- 1) Mailbox requires Repainting (Master 7j & Sec II Para 4 of Rules and Regs.)
- 2) There is staining on the Properties Exterior Walls (Master 7j)
- 3) Roof is Dirty (Sec II, Para 3 of Rules & Regs.)
- 4) Repair of the Pavers (Master 7j)
- 5) Unhealthy Lawn (Sec II, Para. 1&5 of Rules & Regs.)
- 6) Carriage lights require painting (Master 7j)
- 7) Drive and Side Walk require power washing (Master 7j)

- If Violation repairs have not been addressed, listing broker/agent should enter the repairs into the Violation Module, then send a message in AMS to assigned Asset Manager and HOA Coordinator.
- Asset Manager or Preservation/Repair Specialist will ensure repair bids are approved; however, all Violation Fees must be reviewed separately by the HOA Coordinator for expense approval.
- Listing broker/agent should notify the Association of the date work will be completed and negotiate a reduced violation payoff with the Association.

- Listing broker/agent should provide the HOA Coordinator a copy of the following documents for review and expense approval when violation penalties have been assessed by the Association.
- Violation Notices
- Meeting Minutes showing Board Approval of repairs of fees
- CC&Rs reflecting repair rights
- If property repairs were complete by a HOA, a copy of their work invoice will be needed showing description of repairs, date performed, and repair amounts; which should be sent to HOA Coordinator for review.

		P.O. NO.	TERMS	DUE DATE
		647	Net 30	10/27/2012
DESCRIPTION	QTY	RATE	AMOUNT	
TRAVEL & SET-UP CHARGE		35.00	35.00	
LOCATE AND EXCAVATE MAIN SEWER FOR RIGHT SIDE OF BUILDING AND IT WAS CLEAR CALLED RACHEL AND SHE CALLED US BACK WITH ACCESS CODE FOR 8A		125.00	125.00	
DRAIN CLEANING/LARGE LINE		174.00	174.00	
DIFFICULT ACCESS CHARGE(LADDER,ROOFTOP,BASEMENT,CRAWL)		50.00	50.00	
ACCESS INTERIOR OF 8A AND FOUND TOILET LAYING INSIDE OF BATHTUB. THE TOILET AND FLOOR COVERING HAD BEEN PULLED AND THE TOILET FLANGE WAS WIDE OPEN (UNIT REEKS OF SEWAGE BECAUSE THERE IS NO PLUG IN TOILET FLANGE) WE SNAKED THE COMMON 3" SEWER FOR 8A AND 8B FROM THE OPEN TOILET FLANGE TO REMOVE BLOCKAGE OF TAMPONS				
ELECTRONIC SUB-SURFACE PIPE LOCATION		110.00	110.00	
REMOVE LARGE BUSH AND SET ASIDE. EXCAVATE 3" PVC SEWER FOR 8A AND 8B IN FRONT OF 8A AND INSTALL 3" PVC CLEAN OUT FITTING AND A SEWER RELIEF PLUG	1.5	165.00	247.50	
MATERIAL		40.00	40.00	
*** AS LONG AS THE TOILET IS NOT INSTALLED IN 8A, THEY TAKE THE RISK OF FLOODING WHEN THE SEWER BECOMES CLOGGED				

- Copies of work invoices showing all repairs by the Association along with the dates work was performed.
- Itemized payoff showing all violations penalties and fees along with the dates assessed.

## 8.12 Listing broker/agent Reimbursement H.O.A.'s

The listing broker/agent will be responsible for submitting initial and all recurring HOA payments after payment authorization has been received from VRM HOA Coordinator. Listing broker/agent should not make the initial HOA payment without prior authorization; however, all recurring HOA payments will be preapproved and should be remitted timely. Listing broker/agent will be responsible for payment of any penalties or late fees resulting from payment delays; these charges will be a non-reimbursable expense.

## 9 Initial Broker Inspection - Complete

The Initial Broker Inspection Complete Task is an essential task to help identify all health and safety issues at the property as well as challenges in the immediate area. For example, does the home back up to a freeway or landfill? Is the asset missing any handrails? Is there discoloration in the asset? When completing this task, it is important to identify client findings, all health and safety issues, and preservation items as outlined below.

The listing broker/agent is responsible for immediately escalating their findings to their assigned preservation/repair specialist and Asset Manager for resolution.

To successfully complete the Initial Broker Inspection tasking, you will be required to enter several date stamped and detailed photos. Please do not select “no” to avoid submitting photos. In addition, please do not use the same photos under multiple questions. Addressing the issues early will expedite the process and get the home listed for sale in a timely manner.

### 9.1 Potential Client Findings/Health and Safety/Preservation

- Pools (in ground or above ground)
- Hot tubs present
- Presence of termite activity
- Presence of any play equipment – swings sets, play sets
- Broken/unsecure windows
- Broken/unsecure doors
- Leaky roofs/ceiling stains/roof treatment needed
- Missing handrails
- Missing safety railing
- Exposed electrical panels
- Exposed wiring
- Discoloration / moisture damage present
- Flooded basements
- Any other health and safety issue
- Presence of hazardous materials such as oil, paint cans, chemicals, tires, etc...
- Any other preservation issue that if left alone will continue to damage the property

If any of the above are present at the time you first access the property, message your Asset Manager and Repairs Specialist with photos of the items noted above so that we can take action. These items cannot wait to be reported on the BPO. Since bi-weekly tasking has not yet triggered, sending a message/photos is the only way to make sure we are made aware.

Once the bi-weekly tasking is active, report these issues as discovered in the task. The Asset Manager and/or Preservation Specialist will be tasked to review and take action.

## 9.2 Personal Property

### SUPPLYING PHOTOS – RE-KEY TASK

Upload detailed photos clearly showing all personal property present. This includes all rooms, exterior, garage and outbuildings. The more photos uploaded, the better we can ascertain the value of any personal property that may be present.

### MILITARY ITEMS

If military items are present, identify/photograph the items. Then message the Evictions Specialist for detailed instructions on how to handle the military items present.

### VEHICLES/RVS/BOATS PRESENT

If there are vehicles, RVs, boats, etc. present, or if value of other personal property is believed to have a high value, enter at least \$300 as the personal property value to trigger review by our Evictions specialist. Many states have requirements that need to be followed such as a mandatory eviction (must evict) or Post and Store. Err on the side of caution. If the decision is made to move forward to initials, the Evictions specialist will make that call.

### LOCKBOX PHOTO REQUIREMENTS

On the required photo of the lockbox, please get close and in focus so that the photo clearly shows the code. The code must be the last 4 digits of the Asset ID number.

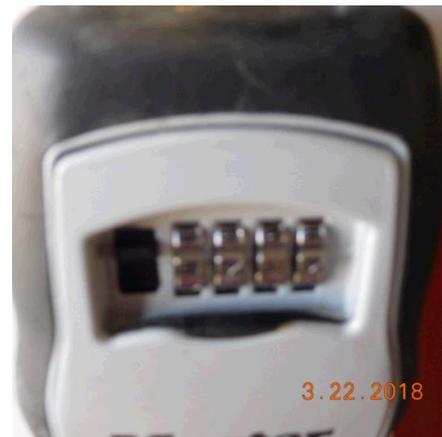
#### GOOD PHOTO EXAMPLE



#### EXAMPLE

#### LOCKBOX

#### BAD PHOTO



### LOCATION

The assigned preservation vendor will re-key the remaining exterior doors including the front door now that the property is vacant with no personal contents. You must place a lockbox on the front door whenever possible. This is required.

Please install electronic lock box for showings if available in your marketing area. The VA lock box is for VA and vendor access and generally should not be used marketing purposes. The coded lockbox must be placed on the front door. The electronic lock box may be placed in any location that is accessible to buyers and their agents.

### 9.3 Violations and Special Assessments

Please check with the HOA or city to determine if there are any outstanding balances due for special assessments. An invoice for current or delinquent fees should be uploaded in the Violation Module in VRMS -

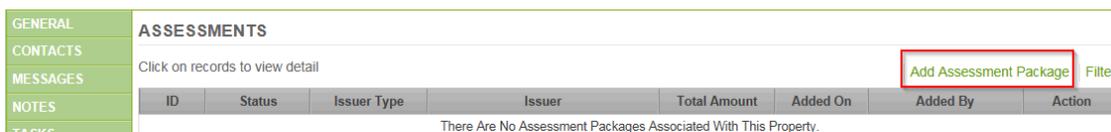
Recurring fees for special assessments must be identified and disclosed to your Asset Manager and all potential buyers. By notifying the Asset Manager, these assessments can be added to the VRMS Disclosure Module VRMS and a disclosure will prepopulate with the buyer’s contract package.

#### EXAMPLES OF SPECIAL ASSESSMENTS OR VIOLATIONS:

- Front foot fees
- Sidewalk or street improvements
- Ground rents
- Installation of sewer or water lines
- Vacant building fees
- Order to demo or condemn
- Recorded utility liens that will require a release of lien (not past due balances)
- Liens imposed by the city due to forced grass cuts, clear debris, clear snow, etc

### 9.4 How to submit a Violation

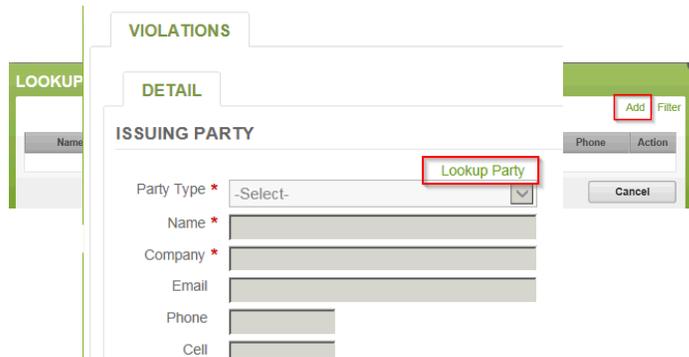
Open the **VIOLATIONS** tab on the left



Click on Add Assessment Package

Click on **Look up Party** and partially enter the name of the entity then select **Apply Filter**

Select the entity from the pre-populated choices,



If the entity does not come up as an option, then click **Add**

Once added, click **Save**

**Please note:** If the entity pre-populates and there is no **Contact Name** present, you will not be able to submit the assessment. In this case, you will need to “Add” it as a new entity and



include a contact name. Complete all the fields marked with a “\*”.

Enter the Violation Detail

Enter **Comments** to briefly explain the type and cause of the violation/expense

Enter the amount of the Violation – assessment, late fees, other fees, etc

Upload the Violation Document

**VIOLATION DETAIL**

Party Type *	Utility Company			
Type *	Delinquent Utility			
Reason *	Electrical Usage			
Issued Date *	10/12/2018			
Violation Date *	10/12/2018			
Due Date	11/02/2018			

	Initial	Current
Violation Assessment *	\$0.00	\$500.00
Late Fees *	\$0.00	\$0.00
Other Fees *	\$0.00	\$0.00
Total Amount *	\$0.00	\$500.00
Broker Resp.	\$0.00	\$0.00
Field Services Resp.	\$0.00	\$0.00
VRM Resp.	\$0.00	\$0.00
VA Resp.	\$0.00	\$0.00
Total Resp. Amount	\$0.00	\$0.00

Document \* H:\CONTRACTS\Past due bill.pc [Browse...](#)

Comments \* Past due utility balance incurred by previous occupant - 3 months billing.

Click “Add”, then go to the top of the page and select **Submit Assessment Package**

**ASSESSMENTS**

Click on records to view detail

[Submit Assessment Package](#)

[Add Assessment Package](#)

[Filter](#)

ID	Status	Issuer Type	Issuer	Total Amount	Added On	Added By	Action
18661	Not Submitted	Utility Company	XYZ Utility	\$500.00	10/30/2018	Javier Torres	<a href="#">Remove</a>

This will create a task for VRM personnel to review. If additional information or documents are needed, you will be contacted. Once payment is approved, you will receive the appropriate expense approval via messages. This will also create a **Violation Payment** task for you. Once paid, refer back to this Violation entry and click on the **Payment** tab to enter the proof of payment and any lien release documents applicable.

## 10 Utilities

Utility establishment, lien discovery, transfer, and ongoing payments are some of the most critical elements in preserving the property, determining repairs, and the market strategy. VRM wants to ensure that past due bills and or liens are uncovered and promptly paid. This avoids marketing and closing delays, preserves the property and mitigates reputational and financial risk.

VRM relies on the utility tasking to:

- Uncover liens, seek approval and promptly pay
- Uncover past due bills, seek approval and promptly pay
- Transfer the utilities into your name
- Determine if repairs are needed to the mechanicals
- Turn on the heat source in the winter and the cooling source in the summer
- Maintain a winter temperature of (62-68 degrees)
- Maintain a summer temperature of (82-88 degrees)

It is our goal to have all utilities active on all assets and clear all past due bills or liens as soon as the asset comes into inventory, becomes vacant, or is released from redemption. It is the responsibility of the listing broker/agent to transfer all utilities into their name within three (3) business days of accepting the assignment or upon vacancy (personal property and/or occupants) of the asset.

It is also the responsibility of the listing broker/agent to continue on-going payments to help with preservation of the property, determine potential repairs and help your Asset Manager to determine the Market Strategy.

### VRMS TASK INSTRUCTIONS

The Listing broker/agent is tasked in the system to “Provide Utility Information” for the following Utilities: Electric/Power, Gas, Sewer, and Water. If the property has additional Utilities (i.e., Storm Water, Trash, etc.) they can be added by utilizing the “Add Utility” link in upper right-hand corner within the Utility tab—The Listing broker/agent must make every effort to ensure all Utilities to the property have been identified. All four-core utilities must be completed.

### UTILITY IS NOT OPERABLE

Regardless of utility condition, accounts must be established for each utility (water, sewer, electric & gas). Establish accounts for each utility even if it will not be operable. This applies to water, sewer, electric, and gas utilities. Water may remain off at the meter due to winterization and/or condition. Please note, if the condition allows, the electric should always remain on and never be turned off at the breaker. In addition, gas should remain on for the heat source. This preserves the home.

Once utilities have been transferred into your name, the listing broker/agent will upload the utility account information to VRMS tasking with all outstanding balance and recorded lien information. The listing broker/agent must obtain an itemized statement, detailing all fees month by month and fee by fee, for delinquent utilities attached to a property. Statements should include the name and address of the service provider, property address and an explanation for all charges.

If utilities are unable to be transferred due to a title vesting issue, select “*Deed Not in Sellers Name*” for the Inactivity Reason. The asset manager will open a follow up task while we wait for

vesting to be corrected. Please check the title module as well as your clerk to obtain updated vesting information.

Account Information

Account #	<input type="text"/>
Has Recorded Lien *	-Select- ▼
Turned On *	No ▼
Inactivity Reason *	Deed Not in Sellers Name ▼
Inactivity Comments *	deed not in VA's name yet

**NOTE** Any penalties, interest and/or fees incurred after 30 days of vacancy or as a result of the listing broker/agent inaction, will be your responsibility and will not be reimbursed by VRM.

### UTILITY DOES NOT EXIST

For utilities that do not exist, mark as “Does not exist” and enter a note. Examples are:

- Sewer - On a private septic system, billed with water bill
- Water - Billed with HOA dues, on private well, on cistern
- Electricity – Unless it’s on a generator, or vacant land with all removed utilities, it exists.
- Gas – On propane, no natural gas service is available

### LETTER OF AUTHORIZATION

If the Utility Company/Municipality requires an Authorization Letter showing that you are representing VRM and the VA, please refer to your assignment message in AMS or download it from the Documents Module.

### LACK OF BILLS/STATEMENTS

When you don’t have a bill or statement on hand to upload and there is no delinquent balance due, create a PDF (on your company’s letterhead) and indicate:

1. (Service type) Service has been placed in your name as of (date)
2. No balances are due – verified by you
3. No bill/statement in hand

Upload to each task it applies to. Do not upload blank pages or service request applications.

### SERVICE REQUEST APPLICATIONS

Many cities require a formal service application from you along with personal information such as dates of birth, social security numbers, licence number, etc. Please do not send these in with personally identifiable information

### MILESTONE TASKS

All four core utility tasks (gas, water, sewer, and electricity) comprise a milestone task. The asset will NOT move forward if these tasks are not completed. If by the due date you do not have the necessary information to complete all four tasks, complete the tasking with the

information you have even if it is only to indicate you need more time, inspections are needed, etc.

The Asset Manager will reject, give you more time to cure/correct the issues present, or simply accept the task. However, the asset will continue to move forward in the REO lifecycle. That is our goal. Any extended delays with this tasking will be taken very seriously and may cause a reassignment.

## INSPECTIONS REQUIRED

If inspections are needed to establish a service, order the needed inspection if it's free. If a cost is involved, submit the documentation noting the fees to the repair module for review. Please move forward with completing the utility task noting inspections are needed and more time is needed to keep the asset moving forward.

## CONDITION ISSUES

If recommending that a utility be left off due to condition, please include photos of the issues you believe prevent service in the PDF file the task requires. This will help us quickly determine if we agree with your recommendation or if further information is needed. If a utility is approved to be left off, balances still have to be addressed by you via this task

## TRANSFER DATE

If the utility/service is activated/transferred, enter the transfer date.

## CONFIRM UTILITY STATUS

The Confirm Utility Status task will open after you have completed a utility payment task in the system. To complete the tasking, go to the utility where you completed the payment. Click the payments tab, then Confirm Utility Status and enter the required information.

**Utilities** + Add Utility

Select a utility row to see details.

Type (Company)	Transferred	Balance	Status	Blocked	Exists	Has Lien	Lien Balance	Is On
<input type="checkbox"/> Electric/Power	8/29/2018	\$0.00	Submitted	No	Yes	No	\$0.00	Yes
<input type="checkbox"/> Gas		\$0.00	Does Not Exist	No	No	No	\$0.00	No
<input type="checkbox"/> Sewer		\$0.00	Does Not Exist	No	No	No	\$0.00	No
<input checked="" type="checkbox"/> Water		\$35.69	Submitted	No	Yes	No	\$0.00	No

Showing Page 1 of 1

Utility Info **Payments** +Confirm Utility Status

## 10.1 Utility Expenses and Billing

### PAST DUE BILLS VS CURRENT BILLING

You will need approvals to pay past due balances and lien amounts present. Once approved and paid, any current billing thereafter is to be paid by you as billed – no approvals needed. Note: Past due/delinquent is anything prior to the vacancy date.

## UTILITY BILLS OVER \$500

If any current bill is over \$500 you will need Asset Manager approvals. Send the statement to your Asset Manager via a message for their review. The expense approval will still come from the Utility Module tasking. LPS/Accounting will not reimburse otherwise. You also need to send a message to the Asset Manager explaining why the bill is over \$500.

- Do we have leaks (on water/gas)?
- Is unauthorized use present?
- Is the HVAC not functioning to it's capacity thus wasting money/running up bills?
- Do we have a faulty sprinkler system?

More than one bill that exceeds \$500 should cause immediate concern. Please investigate the cause. Continued unexplained high bills may cause chargebacks to you if the issues that caused it are not addressed.

## BILLS DISCOVERED AFTER TASKS ARE COMPLETED

If a past due balance is discovered after the utility tasks have been closed out, upload the bill/statement to the Violations tasking as a delinquent utility. The Asset Manager will review for approvals. Be sure to also transfer these accounts into your name and pay current billing thereafter to avoid financial responsibility for late fees, interest charges, penalties, etc. Once the Violation has been "Added", be sure to scroll to the top and click on "Submit Assessment Package" to trigger Asset Manager review. See Violation section of the Vendor guide.

The other option is to "Add" a utility to the Utilities module as "Other". This will also cause Asset Manager review and subsequent approvals.

## PAST DUE BALANCES VS ACTUAL LIENS

Only past due balances go in the "Fees and Responsibilities" section. Recorded liens which require a lien release go in the *Recorded Liens* section. The same balances cannot go on both sections.

## 10.2 Redemption and Eviction Properties Special Instructions

As a general rule, utilities (including electricity) will not be turned on for vacant properties during the redemption period. The only exception is if the property has a sump pump. Then electric service has to be transferred as per required timelines to allow for sump pump operation and to preserve the asset.

From time to time we will encounter a utility bill addressed to the VA on an occupied asset. If discovered, send it in to your Evictions Specialist and Asset Manager. The Eviction specialist will determine if we're able to process payment or not.

## 10.3 Violations

We rely on the listing broker/agents to find current and past violations on the property. When a violation is discovered, all documentation must be loaded to the Violation Module. This could include past due utilities missed upon initial submission of utilities, code violations, demolition orders, HOA violations, vacant property registrations, front foot benefit bills, ground rent bills, etc.

Please note: The HOA violations are not to be entered under the violation tab. They must be submitted under the HOA module with a message to the HOA specialist.

Information required for violation approval:

- Date the violation occurred
- Date all fees were incurred
- All documentation from city/county/HOA, etc
  - Including itemized ledger for total amount owed, month by month and fee by fee.

### ENTERING A VIOLATION:

1. Go to the Violation Module
2. Click Add Assessment Package

**ASSESSMENTS**

Click on records to view detail [Add Assessment Package](#) [Filter](#)

ID	Status	Issuer Type	Issuer	Total Amount	Added On	Added By	Action
There Are No Assessment Packages Associated With This Property.							

**NOTES** [Expand All](#) | [Collapse All](#) | [Add Note](#)

Entered On	Category	Type	Entered By Business	Entered By Contact
No Notes Were Found.				

3. Click Lookup Party

**VIOLATIONS**

**ASSESSMENTS**

Click on records to view detail [Submit Assessment Package](#) [Add Assessment Package](#) | [Filter](#)

ID	Status	Issuer Type	Issuer	Total Amount	Added On	Added By	Action
18008	Not Submitted	Utility Company	Aberdeen Twp Utilities	\$1.00	9/11/2018		

**VIOLATIONS** [Add Violation](#) | [Export Violations to New Package](#)

Type	Reason	Status	Amount	Added On	Added By	Assigned To	Action
Violation	Landscape	Not Submitted	\$1.00	9/11/2018			

Legend: ■ Invalid ■ Valid ■ Pending Review ■ Not Submitted

4. Enter all required information and click Submit Assessment Package

# 11 Property Preservation and Maintenance

The role of the property preservation vendor is so much more than just mowing the grass and cleaning. We rely upon you to not only maintain our client's assets, but to identify any health and safety issues and alert us to any risks to the property. When we collaborate, we help our clients maintain their properties and mitigate reputational, financial and legal risks such as municipal violations, congressional inquiries and media attention. Together we help promote neighborhood stabilization. When you are at the property, always walk the exterior and interior, if accessible, to assess the condition of the property and determine if there are any changes or damages since the last visit. Always take clear time/date stamped photos to document the story of what is going on at the property. When you are performing services at the property, take before, during, and after photos.

At the first request to service the property, whether it be a winterization or bi-weekly maintenance task, you should walk the property and identify any out-of-scope health and safety issues. It is recommended that you submit detailed bid(s) to address these issues at this time for review. If approved, this will enable you to complete the work at the time of initial services.

## 11.1 Preservation Vendor Eviction Process and Responsibilities

### OCCUPIED EVICTION

Assets that are identified in VRMS as Occupied Eviction, (whether owner or tenant), VRM will contact the occupant for permission to perform any services at the asset. If the occupant is agreeable, arrangements will be made between them and our preservation vendor for services to be completed. If the occupant is not agreeable, VRM will contact the eviction attorney to see what, if any actions can be done in order for services to be completed and the system will be updated accordingly.

### FACILITATION OF CASH-FOR-KEYS MOVE OUT

- Description of In-Scope Services: Vendor must be available to support listing broker/agent per direction of Eviction department at time of Cash for Keys. Secondary door re-key is required if directed by Eviction department.
- Timeframe: At direction of Eviction department.
- Out-of-Scope Activities: Subject to state or local authorities.
- Fees For Work Out-of-Scope: N/A.

### FACILITATION OF FIELD EVICTION AND MOVING SERVICES

- Description of In-Scope Services: Provide Eviction and/or moving services as requested and in accordance with local, state and federal laws. Services include four-man hours for a standard lockout where personals are moved to the curb or trashed out at the scene.
- Timeframe: Eviction services will be performed as scheduled and/or required by governing authority.
- Out-of-Scope Activities:
  - Additional man hours exceeding 4 hours
  - Truck rentals required by the sheriff
  - Lockout cancellation fees due to the sheriff calling off a lockout

- Lockouts where personals are required to be relocated to an off-site facility including moving supplies for storage
  - Moving supplies will be reimbursed as proper packing and storage are required by the sheriff.
- Disposal of personal property from storage unit after posting expires
- Certified locksmiths required by the sheriff for the lockout

An exception for the bid submission requirement can be applied on all excessive debris removal associated with a lockout scheduled by local law enforcement. The preservation vendor will provide the Eviction Specialist and the Preservation Repair Specialist with photographs and documentation supporting the excessive debris invoices. The submitted invoice is contingent on supplying supporting photographic documentation of the debris removed and approval from the Preservation Repair Department.

Fees for Work Out-of-Scope: Bids must be submitted for approval to VRM prior to initiating. These move-out costs will be billed as typical in the industry in the normal course, as a cost on the invoice submitted by the eviction attorney, which will be submitted for reimbursement through the normal course from VRM to the VA. This applies to AL, CT, MA, MI and RI is the states where the sheriff handles statewide. Suffolk County is the only county in NY.

### LOCK BOX INSTALLATION AND RE-KEY OF REMAINING EXTERIOR LOCKS UP TO SIX

- Description of In-Scope Services: For properties in redemption or personal property eviction and in accordance with local law, a Secondary Rekey will be requested. Secondary Rekey or Secondary Rekeying refers to the act of changing the lock on a secondary entry point of the asset, generally a backdoor.
- The listing broker/agent is responsible for providing the lock box. The lock box code should always be the last four digits of the Asset ID number.
- \*\*\*A lockbox must be placed by the listing agent / broker on all assets in redemption with the exception of MI.
- \*\*\*A lockbox should NOT be placed on vacant eviction assets property with exception of CT, IA (with the exception of Polk County), MN, RI and WY.
- A photograph of the lockbox with key, and lockbox code must be taken and uploaded into VRMS documents at the time of the secondary re-key.
- Timeframe: Within two business days of initial determination that the property is vacant.
- Out-of-Scope Activities: Additional rekey due to theft and/or vandalism, which exceeds the maximum number of six in-scope lock changes. (Verify theft and vandalism)
- Fees for Work Out-of-Scope: Subsequent lock changes will be billed at the rate of \$40 each if the maximum number of six locks has been used.

### PERSONAL PROPERTY EVICTION & REDEMPTION

Assets that are identified in VRMS as Vacant Personal Property Eviction or Vacant Redemption must have exterior services performed to avoid potential City or HOA Violations.

- Bi-weekly yard maintenance
- Boarding and securing any openings

- Secure pools
- For above ground, remove ladder
- For in ground, place a pad lock on the fence
- Identify any health and safety issues
- Tarp roof when necessary to prevent water intrusion
- Winterization
- No winterization signage will be placed in the property
- VRM's winterization schedule will be followed
- Water intrusion
- Water will be shut off at the street and agent will get with the VRM Asset Manager
- Address attractive nuisances
- No personal property from the premise will be removed without approval from the VRM Eviction Specialist
- Exception: Items considered true trash would be removed as necessary to keep the property clean, safe, sanitary and free of violations.
- Personal property that is minimal but exceeds the \$800 threshold will be combined into one area of the asset.
- Listing broker/agent will take an inventory of all personal property that remains in the asset.

## 11.2 Initial Services

### INITIAL SECURE

Lawfully gain access to the asset and secure. Walk the exterior of the property to determine overall condition and provide date stamped photos of front, sides, and back of property. Walk through the interior of the home to assess condition and provide time/date stamped property condition photos. Verify all windows and doors are secured against unlawful entry. Board up all unsecured opening(s) including but not limited to crawl spaces and broken windows. When boarding, plywood must cover the entire opening/frame (**boarding is bolt through board secured to interior 2x4**). Remove all shards of glass. Secure all sheds, outbuildings, and garages. This also includes preventative board-ups in certain areas where there is a high likelihood of forced entry or vandalism. Take **time/date stamped** before, during, and after photos of work performed. The Listing broker/agent must install a lock box coded to the last four digits of the asset ID. At initial services, you as the assigned vendor are required to complete all in-scope work.

- Description of In-Scope Services: Additional 6 knob locks. If there is a deadbolt, remove it and install a plate cover. All boarding and securing.
- Timeframe: Within two business days of Initial Services Task activation.
- Out-of-Scope Activities: If property is inaccessible by normal means (i.e., driveway is washed out in rural areas, wild dogs preventing access, etc.), additional work to gain

access will be assessed and, if necessary, bid as a unique expense requiring VA's approval prior to completing. In addition, if local ordinance requires what is deemed unreasonable by typical industry standards, e.g. excessive board up requirements such as metal doors, install of electrical lighting, etc. a bid will be obtained and submitted for client approval.

- Fees for Work Out-of-Scope: Fees for lock changes exceeding seven locks will be charged at the rate of \$40 each.

## SALES CLEAN

Description of In-Scope Services: Sales clean services will include removal of all interior and exterior debris and cleaning to include: appliances, cabinets/drawers inside & out, counters, sinks, tubs, showers, toilets, sweep and mop floors, vacuum carpet; remove debris from gutters and downspouts; clean windows and sills/mirrors, and deodorize by installing air fresheners; remove debris from gutters and downspouts. Carpet steam clean may be required at VRM's discretion. All light fixtures and ceiling fans must be cleaned and have operational light bulbs, replace broken covers for switches/outlets and exposed electrical wires capped. Exterior cleaning will include sheds and outbuildings. Provide time/date stamped before and after photos.

- Timeframe: Within seven business days from initial determination of vacancy.
- Out of Scope Activities: Replacement of light fixtures/ceiling fans, painting, tree trimming or removal of trees or any other service not listed above. In addition, any fixtures that require a licensed or bonded tradesman to repair/replace (i.e., electricians, plumbers) are not included.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

## INITIAL YARD MAINTENANCE

Initial yard maintenance is described as the initial lawn cut to include cutting, weeding, edging, trimming, blowing, removal of clippings and yard waste (leaves). Always provide time/date stamped before, during, and after photos.

- Description of In-Scope Services: Standard services include a lawn cut up to 24" up to an area of 15,000 square feet, including front, back and side yards. Shrubs must be trimmed a minimum of 12 inches away from the building(s), at mid-window or below, away from walkways and entrances, and conform to neighborhood standards.
- Timeframe: Within seven business days of initial determination of vacancy, as seasonally and geographically appropriate.
- Out-of-Scope Activities: Initial grass height greater than 24", Sprinkler system repair, sodding, seeding, mulching, replacement and planting of landscaping (i.e. flowers, shrubs, plants), and lawns that exceed 15,000 square feet. Necessary use of special equipment such as a bush hog/weed eater to trim the grass due to excessive height. Removal of any shrubs, vines, or trees. Trimming of trees growing on to or over the asset. Trees must be trimmed a minimum of 36 inches from the asset.
- Fees for Initial Out-of-Scope Yard Services: VRM has approval to complete initial lawn services at a rate of \$20 per 5,000 square feet above the in-scope limit of 15,000 square feet not to exceed 1 acre or 43,560 square feet or submit a bid if (the conditions require more than \$20.00 per 5000 square feet). Date time/stamped photos must be received

that clearly documents the need for services. Bids must be submitted for approval for anything over 1 acre or 43,560 square feet or when the preservation vendor bids lawn service exceeding 15,000 square feet prior to initiating work. Regarding lawn maintenance, the bids will only include proposed charges for the excess above 1 acre or 43,560 square feet or in excess of 15,000 square feet when the preservation vendor chooses not to complete out of scope lawn services for \$20 per 5,000 square feet.

Remember to always provide time/date stamped before, during, and after photos.

**NOTE:** Trees are defined as generally being over 20 feet tall and having trunks more than 2 inches in diameter at 4.5 feet above the ground. Shrubs are smaller and often have many smaller, woody, bark covered stems rising from the base.

### 11.3 Interior and Exterior Debris Removal

All interior and exterior debris must be removed from the asset; this includes attics, basements, crawl spaces, sheds and outbuildings. **ALWAYS** remove exterior debris first unless specifically instructed otherwise.

#### APPLIANCES

- Do NOT remove appliances without the asset managers prior written approval
- If it is necessary to remove appliances, they should be disposed of as general debris and count towards in-scope/out-of-scope debris
- Contents of any appliances such as refrigerators/freezers would be considered general debris
- If the dump will not accept the appliance or charges a disposal fee, you must provide evidence to that effect. The disposal fee would be reimbursable with documentation.
- If the dump requires special handling such as removal of door(s) or Freon, a special handling fee would be reimbursable with documentation
- Unless the appliance must be taken to a separate facility, a transportation fee should NOT be charged
- The following time/dated photos are required for all debris removal:
- Each load must be documented with the load number, property address, and Height x Width x Length
- If commercial trucks or dumpsters are used, you must provide a receipt and photos of the entire back and side of the truck/dumpster to verify size. The lettering on the truck must be clearly visible.
- Photo documentation measuring height, width, and length of each load
- Photo of each load empty, 1/4 full, 1/2 full 3/4 full and fully taken at a distance far enough away to accurately capture the full view of the load
- Photo of the full load at the subject property
  - Description of In-Scope Services: Removal of interior and exterior debris up to 40 cubic yards.
  - Timeframe: Five business days from initial determination of vacancy.

- Out-of-Scope Activities: Debris in excess of 40 cubic yards. Any items that require special disposal as required by applicable law will be considered an out-of-scope service (i.e., meth labs, drug paraphernalia, illegal weapons/explosives, etc.). Debris that requires special handling, requires special equipment, specific disposal facility and/or excessive weight (i.e., stone, tree trunks, railroad ties). Removal of interior and exterior debris illegally dumped on property post initial services.
- Fees for Work Out-of-Scope: You are pre-approved to remove all debris at the property. Fees for debris removal in excess of 40 cubic yards must be billed at a rate of \$50 per cubic yard. Removal of interior and exterior debris illegally dumped on property post initial services billed at a rate of \$50 per cubic yard. Fees associated with debris disposal at a landfill or waste transfer station up to \$150.

## 11.4 Winterization

Damage can occur quickly during freezing temperatures. It is critical to complete winterizations in a timely manner to prevent freeze damage. All winterizations must be in accordance with local, state and or federal regulations. Upon arrival to the property, if water is on, check for any obvious leaks. Shut off water supply, zip-tie in the off position (if allowed by municipalities), open all faucets, empty all tanks including Hot Water Heater, use compressed air to blow out system, pressure test, and apply non-toxic antifreeze to plumbing system. Toilets must be cleaned before adding antifreeze. Apply winterization stickers on all water fixtures. Date of winterization must be on each posting. Upon completion of the winterization, open the line on each faucet to ensure there is no residual water in the line. Once the line is free of ALL residual water, shut the faucet off. Upon completion of the “Winterization-Complete” Task, a payment to the property services vendor is generated. All winterizations must be performed as seasonally and geographically appropriate, typically from October 1 through April 15. (See appendix) The following time/date stamped photos are required:

- Showing the water turned off and zip-tied at main upon completion
- Photos of the winterization signs on all water fixtures (do not place winterization signage on properties in personal property eviction or redemption status)
- Draining water heater
- Antifreeze in toilet bowls and traps
- Winterization warning posted on front door
- Photo of pressure test (air gage showing pressure at 30 PSI or greater) \*\*\*Required for payment\*\*\*
- If power is electricity, photo of panel with water heater taped in “off” position
- If heat is gas, photo of HWH gas to off position.
  - Description of In-Scope Services: Performing all necessary steps to help prevent against cold temperatures.
  - Timeframe: Within three calendar days of Winterization Task activation.

- Out-of-Scope Activities: Winterizing boiler systems, radiant heat system, or well systems. These may require special handling, please contact your VRM repair specialist. Winterization of sprinkler systems, pools and/or underground heating systems are out-of-scope. Repairs needed to make these systems operational are also out-of-scope.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

## SUBSEQUENT DE-WINTERIZATION FOR INSPECTION AND RE-WINTERIZATION AFTER INSPECTIONS

Previously, the property services vendor was notified through VRMS messaging when to de-winterize an asset prior to buyer inspections. With the development of the Milestone Pricing plan, there are now two distinct tasks:

- De-Winterization-Complete
- Re-Winterization – Complete

Once the listing agent/broker identifies the need for a de-winterization, they trigger the De-Winterization-Complete task. The property services vendor receives the task in VRMS to perform the de-winterization. You must de-winterize and perform system check in preparation of homebuyer's inspection. Be certain all faucets and valves are closed. Turn water to the home on, perform a thorough check of the home for any leaks and hot water heater is filled. Do NOT de-winterize if there is danger of freezing temperatures and the heat is not on. Upon completion of the inspection, the property will be re-winterized. Follow winterization guidelines.

Once the listing agent/broker identifies the need for a re-winterization, they trigger the Re-Winterization-Complete task. The property services vendor receives the task in VRMS to perform the re-winterization. You must re-winterize and perform a system check. Timely completion is imperative to ensure that no plumbing damage occurs at the property. All winterizations must be completed within local, state, or federal requirements. Upon arrival to the property, check for obvious leaks, shut off the water supply, drain all pipes using compressed air, pressure test and apply non-toxic anti-freeze to the plumbing system. Toilets must be cleaned prior to adding antifreeze. Apply new dated winterization stickers on all water fixtures. Note that if damage occurs you may be held liable for faulty or late re-winterizations.

For each task, the assigned property services vendor will receive a Milestone payment at the completion of the task. Time/Date stamped before, during, and after photos are required and you should maintain an archive of photos for a minimum of 1 year after the sale or disposition of the asset. De-Winterization tasking will not receive an Incentive or Disincentive payment. If the task becomes overdue, it will close. Always notify the assigned Asset Manager with any potential damage or leaks discovered during the De-Winterization - Complete and document AMS with any findings.

- The timeline for the De-Winterization task is 3-days. The De-Winterization task will close at the conclusion of the third business day and no payment will be generated.
- The timeline for the Re-Winterization task is 3-days. To receive the full Milestone payment for this task you will need to complete the task by the third business day.

Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

## 11.5 Health and Safety Hazards

Identify all health and safety hazards that exist at the subject property. A health and safety hazard is defined by any condition that poses an immediate threat to safety and/or well-being or constitutes a liability risk. These hazards should be eliminated within 24 hours unless not reasonably possible. In those limited cases where they cannot be eliminated, the condition must be reported to VRM within the next business day.

- **Timeframe:** Within 24 hours of discovery.
- **Description of In-Scope Services:** Secure pool area and all other water features, re-secure handrails, steps and decking, secure broken glass/windows, removal of raw garbage, one-time insect/rodent infestation treatment such as a fogger, bait, traps, or chemical treatment. Eliminate or identify and report any other health and safety concerns not previously mentioned.
- **Out-of-Scope Activities:** Installation of handrails, steps and deck repair, discoloration abatement, removal or other remedy of structurally unsound structures, fire/smoke damage, water damages or risks caused by natural disaster or vandalism, underground storage containers, hazardous spills and/or similar environmental issues. Removal of raw garbage illegally dumped on property post completion of initial services.
- **Fees for Work Out-of-Scope:** Bids must be submitted for approval by VRM prior to initiating. Bids for treating discoloration must include the specific amount of square feet for drywall, insulation, door trim and/or baseboard removal and address treating the area with anti-microbial. Dehumidifiers, if needed, should also be bid. Bids to remove carpet must detail why it is a health/safety hazard, include the specific amount of square feet, and address padding and removal of tack strips. Any health or safety risk not covered will be identified and approved prior to addressing. See the VRM-VA Property Preservation Expense Delegation Matrix for approval levels. Provide time/date stamped photos of before, during, and after, including spaying area with anti-microbial.

### HANDRAILS

The installation of a handrail/safety railing will always be required where three or more risers and a landing are present.

- **Description of In-Scope Services:** Reinstallation per local building code of handrails that are dismantled but, on the property, where 3 or more risers and a landing are present.
- **Timeframe:** Within two business days of initial determination of vacancy or discovery.
- **Out-of-Scope Activities:** Replace missing materials for deck handrails, risers, ramps, decking or modification to stairs. If any of these items are deemed unsafe a bid for the repairs will be submitted for approval and caution tape placed around the affected area.
- **Fees for Work Out-of-Scope:** Bids must be submitted for approval prior to initiating. Include type of material to be used and linear feet. Provide time/dated stamped before and after photos.

### SWIMMING POOLS, SPAS, AND WATER FEATURES

Secure swimming pools, spas, and water features by ensuring fencing/gates/lanais are secure. If no fence exists, then please provide a bid to cover the in ground pool with a safety mesh cover.

- Description of In-Scope Services: Installation of up to two padlocks and posting no trespassing signs.
- Timeframe: Within 24 hours of discovery.
- Out-of-Scope Activities: Fence/gate and/or lanai repairs, mesh safety covers, draining, filling, acid washing or winterization of pools, spas and/or other water features. Removal of above ground pools, spas, and adjoining decks. If bidding to cover an in-ground pool, it must be for a safety mesh cover and include the length and width of the pool. On-going pool maintenance is out-of-scope and must be bid separately. If pool is non-operational and cannot be drained, provide bid to treat for mosquitos and shock. Always provide date stamped before, during, and after photos.
- Fees for Work Out-of-Scope: Bids must be submitted for approval by VRM prior to initiating. Additional padlocks must be billed at the rate of \$40 each.

### SECURING WINDOWS

- Ensure all windows are secure.
- Description of in-scope services: Replacement of lock mechanism and installation of slider locks.
- Timeframe: Within seven business days of determination of vacancy.
- Out-of-Scope Activities: Window replacement and/or installation. Provide size of window on bids. Always provide time/date stamped before, during, and after photos.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

### BOARDING AND/OR RE-GLAZING WINDOWS WHEN NECESSARY

- Description of In-Scope Services: Boarding of up to the first 6 unsecured opening(s) including doors, crawl spaces and broken windows. Boarding is defined by securing any opening (doors, windows, crawl space, etc....) that is unsecure and cannot be secured by normal means. Boarding will be completed to prevent unlawful access, exposure to the elements and in accordance with local, state or federal laws. Window glazing or re-glazing is the act of replacing glass in a single pane window. Re-glazing will only be completed if it is the required method by city, county or HOA ordinance.
- Timeframe: Within two business days of initial determination of vacancy.
- Out-of-Scope Activities: Boarding/securing broken glass/windows after the first 6 openings have been secured. The order will be largest to smallest when determining cost if more than 6 openings require securing. In addition, if local ordinance requires what is deemed unreasonable by typical industry standards, e.g., polycarbonate or clear boarding, excessive board up requirements such as garage doors, metal doors, install of electrical lighting, VPS or commercial grade securing methods etc., a bid will be obtained and submitted to VRM for approval. Openings to areas other than those listed above resulting from vandalism, storm, and accidental damage (e.g., fallen tree, damage caused by vehicle, etc....). Provide size of window on bids. Always provide time/date stamped before, during, and after photos.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

### COVER ELECTRICAL SERVICE PANEL AND OUTLET COVERS

- Description of In-Scope Services: Temporary covering of electric service panel. Outlet/switch covers replacement. Exposed bare wires must be capped. Provide date stamped photos.
- Timeframe: Within seven business days of initial determination of vacancy.
- Out-of-Scope Activities: Replacement of electric service panel, sockets, fixtures, wiring, electric panel replacement and/or repair, permits, or professional trade involvement or electric delivery equipment.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

## 11.6 Hazardous Materials

Hazardous Materials (HAZMAT) may include (but are not limited to) the following items:

- Tires
- Paint
- Paint thinner
- Pool cleaning chemicals
- Yard chemicals
- Corrosive or flammable fluids
- Household Cleaners
- Hazardous chemicals, etc.
- In-scope Activities: Items accepted as general debris at landfill.
- Timeframe: seven business days from initial determination of vacancy.
- Out-of Scope Activities: Hazardous materials (HAZMAT) removal can be submitted for out of scope reimbursement only when the items are not accepted by the land fill, require a special dump fee, and/or the removal requires a trip to a separate dumpsite.
- Fees for Work Out-of-Scope: When submitting a bid for approval, be sure to include the following:
  - HAZMAT bid needs to be itemized in a line item format including HAZMAT material breakdown, handling costs (to include drying of paint), transportation fee, miles to facility, and estimated dump fee
  - Before photos must include all HAZMAT items gathered into one location in a presentation that allows the reviewer to be able to count the number of HAZMAT items
  - List the full name, street address, and phone number of the facility that HAZMAT will be delivered to. Need mileage of trip to dump site on bid and invoice to be reimbursed at .63 cents per mile
  - If multiple dump sites are involved, all must be listed
  - Evidence that the hazmat items are not accepted as general debris at the landfill
  - All bids to remove hazardous materials must be reviewed and approved by the VRM preservation specialist or Asset Manager prior to removal.

### REIMBURSEMENT FOR HAZMAT

After the HAZMAT has been removed from the asset and disposed of at a proper facility, the following is required for reimbursement on standard HAZMAT:

- HAZMAT invoice itemized in a line item format including HAZMAT material breakdown, any handling costs, transportation fee, miles to facility and actual facility receipt for hazmat
- Must include the full name, street address, and phone number of all dump facilities where hazardous material was delivered
- If multiple dump sites were involved, all must be listed
- A dump receipt is required for any reimbursement and must include all of the following:
  - The full name, street address, and phone number of the facility
  - Fee for special disposal of HAZMAT
  - The following time/dated photos are required:
    - Before photos of all HAZMAT items gathered into one location in a presentation that allows the reviewer to be able to count the number of HAZMAT items
    - After photo of the same location documenting the items removed
    - Photo of the Hazmat on the truck at subject property
    - Photos of the dump site entrance and/or sign
    - Photos of the PPV crew unloading hazmat at facility

Below is required for paint that must be dried prior to disposal:

- Before photo of all paint items gathered in one location at subject property
- After photo of the same location documenting the items removed
- A photo of the paint on the vehicle at subject property
- A photo of the paint being mixed with drying material
- Once dried, paint can be disposed as general debris and will be paid at the \$50.00 per cubic yard rate.

If an appliance contains a hazardous material such as Freon or contaminated contents, it may require special handling and disposal. If the Freon can be removed, standard HAZMAT disposal requirements will be followed for Freon only. If the appliance contains a hazardous such as Freon, standard HAZMAT disposal requirements will be followed.

**NOTE:** All dump receipts will be verified. If the dump fees are less than the estimated fee, the total invoice must be adjusted to reflect the total cost. If no dump receipt is submitted, no dump fee will be reimbursed. If you are unable to comply with any of the above requirements, contact VRM preservation specialist or Asset Manager prior to removing materials from asset.

## 11.7 Vehicle Removal, Graffiti, and other Special Items

- Description of In-Scope Services: The extraction of one standard abandoned vehicle, limited to a car, truck, motorcycle, SUV, ATV, or personal watercraft. All removal(s) will be completed in compliance with local, state and/or federal law.
- Timeframe: Within seven business days of initial determination of vacancy or discovery.

- Out-of-Scope Activities: In instances where there are multiple vehicles, removal of initial vehicle will not take place until authorization is received to remove all vehicles onsite. Any vehicle not listed above or vehicles that cannot be removed by standard or flat-bed towing method; i.e., buses; motor homes; cargo vans; 18 wheelers; etc. are considered out-of-scope activities.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

### GRAFFITI ABATEMENT

- Description of In-Scope Services: Prime, paint or chemically remove vulgar and/or obscene writings, drawings, painting from all interior or exterior walls, ceilings floor or concrete. *Every effort will be made to match existing colors to enhance the overall aesthetics of the asset.* If a chemical removal system is required, VRM will take every provision to ensure a uniform appearance. Provide date stamped before and after photos.
- Timeframe: Within seven business days from initial determination of vacancy or discovery.
- Out-of-Scope Activities: Priming and painting of non-affected areas, resurfacing, staining or removal/replacement of surfaces where elimination is not possible.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

### SMOKE DETECTORS AND ALL DETECTION DEVICES REQUIRED BY LAW

- Description of In-Scope Services: Verify that all smoke and carbon monoxide detectors are present and in working order in accordance with local laws. Replace as needed and ensure in working order including installation of batteries if needed.
- Timeframe: Five calendar business days from initial determination that property is vacant.
- Out-of-Scope Activities: *Hardwired detectors are out of scope.* Replacement necessitated by theft and/or vandalism as part of a larger vandalism report. Also, new smoke and carbon monoxide detectors that were not previously in place but are now required due to new local/state regulations that were not in effect when the property was constructed or updated. Written confirmation of any ordinance should accompany bid.
- Fees for Work Out-of-Scope: VRM must submit Bids for approval prior to initiating.

### PEST CONTROL (NOT TO INCLUDE TERMITE OR WOOD DESTROYING ORGANISM TREATMENT)

- At the time of first access to the property, you should determine if any in-scope pest services are necessary and treat. Provide time/date stamped photos that clearly document in-scope services were performed.
- Description of In-Scope Services: Pest Control is described as a minimum of one-time interior chemical fogger applications to treat and cure infestation risk such as cockroaches, ants, spiders, bed bugs, rodents, snakes or other commonly known insects or pests. Provide time/date stamped before and after photos.
- Timeframe: Within seven business days of initial determination of vacancy and/or as needed thereafter.

- **Out-of-Scope Activities:** Out-of-scope activities would include the treatment of pests when considered a health and safety risk to enter property, instances where one interior chemical fogger application isn't effective or other forms of pests not specifically listed above that must be removed by a licensed or trained professional or are a protected species such as snakes and honey bees. Lawn treatment for fleas, ticks and/or other pests.
- **Fees for Work Out-of-Scope:** Bids must be submitted for approval prior to initiating whether it is for a professional bid after minimum requirements for in-scope services have been met or for a professional bid for out-of-scope services. Bids for professional services **MUST** be on business letterhead.

## 11.8 Moisture Damage and Sump pumps

### MOISTURE DAMAGE

- **Description of In-Scope Services:** Identify the source of the water causing the damage and mitigate if possible. Turn the water off at the street or shut off valve. Provide time/date stamped photos.
- **Timeframe:** Within seven business days of discovery.
- **Out-of-Scope Activities:** Mitigation of structural cause(s) contributing to moisture damage/excessive humidity. Provide bids for the mitigation of further damages (pull out wet flooring, padding, etc.), repair of the damage, and installation of a dehumidifier in accordance with the amount of moisture content, size of area and other mitigating factors.
- **Fees for Work Out-of-Scope:** Bids must be submitted for approval prior to initiating.

### SUMP PUMPS AND PUMP OUTS

- **Description of In-Scope Services:** Identify if there is a sump pump/sump pit and if the sump pump is operational. If there is standing water in the basement, an initial pump out will be performed as in-scope.
- **Timeframe:** Within seven business days of initial determination of vacancy.
- **Out-of-Scope Activities:** Replacement and/or installation of sump pump if non-operational or not present. Additional pump outs after initial pump out. Maintaining electricity to location along with subsequent sump pump failures.
- **Fees for Work Out-of-Scope:** Sump pump replacements must be bid and approved prior to installation. Additional pumping of basements must be bid and submitted for approval prior to initiating.

## 11.9 Roof Repairs (Patching and Tarping only)

- **Description of In-Scope Services:** Resolve roof leaks either by patching (up to 10 shingles) or tarping (up to one 20' x 20' area) as a temporary measure to help mitigate damage until a permanent corrective maintenance plan can be formulated and further approval obtained. Provide time/date stamped photos.
- **Timeframe:** Within seven business days of initial determination of vacancy.

- Out-of-Scope Activities: All roof repairs, roof patching (11 or more shingles), roof tarping (2 or more areas or 1 area greater than 20' x 20'), replacement of roofs, decking, etc.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

## 11.10 Recurring Services

### ROUTINE BI-WEEKLY SERVICES

- Description of In-Scope Services: Routine biweekly inspections of interior and exterior to confirm the property is secure identify overall condition and any deficiencies, refresh sales clean and perform yard maintenance. Recurring cleaning service shall include; wipe down of appliances and cabinets inside & out, clean toilets, mop floors, vacuum floors/carpets, and clean windows, as needed. All light fixtures, interior and exterior, and ceiling fans shall be cleaned and have non-operational lights replaced, smoke and carbon monoxide detectors shall have operational batteries installed, and detectors must be inspected to ensure they are in working condition. If not, detectors or batteries must be replaced as needed.
  - Biweekly yard maintenance; as seasonally and geographically appropriate. Yard maintenance shall include; cutting, weeding, shrubs trimmed and clippings and incidental debris removed from the property.
  - As seasonally and geographically appropriate snow/ice, removal services must be completed by shoveling and or removing snow and/or ice from sidewalks and driveways to help prevent fall and/or injury while remaining in compliance with local, state or other guidelines.
- Timeframe: Every 15-calendar days after initial inspection.
- Out-of-Scope Activities: Inspections that require additional testing, sample analysis or that require special instruments or an individual of authority in a specific field. Tree trimming and pruning, removal of dumped debris, damage caused by acts of nature. Clearing snow from rooftops, out buildings or other structures, unless required by local laws.
- Fees for Work Out-of-Scope: Bids must be submitted for approval prior to initiating.

### SECURING AND BOARDING AS A RESULT OF VANDALISM

- Description of In-Scope Services: Boarding of up to the first 6 unsecured opening(s) including doors, crawl spaces and broken windows. Boarding is defined by securing any opening (doors, windows, crawl space, etc....) that is unsecure and cannot be secured by normal means. Boarding will be completed to prevent unlawful access, exposure to the elements and in accordance with local, state or federal laws. Window glazing or re-glazing is the act of replacing glass in a single pane window. Re-glazing will only be completed if it is the required method by city, county or HOA ordinance.
- Timeframe: Within two business days of initial determination that vandalism has occurred.
- Out-of-Scope Activities: Boarding/securing broken glass/windows after the first 6 openings have been secured. The order will be largest to smallest when determining cost if more than 6 openings require securing. In addition, if local ordinance requires what is deemed unreasonable by typical industry standards, e.g., polycarbonate or clear

boarding, excessive board up requirements such as garage doors, metal doors, install of electrical lighting, VPS or commercial grade securing methods etc., a bid will be obtained and submitted to VRM for approval. Openings to areas other than those listed above resulting from vandalism, storm, and accidental damage (e.g., fallen tree, damage caused by vehicle, etc....).

- Fees for Work Out-of-Scope: Bids will be submitted for approval prior to initiating.

### **SNOW/ICE REMOVAL IN COMPLIANCE WITH LOCAL LAWS**

- Description of In-Scope Services: As seasonally and geographically appropriate snow/ice, removal services must be completed by shoveling and or removing snow and/or ice from sidewalks and driveways to help prevent fall and/or injury while remaining in compliance with local, state or other guidelines.
- Timeframe: Within two business days of snowfall/precipitation.
- Out of Scope Activities: Clearing snow from rooftops.
- Fees for Work Out of Scope: Bids must be submitted for approval prior to initiating.

### **SALTING FOR ICE STORMS**

- Description of In-Scope Services: The application of salt and/or sand to help prevent fall and/or injury while remaining in compliance with local, state or other guidelines.
- Timeframe: Within two business days of snowfall/precipitation.
- Out of Scope Activities: None
- Fees for Work Out of Scope: N/A.

## **11.11 Emergency Repairs**

In the event that a property is in imminent risk of further damage, due to either vandalism or natural causes, listing broker/agents may be authorized to perform preventive services to mitigate further damage. The repairs will be to abate the cause of damage only, and are not to include any of the actual repairs that may be necessary. The listing broker/agent will contact the assigned preservation vendor first; the assigned preservation vendor must make every effort to be available to address the emergency. If the PPV is unable to resolve the emergency issue within 24 hours, caution tape must be placed around the area.

## 12 Repairs

### 12.1 Capital Repairs vs Property Preservation /Maintenance Repairs

Capital repairs are defined as repairs performed on the property adding to the market value. Preservation and Maintenance (P&M) repairs do not add value to the property and are considered regular maintenance.

Examples of Capital Repairs:

- Replacement of flooring, i.e. carpet, vinyl etc.
- Repair or replacement of drywall/studs
- Full interior and/or exterior painting
- Major roof repair or replacement
- Major repair or replacement of system equipment, i.e. heaters, air conditioners, pool equipment, appliances, etc.

Examples of P&M Repairs:

- Debris Removal
- Yard Services
- Securing the property
- Health & safety hazards

### 12.2 Repair Bids – Capital Repairs

When capital repair bids are requested, you will be tasked to provide the bid(s) needed. A Repairs – Enter Capital Bids task will trigger to the Listing Broker/agent by default. The bids needed can be requested from either the assigned Property Preservation Vendor or any other third party vendor. For specialized trade items such as paint, plumbing, HVAC, carpet install it may be best to also obtain bids from individual specialized companies.

The bids provided must be identical in the requested scope of work. Bids should also contain as much information as possible in relation to the work being bid. For example, on a carpet replacement bid, the bid should contain; square feet of carpeting to be replaced, type/thickness of pad, color of carpeting, weight, etc. On an appliance installation bid, the bid should include the brand, model number, type, and color.

Before photos that you upload into VRMS, must fully show and document the work to be done. The system will accept more than three photos. Photos should be detailed and demonstrate the support for the requested repair item(s).

## APPROVAL/COMPLETION OF CAPITAL REPAIRS

Once the bids have been uploaded, the Asset Manager will review them for accuracy. If deemed correct, an approval will be sent via messages noting the name of the vendor whose bid was approved and the amount approved. The Repairs – Complete Repairs task triggers. The amount of days given for completion of the task will depend on the amount of the work approved. The larger the amount, the more days you will be given in the task. Once approved, immediately relay the approval to the vendor whose bid was approved. Oversee the completion thereafter.

*During Photos* - The vendor or you should document the work in progress with photos.

Once the work is completed, a full set of “during and after” photos are needed in the tasking leaving no doubt the work approved was completed. Photos should be detailed and demonstrate the support for the completed repair item. A notarized All Bills Paid affidavit is required for all work approved. If three different trades/bids were approved, three different notarized All Bills Paid affidavits are required. A space to upload these is present in the Repairs – Complete Repairs task.

Once reviewed and approved by the Asset Manager, the Listing Agreement will release and the property goes on the market.

## 12.3 Repair Bids – Property Preservation & Maintenance

Property Preservation & Maintenance (P&M) repairs are needed on almost all properties. These repairs are needed to prepare the property for marketing, address health and safety issues that are not in scope, and address compliance items. These repairs can and often do hold up marketing. Once access to the property is gained, identify health and safety issues and other property preservation items that are out of scope and kindly ask the property preservation vendor to submit bid(s) to address.

## 12.4 Lender Required or Buyer Requested Repairs

From time to time, repairs must be made to comply with the loan/appraisal requirements. If required, alert your Asset Manager of the appraisal findings/underwriter requirements via messages. You will need:

- Copy of the appraisal – needed to begin review
- 2 bids for the work needed – needed after Asset Manager decides to move forward with repairs

All lender-required repairs requires management approvals after review of appraisal and bids. The cost of the repairs is expected to be added to the sales price, reduced from negotiated closing costs assistance, or both.

If repairs are moving forward, the Asset Manager will trigger the repairs tasking. Upload the two required bids ensuring the bids are identical. Photos should be detailed, supporting the need and or requirement for the repairs.

The process thereafter is similar to P&M repairs tasking with the exception of the required All Bills Paid Affidavit. The work/task will not be approved and may delay your closing if the documentation is not provided.

When closing out the repair, include a notarized All Bills Paid Affidavit attached to the invoice. This is required. The work/task will not be approved without it and may delay your closing.

If the buyer is requesting repairs outside of a lender requirement/appraisal contingency, contact your Asset Manager via messages. DO NOT send in inspection reports unless asked to. If the Asset Manager chooses to entertain the request, the Asset Manager will trigger the tasking needed. Price and or closing costs assistance may be affected. A notarized All Bills Paid Affidavit is also required attached to the invoice.

## 12.5 Second Bids

The repairs module contains logic to require a 2<sup>nd</sup> bid from either you or the assigned preservation vendor when certain dollar amounts are surpassed for P&M bids and for Capital repair bids. The tasking looks the same. If you are not sure if we already have a bid or if a second bid is needed, contact your Asset Manager for clarification. If a 2<sup>nd</sup> bid is needed, it needs to be from a different party than the one already in the system.

From time to time, the Asset Manager or Repairs Specialist may request a second bid for reasons other than surpassing a specific dollar amount. If tasked to do so, the bid needs to be from a different party. The tasking looks the same. If you are not sure as to whom the second opinion bid should be from, contact your Asset Manager or Repairs Specialist (if in Pending Initials status) for clarification.

## 12.6 Emergency Repairs

In the event that a property is at imminent risk of further damage, due to either vandalism or natural causes, listing broker/agents may be authorized to perform preventive services to mitigate further damage. The repairs will be to abate the cause of damage only, and are not to include any of the actual repairs that may be necessary to bring the property back to the original condition. All emergency repairs must also be uploaded in the Repair Module under the associated category. The submission should include supporting before and after photo documentation of the damage. The mitigation document will be required prior to authorization to submit for invoice reimbursement.

Timeframe: You must attempt to contact the assigned property preservation vendor. Document all attempts in the system within 24 hours of discovery to address the emergency prior to the listing broker/agent/ contacting a third party contractor. Third party contractors may be used after documented attempts to contact the assigned property preservation vendor. The listing broker's \$1,500 emergency contingency may be used during these hours and only for the following out of scope emergency expense categories:

3.1.17 (Boarding and/or replacing windows)

3.1.25 (Prevention of further moisture damage)

3.1.27 (Roof Repairs – patching and tarping only)

Note: Detailed photographs of the emergency repair are required for invoice approval. Photographs should include prior condition, condition when the issue was discovered, and the final condition after the effort to abate the cause must be uploaded into the Repair Module.

## 12.7 Disclosure

After repairs are verified as completed by VRM, VRMS adds the repair to the Disclosure Module to ensure any future buyer is aware of the work completed. All disclosures added to the Disclosures Module populate on Attachment A within the contract package after an offer is accepted. Please see the Amendments section within this document for more information on the amendments process.

## 12.8 All Bills Paid and Release of Liens Affidavit Requirement

All capital and lender required/buyer requested repairs require that the All Bills Paid and Release of Liens Affidavit, located in VRMS Library, be fully executed/notarized and uploaded to the Repair Module when the listing broker/agent verifies that all repairs have been completed. After VRM review and approval of the completed work, the listing broker/agent receives a notification in VRMS with payment instructions to the contractor.

Note: To ensure reimbursement, the All Bills Paid and Release of Liens Affidavit, final invoice, and concise after photos must be uploaded in the Repair Module in VRMS.

## 12.9 P&M Payment Certification Requirement

The Payment Certification form must be filled out by the listing broker/agent and executed by the contractor performing services for any out of scope preservation & maintenance (P&M) work.

Contractors must be paid at the completion of all approved services and upon verification by the listing broker/agent and VRM. The executed Payment Certification form must be uploaded into Black Knight Financial Services Loan Sphere (often referred to as LPS) with the additional associated documentation. For more information, please see the Accounting Section.

Repairs needed based on the results of routine Bi-Weekly inspections

Repairs discovered may include discoloration abatement /removal, repair of structurally unsound assets, fire, smoke, water damage, damaged handrails, unsecured pools, risks caused by natural disaster, vandalism, underground storage containers, hazardous spills, and/or environmental issues. Bids are obtained and loaded to the system for all out of scope items within 24 hours of discovery.

**Note:** Bids are required for any out-of-scope repairs.

Timeframe: Within 24 hours of discovery or notification. The expectation is that the listing broker/agent will notify the Asset Manager and or preservation specialist via a VRMS message immediately upon discovery and seek guidance for next steps.

## 12.10 Repair Payment Reimbursement

If services are provided by a local provider (not a VRM vendor), the listing broker/agent is responsible for payment to the approved contractor for services rendered. Contractors should not be paid until the Listing broker/agent has received a VRMS message providing payment authorization from VRM. After the Listing broker/agent has paid the approved contractor for services completed, the listing broker/agent should submit for reimbursement through Loan

Sphere (LPS), a Payment Certification form will be needed for the reimbursement request. For more information, please see the Accounting Section within this document.

- **Direct Pay:** If the repairs tasking was originated by or triggered to the assigned Property Preservation Vendor and the approved bid was from the Property Preservation Vendor, the listing broker/agent is not responsible for payment of approved work. This ONLY applies to preservation and maintenance repairs. This does NOT apply to capital repairs. The assigned Property Preservation Vendor will be paid directly once VRM has verified/approved the work.
- **National Vendors:** If the services are provided by a VRM national property preservation vendor, the preservation vendor will submit for reimbursement through Loan Sphere (LPS) directly. The listing broker/agent is not responsible for paying national property preservation vendors.

### EMERGENCY REPAIR REIMBURSEMENT

As with all invoicing, emergency repair invoices are to be reviewed, approved by VRM, and submitted through Loan Sphere (LPS).

For post completion of emergency work over the weekend, please immediately reach out to your Repair Specialist and/or Asset Manager the next available business day for approval.

## 12.11 Code Violations

Municipalities may assess violations in accordance to their local ordinances. Violations are typically the result of property condition and will require prompt resolution to avoid penalties or action from the municipality.

\*\*\*\* Refer to the Violation and Property Preservation Sections within the Vendor Guide for further information.

- A copy of the violation notice must be obtained and provided to both the Asset Manager and the Preservation Specialist for review. Listing broker/agent is responsible for confirming that the repairs have been addressed and that the property is in compliance
- If Violation repairs have not been addressed, listing broker/agent must obtain bids to cure the open violation(s) and submit the bids the Repair Module for VRM approval to complete the work
- Asset Manager or Preservation/Repair Specialist will ensure repairs are approved within the Repair Module
- If the violation in question has fines attached, please submit a copy of the violation along with an itemized invoice for the current balance owed, month by month and fee by fee, to the Violations Module for VRM to review and approve payment
- All Violation Fees must be reviewed separately by The Asset Manager or Preservation Specialist for expense approval via the Violations Module in AMS
- Listing broker/agent will notify the municipality of the date that the work will be completed and make every effort to negotiate a reduced violation payoff whenever possible

In the event a hearing is scheduled due to an outstanding violation, the listing broker/agent must attend the hearing to gather information and report the results of the hearing to the Asset

Manager and Preservation Specialist via a VRMS message. If the Court has assigned action items we are required to take, please provide all associated documentation with the message mentioned above.

Failure to attend hearings, provide documentation, provide repair bids if applicable in a timely manner, and report all pertinent information to VRM, may result in chargebacks to you and your company.

## 13 Broker Price Opinion (BPO)

The BPO (Broker Price Opinion) is one of the most vital elements in establishing the value, market strategy, and listing price. VRM wants to ensure that health and safety issues, and all potential repairs are documented in the BPO.

VRM relies on the BPO to:

- Inform us about specific neighborhood and market conditions effecting value and marketing time
- Document all home deficiencies (even if we are going to market “as is” we still want to see all of the potential repairs)
- Estimate the cost of all potential repairs
- Recommend a market strategy of As Is, Partial Repairs, or Repair Then List
- Provide a complete and clear set of date stamped interior and exterior photos of the property
- Determine the as is value, as repaired value, and the initial list price which plays a key role in our net execution

### SUBMITTING A BPO

The Listing Broker/Agent has 5 business days to complete the BPO task. VRMS will trigger the “Enter Listing Broker BPO” to the listing broker after initial services have been completed by the property preservation vendor and verified by the listing broker/agent.

One of the most important facets of the REO process is the value – as recommended in the BPO and the independent appraisal. It is important for the listing broker/agent to recognize localized market trends when recommending a value as well as the most likely buyer.

### UPDATED BPO'S

VRMS will task you for an updated BPO at 85 days after the initial BPO. New information that may impact property values include:

- Buyer feedback
- New comparables available that support a change in value
- Significant change in condition due to natural disaster, theft, or vandalism

Return To Asset		Hide Header			
<b>Asset ID:</b> 111819	<b>Address:</b> 201 DARSEY ST GRAPELAND, TX 75844 HOUSTON	<b>Vendor:</b> Allied Realtor Associates	<b>Rec Stgy:</b> As Is		
<b>Client:</b> USDA		<b>Contact:</b> John Moser	<b>Rec Price:</b> \$24,000.00		
		<b>Email:</b> Send Notification	<b>Date Submitted:</b>		

Market	Value	Comp. Listings	Comp. Sales	FEMA	
<b>Neighborhood</b>					
Market:	<input type="text" value="Rural"/>	Vandalism Risk:	<input type="text" value="Low"/>	Competition:	<input type="text" value="Shortage"/>
Values:	<input type="text" value="Stable"/>	Selling Time:	<input type="text" value="Under 90 Days"/>	Condo/Co-Op:	<input type="text"/>
# of Active Listings:	<input type="text" value="3"/>	# Sold Per Month:	<input type="text" value="0"/>	# of Bank-Owned Listings:	<input type="text" value="2"/>
Supply:	<input type="text" value="Low"/>	Demand:	<input type="text" value="Low"/>		
<b>Price Range of Active Listings:</b>					
Low:	<input type="text" value="\$49,500.00"/>	High:	<input type="text" value="\$94,500.00"/>		
<b>Price Range of Rentals:</b>					
Low:	<input type="text"/>	High:	<input type="text"/>		

Updated BPOs must contain new date stamped photos and new comparables. New photos reveal the current property condition.

## 13.1 Completing a BPO in VRMS

### TAB 1 MARKET

This section is very important because it documents the general market trends in a specific neighborhood as well as provides detail on the subject property. How many homes are on the market in the immediate area? How many are REO's? If the majority of the homes on the market are REO's it is ok to use mostly REO comparables. However, if the majority of the comparables are not REO's you should avoid using REO comparables.

Is the supply of available homes low or high? What about demand? Both are critical elements in establishing the market strategy, identifying the most likely buyer, and setting the list price.

### TAB 2 CURRENT

This section documents the subject properties current condition, habitability, recommended inspections, health hazards, HOA, Title, Legal, and Listing History information.

### TAB 3 SUBJECT

This is an important section that requires accuracy to avoid incorrect valuations. In this section you will document:

- Subject Address
- Number of Units
- Location assessment
- Site/view assessment
- Property Type
- Lot Size
- Square footage
- Year built
- Overall condition
- Room count
- Existing mechanicals
- Comments
- Upload 20 date stamped photos

Pictures tell a thousand words! It is important to include as many subject photos in the BPO as possible up to the maximum of 20. All interior rooms and exterior should be included. This allows the Asset Manager to have a detailed look at the property. Although the BPO form only has a few required photos, the more photos provided will paint a better picture of the property condition, repairs needed, and your recommended market strategy. The system will accept up

to 20+ photos just for the subject property. The photo size is limited. You may get an error message if the photos are too large. In addition, you must use all the tags under the photos to assign to each photo. Not using all tags will give an error message.

Photos with visible debris are not allowed. By the time the BPO is tasked, the property should have already been trashed out. Photos provided should be clear of trash and debris. If this could not be avoided due to issues with trash overages pending approvals, seek guidance from your assigned Asset Manager in VRMS.

## **TABS 4 AND 5 COMP LISTINGS AND COMP SALES**

Selecting comparables is one of the most difficult components of the BPO. The listing broker/agent is required to use a minimum of 3 listing comparables and 3 sold comparables. The comparables must support the market strategy recommendation - As Is, Repair Then List, or Partial Repairs/Full Repair. The most recent comparables closest to the subject property should be used. The comparables must be similar in size, room count, and age. Whenever possible attempt to use one "As Is" comparable and one "Repaired" comparable.

Adjustments may be required. VRM relies on your expertise and local market knowledge to not only select the best comparables but to also make correct adjustments when needed. Comparables should be adjusted up or down to the subject property. Never adjust the subject property. The value of a bedroom or a bath varies from not only one market to another, but from neighborhood to neighborhood.



## **WHO IS THE MOST LIKELY BUYER? IS THE PREDOMINANT BUYER IN THE NEIGHBORHOOD AN INVESTOR, FIRST TIME BUYER, MOVE UP BUYER, OR SECOND HOME BUYER? IF THE PREDOMINANT BUYERS ARE FIRST TIME BUYERS, THEN YOUR BPO SHOULD ADDRESS**

When the subject property is in need of numerous repairs, has missing mechanicals, failed plumbing, the finance type is most likely cash due to condition. REO comparables should be used. This avoids having to make large adjustments from Owner Occupied properties that are too dissimilar due to condition. In many markets the REO value trends are well known and are vastly different than Owner Occupied/superior condition values.

## **CONDITION ADJUSTMENTS**

If repairs are needed, the amount of repairs noted, (the total), should be your adjustment to Good. Incremental tiered amounts should be added when more than one condition tier is present. For example, if repairs total \$10K from Fair to Good and the comparable is new construction (excellent), the condition adjustment should be more. The same would be true for an adjustment from Good to Low fair/Poor. Condition adjustments should be used consistently across all comparables for the same difference in condition.

## **SQUARE FEET ADJUSTMENTS**

These vary from market to market due to the many different factors in play – age, construction quality, location, etc. Square feet adjustments are never the going rate per square feet for the

neighborhood. It's always a small percentage of that number. The type of property also plays into this. Manufactured housing will generally have a lower per SF amount than a single-family residence. The same dollar amount per square feet should be used for adjustments needed (from Subject to the comparable) across all the comparables.

### SQUARE FEET NOTED

For properties that have a finished basement – either partial or full, only the above grade square feet number should be used in the BPO. Below grade spaces that are finished – partial or full, are to be adjusted in the Basement type fields to account for differences in finished space.

### HIGH DOM ADJUSTMENTS

Our goal is to price these properties for a 90-120 days marketing period. If the localized market has high days on market, adjustments are needed. Comparables with DOM of 120 days or greater will need to be negatively adjusted.

### ADJUSTMENTS IN GENERAL

Amounts used for a specific adjustment need to remain constant across all comparables. For example, if adjusting \$3000 per garage stall, that number needs to remain constant across all comparables for differences in garage stalls present or missing.

### RECOMMENDED VALUE – AS IS 90-120 DAY VALUE PROBABLE SALES PRICE

The recommended value - 90-120 day Probable Sales Price As Is will need to be justified/supported based on the adjusted sold comparable values. If the adjusted sold comparable values range from \$100K to \$110K, for example, the recommended 90-120 day Probable Sales Price should be bracketed by those values – no lower than \$100K and no higher than \$110K.

The As-Is 90-120 Day Value suggested List price and the as-is 90-120 Value Probable Sales Price should be the same.

	As Is	Repaired
90-120 Day Value Suggested List Price:	<input type="text"/>	<input type="text"/>
90-120 Day Value Probable Sales Price:	<input type="text"/>	<input type="text"/>

Be sure to look into market trends in your localized market. Many markets across the nation are improving or declining. Comparables from 3-6 months ago may not truly reflect what is happening in your market.

### ADDITIONAL COMMENTS

Use this space to provide any additional information that is useful and descriptive of the area, activity, industry nearby, market conditions, employment, etc. Below is an example:

“All active and sold comparables are located in same neighborhood. Large homes for reasonable price which our military families need. Crestview area has two large military facilities with 7th Special Forces and Duke Field (Air Force). Major industry is Government/military with Tourism being 2nd major industry is tourism. Due to lower prices in North part of Okaloosa County this is where tourism workers will look to purchase a home along with activity duty military.”

### COMPARABLE COMMENTS

Always include a description of the comparable being used. MLS comments are ok. The more information we have, the better we can assess how closely the comparable used relates to pricing the subject property.

## TAB 6 REPAIRS

In this section document and list all repairs; even the items that will not be recommended for repair. Remember you are our eyes and ears at the subject property. The BPO is the listing broker/agent's communication tool to document every aspect of the subject property.

In addition to listing all repairs, the listing broker/agent is required to provide a cost estimate. Utilize your knowledge of the local market when making your estimates. Attempt to step into the most likely buyer's shoes.

Would the most likely buyer want the graffiti removed from the bedroom wall? If you are going to recommend carpet, paint and appliances, what about the mechanicals? Does the HVAC, hot water heater, electrical and plumbing systems operate as intended? It would not make much sense to make cosmetic repairs to discover that the HVAC system needs to be replaced after we are under contract with a first time buyer.

Although we ask that you list all repairs, your marketing recommendation can still be "As Is". This will allow the Asset Manager be fully aware of what the property needs and formulate the eventual market strategy. Be sure to include photos specific to the repairs noted. VRMS requires 3 photos for each repair but will accept more than 3.

## TAB 7 VALUE

In the Value Tab, you provide your opinion of value for an As Is and Repaired strategy as well as your recommended Market Strategy. In addition, you document the most likely finance type and buyer.

Avoid these common errors:

- Do not average the values
- Do not give a range of values
- Add your repair estimates to the as is value
- Recommend a Repaired Strategy and value without complete support

Reason for Recommending Market Strategy

This is where you get to make your case. Consider the following questions:

- Why are you recommending a certain marketing strategy?
- If there is a significant return on investment for repairs, why should we or perhaps, why should we not make those repairs?

## PARTIAL REPAIRS

If recommending a partial repaired strategy, you need to list the partial repairs recommended.

**Broker Marketing Recommendations**

Recommended Marketing Strategy:  Most Likely Financing:

Date Submitted:  Target Buyer:

Reason for Recommended Marketing Strategy:

1500 Character(s) Left

## TAB 8 COMMENTS

This is your opportunity to further explain your recommended value as well as Market Strategy. What are the advantages of the subject property over the comparables? What are the disadvantages? Finally, what are the general market conditions that impact the value and marketability? For example, if the largest employer in the area just announced massive layoffs, you would want to add that information to this section.

Consider the following:

- What is unique about the property that does not translate through the numbers or the photos?
- What are the obstacles to resale that we are going to face and how should we overcome them?

Market	Current	Subject	Comp. Listings	Comp. Sales	Repairs	Value	Comments	FEMA
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**What advantages does this asset have against its comparables?**

1500 Character(s) Left

**What disadvantages does this asset have against its comparables?**

1500 Character(s) Left

## TAB 9 FEMA

This section will need to be fully completed to the best of your ability after you have fully viewed/inspected the property. This information is used by VRM and the client (VA) to make educated decisions at time of emergencies/disasters as it relates to making the property available for temporary housing to affected individuals or families. Provide robust comments. The more information we have, the better we can determine which properties will qualify.

Market	Current	Subject	Comp. Listings	Comp. Sales	Repairs	Value	Comments	FEMA
<b>Interior</b>								
Ceiling:	<input type="text"/>	Light Fixtures:	<input type="text"/>	Stories:	<input type="text"/>			
Internal Debris/Personal Property:	<input type="text"/>	Bath Fixtures:	<input type="text"/>	Kitchen Fixtures:	<input type="text"/>			
Appliances:	<input type="text"/>	Internal Hazard/Safety Issues:	<input type="text"/>	Doors:	<input type="text"/>			
Floors:	<input type="text"/>	Windows:	<input type="text"/>	Mold/Mildew:	<input type="text"/>			
Interior Comments:	<div style="border: 1px solid black; height: 100px; background-color: #ffffcc;"></div>							
	1500 Character(s) Left							
<b>Exterior</b>								
Walls:	<input type="text"/>	Roof:	<input type="text"/>	For sale sign:	<input type="text"/>			
Trash/Debris:	<input type="text"/>	Siding/Trim:	<input type="text"/>	External Hazard/Safety Issues:	<input type="text"/>			
Landscaping:	<input type="text"/>	Trees:	<input type="text"/>	Grass:	<input type="text"/>			
Unsanitary Conditions:	<input type="text"/>	Fence:	<input type="text"/>	Outbuildings:	<input type="text"/>			
Parking:	<input type="text"/>							
Construction:	<input type="text"/>							
Color style (Ext.):	<input type="text"/>							
Exterior Comments:	<div style="border: 1px solid black; height: 100px; background-color: #ffffcc;"></div>							

# 14 Listing and Marketing

## LISTING THE PROPERTY AND DEVELOPING THE MARKETING STRATEGY

As a part of the contractual agreement with The Secretary of Veterans Affairs, a market strategy must be established for each property. To meet this contractual requirement, an individual strategy is developed for each property prior to marketing the property.

Once the estimated market value is established by VRM, the Asset Manager prepares a property-specific marketing strategy based on information provided in the appraisal, BPO, the Initial Listing broker/agent Inspection, and all issues identified by the preservation vendor when initial services are completed. The Asset Manager will then compare the estimated recovery if selling the property “As-Is” versus “Repaired”.

Note: All exterior health and safety issues must be addressed prior to listing an asset. The Hold Harmless is utilized for interior health and safety issues.

If Capital Repairs are approved in conjunction with the initial market strategy, oversight of the completion of the repairs is coordinated by the Asset Manager with the Listing broker/agent. All repairs, repair bids, and approvals are managed through the repair module. The Listing broker/agent will report completed repairs via task completion. The Listing broker/agent’s task includes “after” photos, the contractor’s invoice, as well as the All Bills Paid and Release of Liens Affidavit.

### 14.1 Listing – Accept Agreement and Listing – Enter MLS

VRM approval of the market strategy triggers VRMS to send the listing agreement and Seller Finance-In Property Marketing Placard to the listing broker/agent. The listing broker/agent will be required to provide:

- Detailed interior and exterior marketing photos of the subject. At a minimum, 8 Marketing photos are required to show the property in its best light. The photos entered in the MLS task transfer to [www.VRMProperties.com](http://www.VRMProperties.com) for the general public to see, as well as offer entry.
- The MLS Number
- A copy of the MLS sheet with the required information as noted below.
- MLS Upload date
- Include a robust marketing description in the “Marketing Description” box. This should be a copy and paste from the *public marketing description* in your MLS. Keep in mind that this information transfers [www.VRMProperties.com](http://www.VRMProperties.com). Do not include Private/Agent to Agent remarks. Only public MLS remarks should be included in this space.
- Required Private/Agent to Agent Remarks on all listed properties:
  - All offers must be submitted at [www.vrmproperties.com](http://www.vrmproperties.com). Agents must register as a User, enter the property address, and click on “Start Offer”.
  - This property may qualify for Seller Financing (Vendee).
  - If property was built prior to 1978, Lead Based Paint Potentially Exists.
  - Only required when marketing with a Hold Harmless:

- “Due to the condition, the property may have health/safety risk(s). Prior to entry / access, all parties must sign a Hold Harmless Agreement and the property may only be shown by appointment”
- Best Practice: Check the title status. If title does not show Client Approved, you should consider noting Prior to seller receipt and approval of the full title package from foreclosure, Seller to provide Non-Warranty/Quit Claim Deed only.

## COMPLIANCE ITEMS

- Lockbox- Place the lockbox on the front door and properly code it to the last 4 digits of the Asset ID for use by VRM Vendors
  - **Secondary Lockbox**-Please install electronic lock box for showings if available in your marketing area. The VA lock box is for VA and vendor access and generally should not be used marketing purposes. The coded lockbox must be placed on the front door. The electronic lock box may be placed in any location that is accessible to buyers and their agents.
- A For Sale sign must be present in the yard (not in the window unless the property is a condo), and remain at the property until closing and funding
- The VRM No Trespassing notice must be present on a front facing window with your name and contact information. Do not remove this sign until after closing and funding
- Thermostats must be set in accordance with the time of year to protect the and preserve the property through closing and funding
- Electricity must be on and operational (unless approved to be off due to condition) through closing and funding
- Heat and air conditioning must be on/operational during marketing unless prohibited by condition. The thermostat is still expected to be set accordingly through closing and funding

## VA ASSETS ONLY:

- Minimum of 2 Seller Financing placards must be posted at the asset
  - A front facing window next to the VRM No trespassing signage
  - On a main area of the property
  - The Listing Property ID can be found in the LISTING. Do not use the asset ID.
  - The Seller Finance-In Property Marketing Placard document is also located in the Templates module within each asset in VRMS as well as the Listing Module.

Listing Schedule Follow Up

All Listings Vendee Placard

Select a row and more information will show below the grid.

#	Status	Start	Expiration	Price	Strategy	Broker	Commission	MLA
1	IN PROGRESS	12/15/2024	12/15/2024	\$1,234,567	Hold Harmless	VRM Mortgage Services	3.0%	12/15/2024

Listing Information Listing Property ID: 12345678

Effective Date	12/15/2024	Market Property	12/15/2024	Buyer Incentive	12/15/2024 - 12/15/2024
Start Date	12/15/2024	List Price	\$1,234,567	Selling Broker Incentive	12/15/2024 - 12/15/2024
Expiration Date	12/15/2024	Broker Commission	3.0%	Listing Broker Incentive	12/15/2024 - 12/15/2024
Extend Expiration	12/15/2024	Min. Commission	3.0%		

## 14.2 Marketing with a Hold Harmless

On a case-by-case basis, the Asset Manager may decide to market a property that presents a potential hazard to visitors in it is as is condition and require the use of a Hold Harmless with no lockbox present for marketing. The possible reasons include:

- Discoloration
- Debris being left in place
- Other interior condition items that present a hazard
- Condemned properties
- Properties that are known/confirmed to have been used for the production of meth
- Overall poor condition/unsafe structures/fire damage

If the property is to be marketed with a Hold Harmless, the Asset Manager will let you know by sending a message via VRMS. If this applies, the following is required:

- *Remove the lock box* from the premises to prevent access.
- Post the VRM “NO TRESPASSING” sign either on the front door inside facing out or window facing out.
- ALL parties must sign the Release and Hold Harmless Agreement prior to viewing/entering the property. You, or a representative from your brokerage must meet with all prospective buyers’ and their agents or you must make arrangements for them to pick up a key from your office. This includes all VRM Property Preservation Vendors. The Preservation Vendor can be provided with a key after they execute the Hold Harmless.
- Hold Harmless agreement can be found in the Templates Module in VRMS
- The following language is required in the MLS:

“Due to the condition, the property may have health/safety risk(s). Prior to entry / access, all parties must sign a Hold Harmless Agreement and the property may only be shown by appointment”

### 14.3 Confirming the MLS Information

Once the listing broker/agent submits the MLS listing and photos in VRMS via the Listing-Enter MLS task, the property will show as listed at [www.VRMPProperties.com](http://www.VRMPProperties.com). The Asset Manager will be tasked to verify all information to be true and accurate. If the marketing description and/or marketing photos are not acceptable, the Asset Manager will decline the MLS and the task is re-opened to the listing broker/agent to revise the MLS sheet and/or task and resubmit.

### 14.4 Holding For Offers

The VA requires a 48 hour HOLD PERIOD on each listed asset before offers can be negotiated in VRMS. This timeline begins as soon as the listing broker completes the Listing-Enter MLS task. All offers are to be submitted via [www.VRMPProperties.com](http://www.VRMPProperties.com) by the buyer's agent. Offers can be entered during the initial 48 hour hold period.

As a best practice, all buyers' agents presenting offers during this timeframe should be made aware of this hold time to avoid unnecessary escalations.

### 14.5 Monthly Marketing Report

The listing broker/agent provides a monthly marketing report (MMR) every 30 calendar days through VRMS via tasking in the MMR Module. An additional MMR will be requested 27 days after the completion of the last market strategy revision until the property is sold, except when under contract or if an asset is on hold. The MMR includes a summary of showings and offer activity, relevant developments in the local market, and reaction to the property and pricing from other agents and potential buyers.

### 14.6 90 Day BPO

An updated BPO will be completed by the listing broker/agent approximately 90 days from when the previous BPO was submitted to VRM. Updated BPOs must use recent listed and sold comparables and include updated interior and exterior photos of the subject.

Reassigned assets after a property has already been on the market require an updated BPO from the new listing broker/agent, regardless of days on market.

### 14.7 List Price Reductions

Ongoing and timely assessments of marketability are vital to maximizing recovery and decreasing marketing time. The Asset Manager reviews the marketing status and activity at least monthly to ensure the most current information and relevant market factors are being considered. The Asset Manager's objective is to update the market strategy as conditions change with respect to the property's marketability. Adjusting to the most current information available provides a competitive advantage in the market.

The Asset Manager will review the MMR (monthly marketing report) to determine if an adjustment to the current list price or marketing strategy is appropriate.

Decision factors include but are not limited to:

- The listing broker/agent's recommendation
- The number of days the property has been exposed to the market and in inventory
- The initial market strategy
- The suggested finance type for the target buyer
- Appreciation or depreciation in market values
- Any environmental conditions affecting the property
- Number of showings and offers since last review
- Current sold and listed comparable properties in the market

Price reductions must be updated within 24 hours in the MLS and other referenced sites.

## 15 Offer Process

Proper management of offers is an essential process in the REO life cycle that must be handled with care. Improper handling, places you, your company and VRM at risk.

Key Elements of the Offer Process:

- Buyer agents submit their buyers offer via [www.VRMProperties.com](http://www.VRMProperties.com)
- Proof of Funds nor Earnest Monies are required for offer submission
- Transaction fees charged to the buyer are strictly prohibited
- Offer comments are an important element in the process and allows you to provide your expert input



### WHO CAN MAKE AN OFFER? ANYONE!

All potential buyers are allowed to submit offers. The VA does not have any restrictions as to which type of buyer can make an offer during the initial list period. Please confirm with all buyer agents to ensure that all questions regarding eligibility are correctly answered. Offers from buyers deemed ineligible will be declined by the assigned Asset Manager.

## 15.1 Defining Buyer Types

### OWNER OCCUPIED PURCHASE

- Intent to occupy as a primary residence
- Current tenant approved by VRM to purchase

## INVESTOR PURCHASE

- Does not intend to occupy as a primary residence
- Buyer is purchasing as a second home or for the occupancy of a family member

## 15.2 Buyer Eligibility Questions

### HAS BUYER EVER MADE PAYMENTS TO SERVICE PROVIDER?

If the buyer has made mortgage payments on a VA loan, indicate so. This does not make buyer ineligible.

### HAS BUYER BEEN EMPLOYED BY SERVICE PROVIDER?

If buyer was previously or is currently employed by the VA indicate so. Include as many details as available. If they are currently employed and depending upon the position, it may make the buyer ineligible. The Asset Manager will check with management for review and approvals to proceed with this buyer. Further details regarding current position responsibilities may be requested from you. VA may also be consulted on final approval to proceed with this buyer.

### HAS BUYER PURCHASED PROPERTY FROM THE SERVICE PROVIDER?

If the buyer has purchased VA properties, mark as "YES." Include pertinent information on past purchases made either as an owner occupant or as an investor. This does not make buyer ineligible.

### BUYER A PREVIOUS MORTGAGOR/OR IS RELATED TO PREVIOUS MORTGAGOR?

If the buyer is the previous mortgagor or is related to the previous mortgagor, the buyer is not eligible.

### IS BUYER AFFILIATED WITH VRM VENDOR?

If the buyer is a VRM vendor or is affiliated with a VRM vendor, the buyer is not eligible.

### IS BUYER FINANCIALLY SUPPORTED BY VRM?

If the buyer is an employee of VRM or a dependent of an employee at VRM, the buyer is not eligible. Immediate family members of VRM employees are not eligible.

### IS BUYER BUYING FOR ANYONE WITHIN VRM?

Buyers purchasing for or on behalf of any VRM employee or immediate family member of a VRM employee are not eligible.

**Note:** Regardless of a buyers response to each of the questions, the offer should still be submitted. VRM will make the final decision whether or not a buyer is eligible to make the purchase.

## 15.3 Special Considerations

### BUYERS WHO ARE LICENSED AGENTS

If the buyer is a licensed agent or broker, this should be stated when submitting the offer in [www.VRMProperties.com](http://www.VRMProperties.com). This applies whether the buyer is representing himself/herself in the purchase process or is being represented by another agent.

If the buyer is a corporate entity or trust and one of the principals, member, executive, signatory, or trustee is a licensed agent or broker, the same applies.

If the buyer answered YES to the question 'Is the buyer a licensed agent' and did not supply additional details, please contact the buyers agent and note the details in the COMMENTS of the offer. The following details are what we are seeking:

- Buyer is a licensed real estate agent or broker in the state of (add state)
- Principal for the LLC is a licensed real estate agent or broker in the state of (add state)
- Principal for the corporation is a licensed real estate agent or broker in the state of (add state)
- Trustee for the trust is a licensed real estate agent or broker in the state of (add state)

### **COMMISSIONS PAID TO BUYERS WHO ARE AGENTS REPRESENTING THEMSELVES**

If the buyer is also the selling agent representing himself/herself, buyer may collect the advertised commission (3%) in the MLS at closing.

### **BUYERS WHO ARE A CORPORATE ENTITY OR TRUST**

Limited liability corporations, corporations, trusts and other entities are allowed to purchase. The person signing on behalf of an entity should be entered as Buyer First/Last Name. The name title will be vested should be the entity as noted on the corporate docs.

The person/persons signing on behalf of the trust should be entered as Buyer First/Last Name. The name title will be vested should be the entity as noted on the trust documents.

### **PRINCIPAL SIGNERS FOR LLCs, CORPORATIONS, TRUSTS**

Enter the name of the principal signer – the person who will be executing the contract on behalf of the entity, in the "Principal Signer" field. This name should match LLC/Corporate/Trust documents sent in with the contract package.

## **15.4 Preferred Elements Of Offer Submissions If Applicable**

### **OFFER HOLD STATUS**

[www.VRMProperties.com](http://www.VRMProperties.com) will open for offer entry as soon as the Listing-Enter MLS task is completed by the listing broker. However, the Asset Manager will not provide a decision on the submitted offer(s) until after the initial 48 hours listing time on the market. This is to allow sufficient time for interested parties to view the property and submit an offer. If multiple offers are received, do not request or initiate highest and best. This is an automated process and all parties will receive detailed communication.

### **CONFLICTS OF INTEREST**

The following sales require approval of a VRM senior operations manager and the VA:

- Sales to previous mortgagors, as well as their family members or relatives

- Sales to VA employees

Sales to the following individuals are NOT ALLOWED:

- Buyers who are affiliated with or related to the VRM listing broker/agent or other VRM REO vendor, including any agents, brokers, appraisers, attorneys, trustees, employee of representatives and vendors including property inspection, property preservation, and title companies of VRM or affiliated companies
- Buyers who are VRM employees, their spouse or relatives

## 15.5 Multiple Offer Process

If Multiple offers are received during the initial 48 hour marketing period, DO NOT start/initiate highest and best outside the system tasking. The system will request highest and best at the expiration of the initial 48 hour marketing period.

System notifications will be sent to you and to all the selling agents via email indicating that Highest and Best has been requested. The message reads:

Dear [Selling Agent Name]

Multiple offers have been received on this property. If your buyer [Buyer Name] would like to make any revisions to their submitted offer, follow the steps below:

1. Navigate to VRM Properties ([www.vrmproperties.com](http://www.vrmproperties.com))
2. Sign In with Username & Password
3. Click the Menu Icon (the 3 orange bars in the upper right side of the screen)
4. Click "My Offers" and Submit your revisions by clicking on the Next Action: Submit Highest & Best link

For detailed instructions, please see the attached Multiple Offers Job Aid. (Note: This can be found in the training library in AMS)

The Highest & Best deadline for revisions is 1:00PM Central Time on [on the 2<sup>nd</sup> business day]. If no revisions are submitted by the deadline, the existing offer will be considered your final Highest & Best offer.

### WHEN THIS OCCURS YOU WILL:

- Be tasked Offer-H&B Hold Period
- This is a system task that will close 1PM CST on the 2<sup>nd</sup> business day
- The buyers agents will be able to revise their buyers offer during this period
- After Offer-H&B Hold Period closes, you will have an Offer-Review Highest & Best
- Now you are able to see the offers entered and request/confirm any information you need from the selling agent. You will add the information to the comments box for your Asset Manager review.

### \*\*\*IMPORTANT CONSIDERATIONS\*\*\*

- When in multiple offers, if an offer in negotiations fails, the seller has access to the other offers submitted and may seek to negotiate the next best offer.

- If an offer was approved, but ultimately failed prior to contract execution, VRM has access to the other offers submitted and may seek to negotiation the next best offer or request another round of Highest and Best.
- If you see an offer has already been submitted, but receive notification that another offer is coming either that same day or the next day, let the Asset Manager know by sending a message in VRMS. Once notified, the Asset Manager may choose to delay responding to the current offer awaiting submission of the second offer and allow the system to move into highest and best.
- Mishandling of multiple offers has resulted in complaints, escalations, and Congressional inquiries. If unsure on how to proceed, contact your assigned Asset Manager.

## 15.6 Best Practices and Additional Guidance

- Include a copy of the VA sample offer form or a questionnaire in MLS so that selling agents can submit all the information needed with the offer
- Include the VA Lead Based Paint form in the MLS if the home was built prior to 1978

### WHILE IN “NEGOTIATING OFFER” OR “NEGOTIATING HIGHEST AND BEST” STATUSES:

- New offers can be entered on [www.VRMProperties.com](http://www.VRMProperties.com) even if other offer(s) are being negotiated
- If the offer already in the system has not yet been countered, upon entry of a 2nd offer in [www.VRMProperties.com](http://www.VRMProperties.com) the system will request highest and best
- While in negotiations with one buyer, the Asset Manager may request highest and best if another offer is submitted prior to acceptance of a seller counter offer.
- Prior to Seller approval of a Buyer accepted offer, Seller may request another round of highest and best.

## 15.7 Seller Financing (Vendee)

Seller Financing (Vendee) is a unique loan program in which VA owned qualified homes can be purchased with Seller Financing.

All referrals are identified at offer acceptance and delivered to the buyers’ agent via email for Seller Financing. VRM has several vendor partners that have been vetted and trained to qualify your buyer.

- Time is of the essence in all transactions; Seller Financing has strict timelines.
- Confirm with buyer agent to ensure the buyer(s) name is entered exactly as how it will be on the loan application and how they will take title. This should match the buyers name on their legal ID/Driver’s License. Delays will be incurred if this is not completed.
- Confirm with buyer agent to ensure Buyer’s Closing Agent info is entered correctly. This could cause delays if innaccurate information is entered.
- The Finance Notice will generate along with the contract package to be executed by the
- and submitted along with the contract package.

- The Finance Notice will include information for the buyer, Lender contact and website information.
- Don't contact the assigned Lender on behalf of the borrower
- Don't refer buyers to a loan officer of your choosing for Seller Financing
  - All referrals are identified at offer acceptance and delivered to the buyers' agent via email for Seller Financing,
  - VRM has several vendor partners that have been vetted and trained to qualify your buyer
- Proactively coordinate with the buyer's agent to ensure that the loan and closing are on schedule.

## 15.8 Response to Offers

Asset Manager will review and respond to offers by the next business day in AMS, *not* [www.VRMProperties.com](http://www.VRMProperties.com). If multiple offers are present, the Asset Manager may choose to negotiate one offer or request a second round of highest and best from all buyers or from a select number of buyers. NOTE: offer counters are *not* handled at [www.VRMProperties.com](http://www.VRMProperties.com) at this time.

### RESPONSE TO SELLER COUNTER

If the Asset Manager counters an offer, you will be tasked to obtain a response from the buyer.

\*\*\*If the buyer is not in agreement with seller's proposed terms, the listing agent/broker should attempt to keep the transaction alive and obtain a counter from the buyer whenever possible.

### OFFER REJECTION

An offer should only be rejected on your end if the buyer has walked away and wants nothing more to do with the property. Otherwise, it should be a counter offer to the Seller. Always attempt keep negotiations alive.

### OFFER COMMENTS

The "Comments" field is present to allow for notes/communication from you to your Asset Manager. In this space include any pertinent information that you wish to convey to your Asset Manager regarding the offer, information within the offer, condition of the property vs. the proposed financing, etc. This is not to be used for or construed as special provisions that are part of the agreement. This field is ONLY used to communicate with your Asset Manager and is not a part of the contract terms.

### SPECIAL PROVISIONS

This field is to be used for pertinent business details and factual statements that may or may not already be covered elsewhere in the contract. Please limit comments to the "Comments" field and business details/factual statements to special provisions.

### CLOSING COSTS REQUESTED BY BUYER

Upon offer submission, the buyer may request any amount they propose in seller paid closing costs. Please note that the VA limits seller paid closings costs to 3% of the sales price on

Owner Occupied purchases. VA will not pay BCC's to investors and/or cash buyers. In addition, 2% is the maximum allowed on Seller Financing.

### **OWNER'S TITLE POLICY AND CLOSING AGENT FIELDS:**

- Owner's Title Policy Field - Please include the name of the local title company or closing Attorney in this field. This prints in the contract
- Closing Agent field – Please include the name of the person at the title company or closing Attorney's office that will handle the closing

### **APPROVED OFFER CANCELLATIONS**

If this occurs, the contract package sent to you is *null and void*. The offer must be re-entered. If re-approved, use only the new contract package sent to you and discard any old/void copies.

## **16 Contract Execution Process**

### **CONTRACTS**

The VA contract replaces state and or local contracts. Mandatory state disclosures should be submitted with the VA contract, as part of the contract package.

### **ACCEPTANCE OF OFFER**

Following acceptance and approval of an offer by all parties, the listing broker/agent is tasked through VRMS to "Contract-Submit."

Once an offer is accepted, VRMS generates a pre-populated contract and distributes via docusign to the buyer(s) and their agent. After the buyer(s) and their agent execute, the docusign link will come to the Listing Agent assigned to the VMS property for execution. Upon the completion by the Listing Agent, the documents are automatically loaded to the Contract-Submit task. The Listing agent will review for completion and click submit.

If changes/corrections are needed, immediately send your asset manager a message in VRMS. They will revise the contract and send new docusign link for all parties to sign.

### **16.1 Contract Execution**

The listing broker/agent's job is to facilitate the efficiency of the contract execution process between the buyer's agent and the seller. Your attention to detail will help avoid rejections, delays and closing date extensions. Being familiar with the VA contract is imperative so you can efficiently and effectively answer any questions the buyer agent may have.

### **RECEIPT OF FUNDS ACKNOWLEDGEMENT FORM**

- You verify the earnest money and complete the "Acknowledgement of Receipt of Earnest Money" section. All spaces need to be filled in.
- If a cash transaction, you verify the proof of funds and complete the "Acknowledgement of Receipt of Proof of Funds Statement or Letter" section. All spaces need to be filled in.
- If a financed transaction, you verify the information provided to you in the pre-approval/pre-qual letter and complete the "Acknowledgement of Receipt of Loan Pre-Approval Letter" section. All spaces need to be filled in.

- If this is a Seller Financing (Vendee) transaction, please note such on the POF section
- DO NOT submit copies of an earnest money check or a proof of funds letter

### POWER OF ATTORNEY

If the contract is being signed by someone other than the purchaser(s) under a Power Of Attorney, include a copy of the Power of Attorney

### TRUST ARTICLE

If the purchaser is a Trust, include a full set of Trust documents that show the Trust name, trustee(s) names and required vesting information, if applicable

### LLC/CORPORATE/FORMATION DOCUMENTS

If the purchaser is an LLC, a corporation, or trust, include a full set of formation/organization documents which show the name of the entity and the individual(s) authorized to sign on it's behalf

### SELLER FINANCING (VENDEE) NOTICE

Utilized if the buyer is purchasing using the Seller Financing (Vendee) loan program. The signed form needs to be included with the contract package.

**NOTE:** When the purchaser is a corporate entity, the initials and signatures need to be from the authorized signatory – his or her initials/name. If a Trust, the trustee(s) initial and sign as per their name(s).

### RECEIPT OF FUNDS ACKNOWLEDGEMENT FORM

We do not allow PII (Personally Identifiable Information) into the system (VRMS). You are asked to request the documents needed from the Buyer agent, verify that the documents provided meet the requirements, and complete the Receipt of Funds Acknowledgement Form accordingly. Do not send in (in messages or in the contracts task) any copies of checks, proof of funds, bank statements, bank letters, pre-qualification or approval letters.

### THINGS TO KEEP IN MIND:

- Earnest Money deposits need to be made payable to the local title company or Closing Attorney chosen by the buyer.
- Financed offers require a pre-approval letter. The pre-approval letter must be from a financial institution for at least the sales price amount, must state the finance type noted in the contract, and be dated within 60 days.
  - Please Note – A buyer is not required to be pre-qualified for the Seller Financing (Vendee) loan program prior to offer acceptance and contract execution
- Cash offers require proof of funds from a financial institution in the buyer's name, must be greater than or equal to the sales price, and be dated within 60 days
- Do not accept emails from any party as a substitute for either of the above documents. If buyer is an entity such as an LLC, LP, Inc, etc., corporate documents as well as a list of all authorized signors and members are required as well.

## 16.2 Complete Contract Package

After the Listing Agent has reviewed the docusigned items in the Contract-Submit task and clicked submit, the Asset Manager will execute their portion. Once the contract package is

executed by the Asset Manager, the listing broker/agent must ensure the buyer's agent and the buyer's closing office both receive copies of it. (Buyer's closing office contact information can be found in the Closing Module under the Closing Agent section). The listing broker/agent must ensure the buyer deposits the earnest money as soon as possible upon receipt of the fully executed contract package.

## CORRECTIONS TO OFFERS

Changes to an accepted offer prior to contract execution can only be made by the Asset Manager. If corrections to spelling, addresses, buyer type, agent name(s), etc are needed, let your Asset Manager know via messages. Once approved, a new contract package via docusign will be sent to all parties.

# 17 The Closing Process

## IT'S UNDER CONTRACT. NOW WHAT?

You play an integral role from this point forward mainly as an overseer. You will be interacting with other agents, lenders, local title companies/Closing Attorneys, our Closing Agent, and our internal closing staff to see this through closing. Your role with each of these parties is explained below:

- Other agents – Periodically follow up with other agents for updates on inspections, lender appraisals, loan progress, and ultimately the closing
- Lenders – If allowed, follow up with the lender is encouraged to stay apprised of the loan process/progress. Do not contact Lenders on Seller Financing/Vendee transactions.
- Title Companies/Closing Attorneys – Periodic follow up is needed for needed documentation by our closing agent, title search/commitment, and ultimately the closing/CD package at least 72 hrs prior to the close date
- Our Closing Agent – Assist with needed documentation from the local closer/Closing Attorney. Closer to closing, follow up with our Closing Agent/Closing specialist on preparation of the Deed and status of the HUD review/approvals.
- AM -- Provide periodic updates on the process to your AM.

### 17.1 Earnest Money

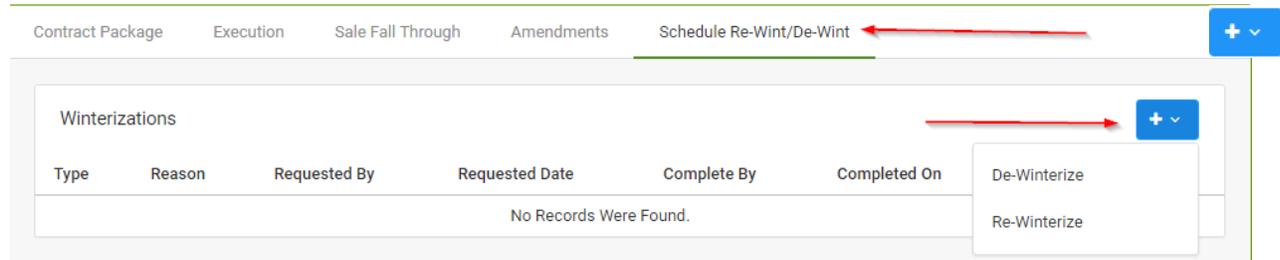
The agreed Earnest Money is to be deposited with the local closer/Closing Attorney chosen by the Buyer within 3 business days from the contract execution date. *Failure to do this may result in contract cancellation.* Once deposited, complete the Submit Earnest Money task to generate other closing tasks needed. You will be expected to notify your AM of any delays in this process.

**Best Practice:** Follow up with Local Closer/Closing Attorney to make sure they have filled out and sent the *Earnest Money Acknowledgement Form* to our Closing Agent. If the Earnest Money is not acknowledged by the local closer/Closing Attorney, the contract may be cancelled and it will prevent the transaction from closing.

## 17.2 Inspections

All buyers are encouraged to do an inspection. If the buyer is doing an inspection, appraisal, and/or reinspection upon completion of repairs for a lender's re-inspection and a dewinterization is needed, navigate to the Closing Module or Preservation module in VRMS to order a de-winterization.

CLOSING Module, click Schedule Re-Wint/De-Wint, and click the on the right side of your screen. Select the "De-winterize" option.



Preservation Module, click Schedule Re-Wint/De-Wint, and click the on the right side of your screen. Select the "De-winterize" option.



**\*\*NOTE:** Do not order a De-winterization if one or more of the following conditions exist:

- Freezing temperature advisory will be in effect during the time the property will be de-winterized and there is no active heat source.
- There are known plumbing damages

Should damages occur to the property due to a de-winterization service with no active heat source and/or known plumbing issues, you may be liable for any damage caused to the property from frozen or leaking pipes.

Enter the reason for the de-winterization, comments, and when you need the de-winterization completed by. This generates a message to the Preservation Vendor to de-winterize the property in time for the inspection, as well as assign the Preservation Vendor a de-wint task. The Preservation Vendor will answer all associated questions within the task and provide photos where applicable verifying the services was completed.

**\*\*NOTE:** If you schedule a de-winterization sooner than the allotted timeline for the preservation vendor to complete the service, the service will be ordered the day you complete the above, but the Preservation Vendor may not be able to complete the de-winterization by the scheduled inspection date. Please contact and confirm that the assigned Preservation Vendor can complete the work within the limited timeframe before scheduling the inspection.

Do not request a de-wint or re-wint via message or phone. The tasking must be triggered to the preservation vendor for each iteration.

To trigger a re-winterization to the Preservation Vendor, please follow the same process for the de-winterization and select the option to Re-winterize the asset. The messages and tasking will flow in the same manner.

### 17.3 Appraisal and Loan Approval

Once the appraisal has been completed or if the transaction is cash, complete the Confirm Appraisal task. If cash, click “No” on the “Appraisal required” field. If financed, select “Yes” and enter the appraisal date.

Once the loan has been approved or if the transaction is cash, complete the Confirm Loan Approval task. If cash, select “Cash” on the “Finance Type” field. If financed, select the financing, enter whether approved with conditions or without, loan amount, and interest rate.

### 17.4 Amendments

Many times, changes or corrections are needed to the contract requiring an Amendment. We do not use state forms. All changes require upfront approval by the Asset Manager which will generate the Amendment form to be executed. Any requests for extensions need extensive details addressing the delays.

#### TO PROPOSE AN AMENDMENT, GO TO:

- OFFERS Module on left
- Click on Amend Contract link
- In the affected section/field, make the proposed/needed change
- Reason for change: Please do not write a short novel here as this prints on the Amendment form. Keep it short and to the point. For example, if the overall reason a contract needs to be extended is due to delays with the loan, enter “Lender delays”.



Reason for Change \*

This field will populate to the prepopulated amendment. Keep the information to the facts only.

- Once approved by the Asset Manager you will receive an Amendment – Submit Signed Contract task and the unexecuted copy will be sent to you in messages. Use that form only. Once the form has been signed and dated, upload it to the task. There should not be any “effective” date on the form at this point. Seller will enter an Effective date once it’s executed. Once executed by Seller, the executed copy will be sent to you via messages.

### 17.5 Contract Cancellations

From time to time transactions simply don’t work out for any number of reasons. If the buyer is cancelling, consult with your AM to see if the transaction can be saved.

#### IF THE BUYER WILL NOT PROCEED, TRIGGER A SALE FALL THROUGH AT:

- CLOSING Module on left
- SALE FALL THROUGH tab

- Select a category
- Enter a short reason in the Comments box -- *Please do not write a short novel here as this prints on the Termination form.* Keep it short and to the point. For example, if the overall reason buyer is cancelling is due to property inspections/condition, enter "Property condition".

## CLOSING

CONTRACT PACKAGE
EXECUTION
SALE FALL THROUGH
AMENDMENTS
SCHEDULE RE-WINT/DE-WINT

### SALE FALL THROUGH HISTORY

Cancel Existing Sale

ID	Requested	Requested By	Reason	Executed	Strategy	FormStatus	Action
23828	11/30/2018		Lender Denied Financ...	12/03/2018	Repair THEN List	Submitted	

Page 1 of 1 Page(s)

### EARNEST MONEY FORM

Reason: \* -Select-

Comments: \* This populates to the Termination Form. Details should be short and accurate.

Earnest Money Deposited: \* \$5,000.00

Amount To Purchaser: \*  

Amount To Seller: \*  

Amount To Title/Closing: \*  

Submit

- Click Submit – enter a note
- This generates a review task to the Asset Manager. Once approved, system will send a docusign link to the buyer(s), buyer agent and the listing agent concurrently. After all three parties have completed their docusign, the form will automatically be submitted to the system and the Asset Manager will be tasked to execute their portio.

**Best Practice:** If a Sale Fall Through has been triggered, notify our Closing Agent/Closing Specialist that buyer is seeking a cancellation/termination and request that all closing work be paused. This should stop all unneeded processes/tasks/follow up.

## 17.6 Closing Follow Up

- **5 days** prior to the close date follow up with other agents, local closers, our closing agent, and your asset manager) Typical questions to ask:
  - To our closing agent: Has the Deed been prepared? Has the closing package been sent to you?
  - To local closer: Has the lender sent you closing documents? Is a closing package being worked on to be sent to Seller's Closing Agent? Is the closing scheduled?
- **Processing requirements:** Our Closing Agent needs the Closing Package sent to them five business days prior to the close date to allow for reviews, corrections, data input (into our system) and review by our Closing Specialist. Make sure that the lender and local closer are aware of these timelines. From time-to-time exceptions can be made. On the last 3 days of the month, these requirements may not apply.
- **Scheduled closing times:** Make the other agent aware early on that this is not a typical closing where Buyer and Seller are local and readily available. There are many moving parts to this process. Closings should be scheduled for the afternoon/late afternoon – never in the morning. Please keep in mind that on any given day our staff has many closing packages/CDs to review – more on Fridays and always at end of month. The CD may not get approvals until late in the day.
- **Expired contracts:** Notify your AM of any delays with the closing and request the necessary Amendment to the close date prior to the expiration date. ***All expired contracts are immediately subject to cancellation without further notice.***

All closings are important and every closing counts. We strive to set realistic closing dates and do expect closings to take place when scheduled. We understand that this is not always possible. It is imperative that you stay on top of all closings and be keenly aware of the role each party plays. We expect you to be proactive, involved, and up to date in the closing process.

## 18 Title

This section will cover one of the most important, if not the most important aspects, of getting a property to a closed status – Title.

VA – Servicers are responsible for providing VA with an acceptable Title Package within the number of days given – depending on the state

**Best Practice** – On day 1 when you first get the assignment, check local records to see who the Owner of Record is. On VA properties, it is common for either the previous mortgagor or the Servicer to be in title.

## 18.1 Title statuses – VA

### CLIENT APPROVED

The title package has been reviewed by VA and deemed acceptable. VA can now convey title with a Special Warranty Deed. All parties will receive a message in AMS notifying them that the title has been approved.

**\*\*Important:** If Title issues are later discovered by the local closer, it may trigger a re-review by VA. If VA's re-review determines that the Title package is unacceptable, the Title status will move to Client Rejected.

### CLIENT REJECTED

Title has been reviewed by VA and has been deemed unacceptable. This will trigger a HOLD status. Tasking will be disabled except for a few tasks, which include Repairs tasking, Amendment tasking, Sale Fall Through tasking. A closing cannot occur while on HOLD with a rejected title package. Close date extensions can be triggered. All parties will receive a message in AMS notifying them that the property has been placed on hold.

## 18.2 Re-Conveyance

Re-Conveyance is the process of returning the property back to the Servicer due to non-compliance based on the guidelines and timeframes set forth by the VA.

The Pre-Reconveyance Letter is sent to the Servicer and Foreclosure Attorney formally notifying them of what is needed and by when. The Servicer and Foreclosure Attorney is given 10 business days to adhere to the pre-Reconveyance letter. If the Servicer and Foreclosure attorney does not comply, the property may be recommended for Re-Conveyance.

**\*\*Important:** If recommended for Re-Conveyance, any approved offers/contracts will be Cancelled/Terminated, and Earnest Money refunded to Buyer.

Reconveyance - Condition Inspection task triggers. This task will not populate your tasks queue. You need to be in the asset/TASKS to see it. This task needs to be completed as soon as possible to help complete the re-conveyance process.

Click on the word 'here' in the blue box as seen below. This will take you to the Inspection screen/survey.

PRE-LIST	Sent to Client	7/6/2022	N/A
TITLE	Client Review	3/15/2023	7/13/2022

Looking for Reconveyance or the old Title UI? You can access it here.

The Inspection tab will open and you will have to select Owner Occupied, Tenant Occupied or Vacant. After the selection is made, you can complete the survey and submit. This will close the Reconveyance – Condition Inspection Task.

Reconveyance Complete – The Re-conveyance process has been completed. Withdrawal from our inventory is imminent.

Once the property has been formally withdrawn/removed from our inventory, you will be notified. Once notified, you are to remove the signage (For Sale sign and VRM No Trespassing notices), terminate utilities, and remove the lockbox. Be sure to submit all pending reimbursement requests to LPS within 30 days from the withdrawal date.

## COMMISSIONS

If a property is Re-conveyed/withdrawn, commissions will not be paid to any party – even if it was under contract.

### Fees/Costs incurred by Buyer

If a property is Re-conveyed/withdrawn, Seller will not reimburse the buyer for any expenses incurred. This includes but is not limited to inspections, appraisals, surveys, and title searches.

**Important:** VRM listing broker/agents/agents or representatives of the buyer should not contact the Servicer or the Foreclosure Attorney on either VA properties. Only VRM title specialists and or managers should contact these parties as deemed necessary.

On VA properties, please direct all questions and assistance requests to the Title Specialist and Asset Manager.

# 19 Tax Payments

## PROPERTY TAX OVERVIEW

As part of VRM's services, property tax payments are brought current and maintained until the property is sold or removed from inventory. To accomplish this, VRM utilizes a third party tax vendor to provide tax information and payment processing. Listing broker/agents should not make any payment for taxes as the third party tax vendor manages the payments and process for VRM, unless the listing broker/agent has prior written approval from VRM to do so.

Although VRM makes every effort to ensure accurate tax payments, listing broker/agents should ensure all taxes have been identified for all parcels associated with the subject property. If there are multiple lots or tax parcels, listing broker/agents should obtain a tax statement for each parcel and submit to the assigned tax specialist through VRMS messages for review. Once received, the tax specialist will provide the data to the tax vendor for verification and processing.

### 19.1 Tax Related Closing Delays

Closing Delays are often created from outstanding taxes discovered on additional parcels not previously identified.

To avoid closing delays, be sure to verify tax payments have been made for both the primary parcel and any secondary parcels that may be associated with the asset.

Please note, current tax assessments may be paid at closing and collected on the settlement statement; however, all delinquent taxes must be paid by VRM prior to closing outside of the escrow.

### 19.2 Tax Payments

All tax payments must be presented to VRM for approval from our tax vendor through a tax batch for reconciliation. In the event a listing broker/agent discovers delinquent taxes, or a secondary parcel, notification should be submitted to VRM's tax specialist through VRMS messages along with supporting documentation. VRM will submit to our tax vendor for processing on the next available tax batch.

VRM's tax vendor will provide payment details through normal tax approval process in VRMS, along with their tax certificate for review. Information will be reviewed to determine if VRM has previously made a payment, if the asset has been deactivated from inventory, and confirm that the tax payment amount presented is correct. Once the batch has been reviewed payment approval will be provided to the tax vendor.

### 19.3 Direct Tax Payment Request

If a property is scheduled to close or taxes are due before the tax vendor is able to remit payment and obtain a paid receipt, the tax specialist will request VRM to issue a direct tax payment internally through VRM Accounting.

When a direct payment is requested, funds are made payable to the tax collector and mailed directly to the listing broker/agent. The listing broker/agent will then be required to confirm payment has been made and upload a paid receipt through the "Provide Proof of Tax Payment"

task in VRMS. Please see Section 4.0 for processing details. Another option is to have the listing broker make the initial tax payment and then allow VRM to reimburse them directly via a Direct Tax Payment request in VRMS.

A formal directive made via AMS messaging from VRM's Tax Specialist/Tax Manager directly to the listing agent to make a specific tax payment supersedes all other methods in the event of a time restriction, threatening to delay the closing. Essentially, having the listing agent the payment directly is more efficient in the essence of time. This directive is the sole judgment of the Tax Specialist/Tax Manager. The listing agent is to comply with said directive.

Tax reimbursements are not to be submitted through LPS. Once the reimbursement check has been generated, this will also trigger a Proof of Tax Payment Task, in which the listing broker is to upload the original receipt to complete the task. In the event the asset status changes to 'Closed' prior to the task being completed, the system will not allow for the task to be completed. The receipt is then to be saved in the Documents section.

## 19.4 Provide Proof of Tax Payment Task Overview

Some instances will call for a tax payment(s) to be mailed directly to the listing broker/agent. This will require the listing broker/agent to complete a "Provide Proof of Tax Payment" task in VRMS.

- Upon a tax bill/lien being discovered and presented by the tax vendor on a tax batch, the payment may be mailed to the listing broker/agent to remit to the tax collector/treasurer. The listing broker/agent will receive a "Provide Proof of Tax Payment" task; which is to be completed by uploading the paid receipt into the Proof of Payments tab within the Tax module.
- The payments are to be hand-delivered to the collector/treasurer and are not to be mailed. This only creates further closing delays and the potential of the funds being lost.
- In some cases, VRM may be unable to determine if the property will close prior to the tax due date. In these instances, a tax check is mailed to the listing broker/agent to have on hand to avoid any penalty or interest from accruing in the event the asset does not close as scheduled.
- If the asset does close prior to the tax due date, then the check is to be mailed back to VRM.
- If the asset does not close, the payment is to be hand-delivered to the tax collector/treasurer. The paid receipt is to be uploaded into the Proof of Payments tab within the Tax module.

## 19.5 Provide Proof of Tax Payment Task Completion

After the VRM tax specialist has approved a direct tax payment, the listing broker/agent will receive a "Provide Proof of Tax Payment" task in their queue for completion.

For task completion, the listing broker/agent should follow the task completion link to the Tax Module. The listing broker/agent will be required to upload proof of payment along with confirm the date paid.

**Please note:** any comments added into the Comment box will not be sent to the tax specialist for review. If there is an issue with the payment made, send a separate message to the tax specialist through VRMS messages.

## 20 Reimbursement and Accounting

We strive to reimburse you for approved expenses in a timely manner. The information below is designed to help you with the expense submission and reimbursement process. VRM processes the majority of expense reimbursements through Black Knight Financial Services - LoanSphere Invoice Management (LoanSphere, sometimes referred to as LPS). LPS can be contacted through their LoanSphere Invoice Management Customer Service: 904-854-5462 or at [Invoicing.Support@bkfs.com](mailto:Invoicing.Support@bkfs.com). Some reimbursements for repairs are reimbursed and paid directly through VRMS as repairs are verified as complete. The table (Figure 16.1) below provides a summary of how expense reimbursements are typically handled for each vendor type.

**FIGURE 20.1**

Vendor Type	Reimbursement Handling	Pre-approval required in VRMS for:	Registration Website for:
Real Estate Services	LoanSphere	<p>Out of scope/in scope P&amp;M, Capital, Lender Required, or Emergency repairs completed by a third party repair/preservation contractor not assigned to the asset in VRMS</p> <p>Repair bids uploaded into VRMS on behalf of an assigned property preservation vendor</p> <p>Delinquent utility and HOA accounts</p> <p>Recurring and ongoing utility and HOA expenses</p> <p>Property violations or liens</p> <p>Eviction expenses, including moving and storage fees</p>	<a href="https://im.lpsdesktop.com">https://im.lpsdesktop.com</a>
National Property Preservation	LoanSphere	Repair work where your company is assigned to an asset, but did not get paid through direct pay (rarely used)	<a href="https://im.lpsdesktop.com">https://im.lpsdesktop.com</a>
	VRMS	All out of scope repair work where your company is assigned to an asset and added the repair bid	<a href="https://vrms.vrmco.com">https://vrms.vrmco.com</a>
Local Property Preservation	VRMS	All repair work where your company adds the repair bid and is approved (Bids uploaded	<a href="https://vrms.vrmco.com">https://vrms.vrmco.com</a>

		by the broker will be paid by the broker and submitted by them in LPS)	
Eviction Attorneys	LoanSphere	Eviction fees and costs	<a href="https://im.lpsdesktop.com">https://im.lpsdesktop.com</a>
Deed Preparation	LoanSphere	Reconveyence deed fees and recording costs	<a href="https://im.lpsdesktop.com">https://im.lpsdesktop.com</a>

**PAYMENT INFORMATION**

- Payments will be processed according to the vendor payment method stipulated in VMS and mailed to the mailing address on record or deposited into the account on record. Please see the Payment Method tab in VMS to review your account information. See Section 2.6 for payment method set up.
- If you have indicated you would like your reimbursements processed via paper check, the check payable information will be made out to the Legal Entity Name on your VRM Vendor Profile.

**20.2 Chargebacks and Curtailments**

In the event you are reimbursed for an expense that is ultimately deemed non-reimbursable by our client, VRM will deduct the non-reimbursable amount from a future reimbursement. All chargebacks will be reviewed by both VRM accounting and operations staff prior to implementation. If you feel that you have been charged back in error, please contact Vendor Management at [vendorinquiry@vrmco.com](mailto:vendorinquiry@vrmco.com) and reference the asset number listed on your remittance advice.

**20.3 LPS Submissions**

VRM will be listed as a servicer on the dropdown menu in LoanSphere as Vendor Resource Management - GOV. When creating an invoice, in the “Servicer” drop-down, select Vendor Resource Management - GOV. VRM will not appear in your Servicer Rolodex.

If you do not see VRM in your list of servicers, please send a request to [accounting@vrmco.com](mailto:accounting@vrmco.com) that includes your LPS Company code and vendor ID to link your accounts.

Please make sure your contact information is correct in LoanSphere including your company name, tax ID number, email address, and phone number. This contact information will be used to contact you regarding any problems or corrections needed on any invoice.

- Please check your LoanSphere Resolutions regularly by running the Resolution Pending Report.
- All attachments in LoanSphere must be sent in 1 PDF attachment. Any other forms of attachments may cause delays in payments.
- VRM Accounting will contact you through a resolution in LoanSphere with any issues regarding invoice submission.
- Be advised that any Resolution sent to you must be resolved within five business days or 7 calendar days, unless otherwise stated, or the invoice will be denied. Denied invoices can be resubmitted once the correct information has been acquired, as long as the submission timeline has not passed.
- To review a Resolution on an invoice, open the invoice in LoanSphere and select the Resolution link on the top of the invoice. This will tell you what corrections or changes are needed by your Accounting Specialist to process your invoice in LoanSphere.

**Resolution Pending Report**

Invoice #	Contact VUserID	Asset #
1	15576	

Grand Total Count: 1

**Invoice Editor**

**+ Invoice Information**

Invoice #: [ ] Asset #: [ ] Invoice Date: 10/8/2021  
 Status: Pend Vendor Rvw. (Exc/Res) Loan #: [ ] Created Date: 10/8/2021  
 Servicer: Vendor Resource Management - GOV Submitted Date: 10/8/2021  
 Deadline Date: [ ]

Invoice Type: REO - Property Preservation Services Contact: [ ]  
 Vendor Ref #: Utilities for September Loan Type: REO  
 Department: REO Broker Address: [ ]  
 City, State: [ ]  
 Zip: [ ]

Invoice ID: [ ]

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
10/06/2021	10/06/2021	10/08/2021					1

**Totals**

Costs Total:	\$26.12	Invoicing Prev. Billed:	\$0.00	Exc. Loan Allow:		Exc Inv Allw:	
Totals Inv Amt:	\$26.12	Prev. Billed:	\$0.00	Loan Total Fees/Costs Prev.Billed:	\$0.00	Exc Inv Allw:	

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc.	Allow	Adjust
N					REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00			\$0.00
Service From Date:		09/01/2021		Service To Date:		09/30/2021								
N					REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00			\$0.00

**Resolution**

Close Print Loan #: [ ] Asset #: [ ]

NOTE: To resubmit this invoice to the Servicer, click the Save& Submit button on the Invoice.

Action:	Reason:
Release	Correct item
Completed Date: Open	

Created	Servicer	User ID	Comment
10/8/2021 6:11:49 PM	VRMVA	[ ]	Documentation is missing from both line items

- Do not select “Initial Services” as your subcategory in LoanSphere unless you are specifically requested through LoanSphere. We use this subcategory for a specific accounting purpose.
- Submissions coded incorrectly will be returned to you for correction. Please refer to the VRM LoanSphere Subcategory document for category and subcategory requirements in the AMS Training Library.
  - Do not submit duplicate entries as these invoices will be denied.
  - Invoice and proof of payment for all cost lines on your LoanSphere submission are required for reimbursement. Cash is not an acceptable proof of payment.
  - Do not attach repair photos in LPS unless you are requested to do so through a resolution.
  - All invoice line items must include the “From” and “To” dates of service.
  - From and to service date in Loan Sphere must be same as the invoice or ledger read date or service date.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc						
Dept	Comments	Line Items	Exceptions	Edit Summary	Adjustment Summary	Quote	Service Request	Guideline	History	Payment	Chronology		
<b>Costs</b> Total:		\$45.00	LoanSphere Invoicing Prev. Billed: \$0.00	Exc. Loan Allow:		Exc Inv Allw:							
<b>Totals</b> Inv Amt:		\$45.00	Prev. Billed: \$0.00	Loan Total Fees/Costs Prev.Billed:	\$4,621.82	Exc Inv Allw:							
<input type="button" value="Add"/> <input type="button" value="Remove All"/>													
N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
N					Property Services	Repair - Plumbing Repairs		10/31/16	1	\$20.00	\$0.00		\$0.00
					<b>Service From Date:</b> 02/01/2018	<b>Service To Date:</b> 02/28/2018							
N					Property Services	Repair - Plumbing Repairs		11/01/16	1	\$25.00	\$0.00		\$0.00
					<b>Service From Date:</b> 01/01/2018	<b>Service To Date:</b> 12/31/2018							

- Delinquent utility bills require a detailed ledger or history from the utility company showing the read date or service date with detailed charges including all penalties and interest. These bills must be approved in AMS before being submitted in LPS. Otherwise, they will be denied for lack of approval.
- If you are managing an asset with multiple units, the unit number must be on all bills or invoices.
- If you have an asset where multiple utilities are billed on the same bill with the same period of service (for example, electric and water), you do not have to separate the line items for utilities. Submit your invoices under the subcategory “Other Utilities”.

## SUBMISSION TIMELINES

- Invoices should be submitted on a regular basis and not accumulated and submitted upon asset closing. The final deadline for invoice submission is 30 days after the asset disposition date.
- Invoices submitted after this deadline are subject to denial in LoanSphere. In some instances, there may be final utility bills which have not been received by the deadline. Final utility bills are due for submission in LoanSphere within seven days of the invoice date.

For Brokers, please see the LPS Broker Guide in the AMS Training Library.

## 20.4 Repair Submissions (Property Preservation and Real Estate Services)

In some instances, VRM will make payment directly to the assigned property preservation vendor on an asset for repair work completed. When the assigned preservation vendor enters a bid and it is approved for out of scope Preservation and Maintenance (P&M) repairs, VRM will make payment directly. If the repair work completed is for Capital, Lender Required/Buyer Requested, VRM will not be making the payment to the repair contractor. These repairs will need to be paid by the Listing broker/agent and submitted to LoanSphere for reimbursement. Below in Figure 19.2 is a summary of payment expectations for repair expenses.

- Repair invoices which are to be paid by the Listing broker/agent must be paid within seven calendar days of receipt of invoice.
- VRM recommends you submit your reimbursement request in LoanSphere upon payment to the vendor or contractor.
- The service dates must be the actual date the service was performed or completed, not the date ordered.
- Be sure to provide all supporting documentation for repair expenses; including the appropriate form signed by the vendor or contractor paid. Contact your Asset Manager or Repair Specialist if you are unsure which form should be used. Blank copies of the below forms can be located in the VRMS Document Library:
- The Payment Certification form must be filled out and signed for all Preservation and Maintenance repairs.
- An All Bills Paid Affidavit must be filled out and notarized for all Capital and Lender Required/Buyer Requested repairs.

**FIGURE 20.2**

<b>Repair Type</b>	<b>Listing broker/agent Payment Required</b>	<b>VRM Payment Required</b>
<b>P&amp;M out of scope repairs completed by the assigned preservation vendor</b>	No	Yes
<b>P&amp;M out of scope/in scope repairs completed by a third party repair contractor hired by the Listing broker/agent</b>	Yes	No
<b>Capital Repairs completed by the assigned preservation vendor</b>	Yes	No
<b>Capital Repairs completed by a third party repair contractor hired by the Listing broker/agent</b>	Yes	No
<b>Lender Required/Buyer Requested completed by the assigned preservation vendor</b>	Yes	No
<b>Lender Required/Buyer Requested completed by a third party repair contractor hired by the Listing broker/agent</b>	Yes	No

Emergency Repairs excluding out of scope debris removal	Yes	No
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## 20.5 Vendor Payment Reconciliation

### PROPERTY PRESERVATION VENDORS AND BROKERS

All payments made by VRM can be located on the Payments tab of your Vendor Profile. Here you are able to search your payments by Payment or Chargeback, Payment Reference, Asset ID, Invoice Number, and Date Paid.

- Select the Filter link in the top right corner of the Payments tab to search for payment information.
- The Voucher detail on the bottom of the screen will provide a breakdown of the asset ID and services performed which are included in the payment.

The screenshot shows the VRM Vendor Profile interface. At the top, there is a navigation bar with the VRM logo and user information: Casie Clark | Accounting Manager | Vendor Resource Management. Below this is a menu with options: Home, Prospects, Vendors, Reports, FAQ, Tasks, Capacity, Main Menu, and Logoff. The main content area is titled 'PAYMENTS' and 'VOUCHERS'. Under 'PAYMENTS', there is a 'PAYMENT HISTORY' section with a 'Filter' link. Below this is a table of payments:

Payment Date	Payment Type	Payment Reference	Items Included	Payment Amount
01/18/2018	EFT		9	\$4,550.00
01/17/2018	EFT		1	\$500.00
01/04/2018	EFT		2	\$500.00
01/03/2018	EFT		9	\$4,800.00
12/22/2017	EFT		4	\$1,200.00

Below the payment history is a 'VOUCHERS' section. It contains a table of vouchers/services associated with the selected payment:

Asset ID	Address	Invoice	Service Item	Amount	Comment
			Debris Removal >40 cubi...	\$500.00	View

### VRM APPROVAL NOTES:

- Approvals need to be for the exact amount of each line item or invoice (if only one line item). Sales tax must be included in any approval.
- All approvals must be obtained and documented in VRMS prior to any work completion.
- Approvals must be noted in VRMS for:
  - Evictions, including moving and storage fees
  - Repairs

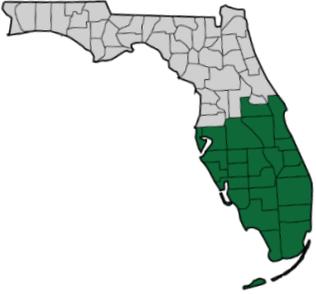
- Inspections
- Violations
- Delinquent utilities and HOA accounts
- Please contact **accounting@vrmco.com** with any questions or issues regarding your reimbursement or payment for services provided.

# Appendix

## WINTERIZATION SCHEDULE



VRM Winterization Schedule

States	Winterization Timeline
AL, AR, AZ, CA*, DC, DE, FL*, GA, KS, KY, LA, MD, MO, MS, NC, NJ, NM, OK, SC, TN, TX*, VA, WV	Winterize October 1-April 15
AK, , CO, CT , ID, IL, IN, IA, ME, MA, MI, MN, MT, NE, NV, NH, NY, ND, OH, OR, PA, RI, SD , UT, VT, WA, WI, WY	Year round Winterization. Winterize immediately upon determining asset is vacant regardless of time of year.
Caribbean, Guam, Hawaii, N. Mariana Islands., Puerto Rico, Virgin Islands	No Winterization in the these locations
<p><b>Select counties in CA with no winterization</b>            Los Angeles, Orange, Riverside, San Diego, Imperial</p>	
<p>Select counties in FL with no winterization            Orange, Pinellas, Hillsborough, Polk, Osceola, Brevard, Indian River, Manatee, Hardee, Desoto, Sarasota, Highlands, Okeechobee, St. Lucie, Martin, Charlotte, Glades, Lee, Hendry, Palm Beach, Collier, Broward, Monroe, Miami-Dade</p>	

Select counties in TX with no winterization

Kinney, Real, Uvalde, Medina, Bandera, Maverick,  
Zavala, Frio, Dimmit, LaSalle, Webb, Zapata,  
Bexar, Comal, Guadalupe, Wilson, Waller, Harris,  
Jefferson, Karnes, Fayette, Austin, Colorado,  
Gonzales, Lavaca, Wharton, De Witt, Jackson,  
Fort Bend, Brazoria, Galveston, Chambers,  
Matagorda, Calhoun, Victoria, Goliad, Bee,  
Refugio, Aransas, San Patricio, Nueces, Jim Wells,  
Atascosa, McMullen, Duval, Live Oak, Kleberg, Jim  
Hogg, Brooks, Kennedy, Kleberg, Starr, Hidalgo,  
Willacy, Cameron

