

BLM Q&A



1/1/2016

Contractor Questions and Answers

This document serves as a quick reference for contractors working under the BLM HUD 3.8 M&M Contract.

Acquisition Types	
Type	Definition
Conveyance Foreclosures	Properties conveyed to HUD by a Mortgagee following foreclosure, or deed-in-lieu of foreclosure of an FHA insured mortgage, and the filing of a claim for insurance benefits.
Custodial Properties	Properties secured by a Secretary-Held mortgage or HECM, which are in default and upon inspection by HUD's servicing Contractor determined to be vacant or abandoned. Title is not yet in HUD's name. Upon receipt of notification from the GTR, the Contractor shall take possession to protect and preserve the property until title is acquired. Custodial properties are not marketable until foreclosure is completed and title is vested in the Secretary of HUD. These properties will be assigned by the GTR. Mortgagee compliance and marketing and sales tasks are not required for these properties. There is limited property management tasks associated with these properties.
Foreclosed Secretary Held Mortgages (SHMs)	Properties acquired as the result of the foreclosure of a mortgage serviced by HUD including assigned and purchase money mortgages. These properties will be assigned by the GTR. Mortgagee compliance tasks are not required for these properties.
Home Equity Conversion Mortgages (HECM)	A property acquired as the result of foreclosure of a reverse mortgage insured by FHA. These properties will be assigned by the GTR. These properties will not be in Single Family Insurance System.
312s	Properties acquired as a result of foreclosure of a HUD Community Planning and Development's Rehabilitation Mortgage. Notification of acquisition is provided by memorandum from the current servicer through the GTR.

HPIR, Initial Services, Possible Reconveyance

Question	Answer
<p>How do I validate the address to complete the HPIR?</p>	<ul style="list-style-type: none"> • Insure the WO Address is complete and matches the posted address at the property. If there are any discrepancies, call from site before you attempt to access the property. • If in a Multi-Unit Structure: <ul style="list-style-type: none"> o Ensure you have a correct unit # o HPIR needed for each unit • If access is controlled/locked get contact information for the Property Management Company and report on the HPIR • If you cannot gain access • Complete FSM Inspection form external questions only and external pics • Call from site and advise Area Manager • Provide pictures of the access door/gate, the address and the street. • If you gain access be sure to note how and/or who gave you access to the common area. Install a lockbox with a common access key when possible and note on the HPIR.
<p>How are Gas appliances tested if the Gas is not on?</p>	<p>Gas appliances can only be visually inspected if the gas is not on to the property.</p>
<p>Can appliances be removed from the property as debris?</p>	<p>NEVER remove appliances from HUD REO properties even if the unit is damaged, non-functional or dirty beyond clean unless there is HUD GTR approval If removal is recommended due to Health and Safety reasons, place a request to have the appliance removed by calling from site and providing photos to support your claim.</p>
<p>What should happen if a cistern is present?</p>	<p>A cistern is not considered an adequate water source and should be reported as a Reconveyance.</p>
<p>What if a property has a cistern and well?</p>	<p>A well and cistern is considered an adequate water source as long as the well is the primary.</p>

<p>Once a property is assigned to HUD what is the FSM's responsibility?</p>	<ul style="list-style-type: none"> • Inspect the property and note the condition at the time of conveyance • Secure the property • Identify and remediate Health & Safety Hazards • Collect and note any HOA or Condo association information • Provide services as defined in Work Orders HPIRWO & INITIALSERVWO • Routinely Inspect the property and maintain property in ready to show condition at all times as defined in Work Order FSMINSP WO • Provide routine lawn care services (once every two weeks) as defined in Work Order BWGC WO • Provide services as directed by the HUD GTR for bid work approved • Preserve and protect the property from damages and unwanted entry
<p>What is the proper way to secure a crawl space?</p>	<p>All open crawl spaces should be secured with plywood, hinges and an A389 Padlock.</p>
<p>What is required on a CSHVWO?</p>	<p>Required with CSHVWO Work Order</p> <ul style="list-style-type: none"> • Complete Trash-out and Clean out • Complete Maid Services • Ready to show condition • Provide Date Stamped pictures (150) • Upload documents and pictures • Load photos are important due to the amount of debris that is normally at these types of properties. Measurements of trailers and/or dumpsters are required • Photo document each load of debris with a white board and the amount of cubic yardage in each load • Due in 2 Days

<p>Dehumidifier is damaged or not working what should be done?</p>	<p>First check to assure power is on. If power is off test dehumidifier with a generator. Call from site to inform state rep if dehumidifier needs replaced. Check the bucket, filters and record error codes if present.</p>
<p>There is an excessive amount of moisture in the property. Can I recommend a dehumidifier?</p>	<p>Yes. if a property has high amounts of moisture due to the humidity, a dehumidifier should be recommended to protect the asset. A bid is needed for the install</p>
<p>I arrived onsite to a running dehumidifier. Should I leave it running?</p>	<p>Yes, the dehumidifier should remain active and the HPIR noted.</p>
<p>I arrived onsite to a running dehumidifier. Should I leave it running?</p>	<p>Yes, the dehumidifier should remain active and the HPIR noted.</p>
<p>Property has FSS or shared water but the utilities are not on to run heat.</p>	<p>First check to assure if the utilities are really off or on. Include photos of meters and breaker box. Call from site to inform state rep that utilities are not on to run heat.</p>
<p>Property has FSS or shared water and the utilities are on but heat is not working.</p>	<p>Check to assure thermostat is set correctly. A newer model may need a new battery. If the heat will still not turn on, call from site to inform state rep.</p>
<p>Property has FSS or shared water and utilities are on but the contractor keeps finding that someone has turned them off in between FSM inspections.</p>	<p>Turn heat back on and call state rep. State rep should inform BLMCO so the AM can be contacted.</p>
<p>There is a smell of gas at the property what should be done?</p>	<p>Call gas supplier and alert them to the situation. Call state rep and update condition at the property. Do not leave the property until after meeting with the gas company.</p>

<p>What is required when a broken window is present?</p>	<p>HUD requires re-glazing of windows and boarding should only be used to secure access until it is re-glazed. Remove all broken glass from the frame, the floor and the exterior areas when boarding Bolt Boarding method only with plywood and carriage bolts. Carriage bolts need to be cut after boarding is complete. If there is frame damage, take photo of the damage and submit a bid to replace the window and leave the window / door boarded. Provide clear photos to support all window frame damage</p>
<p>There is mold noted when completing the HPIR, what do I do?</p>	<p>Mold like substance should be treated with bleach water solution, 50/50 mix, and wiped down Areas of 25 square feet need treated If drywall removal is necessary, call from site. The 25 square feet per area rule applies Bid to remove any additional areas over the 25 square feet amount that has been defined. This will include testing of the substance to determine if it is in fact mold by a licensed contractor. If there is an excessive amount of mold present then measurements and photos are needed for review of Reconveyance.</p>

<p>What is required on a HECMWO?</p>	<p>Required with HECMWO Work Order:</p> <ul style="list-style-type: none"> • Locate the property and validate the address • Determine if the property is Vacant/Occupied • Secure the Property (Change one exterior door knob to 67667 & note location) This door should be the back or side door if possible • Post Notices and Sign-In sheets • Completing HPIR Parts I, II & III • No Trash out ,Cleanout or Maid service performed • Resolve Health & Safety issues (Interior & Exterior) • Provide many, many, many, (150 minimum) Photographs • Perform Initial Lawn Care • Perform Winterization • To be completed and uploaded within 24 hours • Property will then go to Routine Services Bi-weekly
<p>Can I use my iPad to complete HPIR forms?</p>	<p>Yes, it is highly recommended that you use iPad, Laptops and Android devices while in the field and onsite. There are separate HPIR forms for all devices.</p>
<p>How do I use an Android device for HPIR forms?</p>	<p>Instructions have been/ will be sent to you detailing how to use your portable device.</p>
<p>How do I use an iPad for HPIR forms?</p>	<p>Instructions have been/ will be sent to you detailing how to use your portable device.</p>
<p>What is a HPIR Form?</p>	<p>HUD Property Inspection Report is a 3 part form used by the FSM to communicate the condition of a HUD property at the time it is conveyed from the Bank.</p>
<p>What is Part 1 of the HPIR form</p>	<p>Part I, Conditions for Conveyance, Questions 1 - 14</p>
<p>What is Part 2 of the HPIR form</p>	<p>Part II, Initial Inspection, Questions 15 & 16</p>

<p>What is Part 3 of the HPIR form</p>	<p>Part III, Property Condition Report, Question 17</p>
<p>What is Required with HPIRWO?</p>	<ul style="list-style-type: none"> • Locate the property and validate the address • Determine if the property is Vacant/Occupied • Identify Mortgagee Neglect • Identify Re-Conveyance Conditions • Secure the Property • Post ALL Signs • Completing HPIR Parts I, II & III • Systems testing • Repair / Replace Costs Estimates • Collect and report HOA or Condo Assoc. Info. • Providing a Bid when necessary • Provide many, many, many, (150 minimum) Date stamped photographs • Winterization when required • Address and H&S hazards present • To be completed and uploaded within 24 hours
<p>What are the photo requirements for the HPIRWO?</p>	<p>Picture of the structure from the street (Market Photo) ADDRESS PHOTO SHOWING THE STREET NUMBER AND SIDES OF THE EXTERIOR OF ALL structure including all outbuildings Driveway, Parking Area and Garage access PICTURES OF THE ROOF, (ROOF PICTURES ARE TO BE TAKEN FROM THE REAR, SIDES, WALLS OF AIR METER AND METER TAGS (gas, water, AIR) POLE SIGNS SHOWING LOCALITIES AND # VISIBLE FROM THE OUTSIDE IN THE AREA, GATE AND MAIN GATE, THE FRONT PART OF THE CURB SIDE OF THE ROAD, ALL APPLIANCES AS YOU PUMP THEM UP TO SHOW HOW IDENTIFY, HVAC AND DUCTWORK AND EXCEPTIONAL ROOF WORK, AND THERMISTERS, PICTURE SYSTEMS, WALLS, PRESENT AND PAST TREES OF THE INSIDE TO SHOW THEIR WARD, CLOSETS, STAIRS, CAILIN AND ALL WINDOW AND SHOWER BASE AND, RAILWAYS AND THE CONDITION OF STEPS AND ADDITIONAL PICTURES TO SHOW ADDITIONAL POINTS MUST BE DAMAGED TO SUBSTANTIATE THE SYSTEMS TESTING IN SECTION 17 OF THE ALL APPLIANCES BEING TESTED</p>

	<p>Winterization photos All meter readings, meter tags, street signs, sign in sheets and keycodes need to be clear, legible photos. Health and Safety Hazards should be remediated while onsite with photos to support.</p>
How many photos are required for the HPIRWO?	There is a minimum of 150 photos required
What are the approved HUD keys	See attached list with training info.
What Padlock is approved by HUD	A389
When is a HUD A389 Padlock needed?	<p>On all gates that give access to a pool or spa Secondary structures Garage Doors to secure from movement (Lock Bar or each track) Roof Ladders Cages, Exterior Utility Area and/or Crawl Space Access. Remove all other padlocks that are not A389 and install A389 for access on all outbuildings and any door that is damaged and cannot be secured with a knob lock.</p>
What is Maid Services?	<p>Maid services are vital to ensuring the property is in Ready to Show Condition Cleaning is not just the interior of the structure. It includes the entire structure and all outbuildings</p>
What is required for cleaning kitchens?	<p>Viewed the most by potential buyers High-traffic area Sinks & Utility Tubs/Plumbing Fixtures Clear drain caps/rings, knobs, and stoppers of soap scum, lime, calcium, toothpaste scum, food matter, and general dirt Remove all debris from on top of upper cabinets, bottom of stoves, ovens, cabinets and drawer's Move all appliances and Clean behind, underneath, and beside them - Put back when finished (never remove without approval) Clean stoves, cook tops, ovens, microwave ovens, dishwashers, refrigerators, washers and dryers inside and out</p>

<p>What is required for cleaning bathrooms?</p>	<p>Toilet Cleaning Inside & Outside of bowl Top & Bottom of toilet seat and cover Toilet tank/lid Behind/Around toilet base Vents/Fans Clear of dust and cobwebs Sinks Remove soap scum, hair, soap, razors, and toothbrushes Remove soap scum, hair, bars of soap, shampoo, creams, razors, shower curtains, curtains rods not permanently attached, rings, mats, rugs and toothbrushes Remove bathroom accessories, caddies from tub and shower stalls, walls, and doors</p>
<p>Is it required to clean ceilings and walls</p>	<p>Clear all ceilings of dust, dirt and cobwebs HVAC System Registers, Clear all floor, wall, ceiling vents, and registers of dust, dirt, and stains Clean all ceiling fans and light fixtures</p>
<p>Do fireplaces need to be cleaned out?</p>	<p>Clear wood-burning fireplaces and hearths of all debris, ashes, and soot Do not burn trash</p>
<p>What is required on Carpets?</p>	<p>Thoroughly vacuum all carpet Always re-install HVAC floor registers if present or board over Tape down any areas of ripped carpeting creating a trip hazard Carpet should never be removed unless authorized. Provide a request to remove if saturated, wet, moldy, heavily soiled or if a strong odor exists. Document the reason for the removal and provide photos to support. If carpet removal is required, tack strips and padding must be removed also with photos to support.</p>

<p>What is required on Flooring?</p>	<p>Sweep and mop all tile, wood, vinyl, linoleum, and cement floors including the basement/garage Avoid leaving film/residue Use clean mop water All edges/corners should be clean Some areas may not look like the rest of the floor however they still need to be cleaned Pay special attention to areas where appliances, fixtures and furniture were placed for prolonged periods of time Remove and tape any areas of broken or missing tile. Cut and tape loose linoleum</p>
<p>Are we required to clean windows?</p>	<p>Clean all windows, hardware, screens, and ledges Ensure that the windows are locked when clean is completed and provide photo documentation</p>
<p>Are gutters required to be cleaned?</p>	<p>Yes, roofs and gutters are required to be cleaned on the Initial Service WO.</p>

<p>Are there guidelines for landscaping?</p>	<p>to be maintained. Curb appeal is essential! Remove all clippings from sidewalks, driveways, and lawns. Trim and edge all fence lines, foundations, driveways and flower beds without damaging existing plants on every grass cut. Weeds found in driveway/sidewalk/walkway cracks must be trimmed down and sprayed with weed killer. Shrubs must be trimmed and all clippings removed. Shrubs need to be maintained on the initial yard maintenance and are to be cut back from blocking egress, walkways and city sidewalks. Before and after photos of the shrub trimming are required. There is normally part of the lawn maintenance that will need completed. If the grass is 3 inches in height or under, shrubs and trees still may need trimmed. Yard waste, such as twigs, branches, and minor yard debris are to be removed as part of your service Leaf removal is required Trim trees off of house and walkways Before, during and after photos of the front, rear and side of yards to include fence lines, foundations, driveway, and sidewalk are required for each cut every time Do not assume an HOA maintains the yard. If it needs maintained, you must do so</p>
<p>How many photos are required for the INITIALSERVO</p>	<p>There is a minimum of 150 photos required</p>
<p>What are the photos requirements for the INITIALSERVO?</p>	<p>Before, during and after pictures of all work completed including the Trash Our, Maid Services, and Initial Services to show that the property is in Ready To Show Condition</p> <p>Yard and all boundaries fences or lines</p> <p>Initial lawn care services</p> <p>All posted signs showing locations and visibility from the exterior of the structure</p> <p>Sign In Sheet with your information which indicates the date and time you were at the property</p> <p>Sump Pump and pictures to show if electric is on and the pump is operational</p>

<p>What are the photos requirements for the INITIALSERVWO?</p>	<p>Electric panel to show all breakers as you found them and then again to show how you left them in the off position. If there is a sump pump and/or dehumidifier present, be sure to identify the breakers are on for the equipment. (use test light) Mark Sump pump/dehumidifier breakers and Main breaker with blue tape and write "Sump Pump or dehu" to help identify why those breakers are left in the ON position.</p> <p>All rooms to include all walls, closets, floor, ceiling and all windows to show secured and in Show Ready Condition</p> <p>Stairs/Steps, Interior & Exterior, to include the hand rail and show the condition of the steps</p> <p>Basement, crawl space, attic, under steps storage Etc.</p> <p>All debris removal shown in dumpster, truck or trailer upon departure</p>
<p>What are the photos requirements for the HPIRWO?</p>	<p>Picture of the structure from the street (Market Photo)</p> <p>Address photo showing the street number and street sign</p> <p>All sides of the exterior of ALL structure including all outbuildings</p> <p>Driveway, Parking Area and Garage access</p> <p>Pictures of the roof, (Roof pictures are to be taken from the roof and must clearly show the entire area and any mounted equipment.)</p> <p>Yard and all boundaries, fences, walls or lines</p> <p>All meters and meter tags (gas, water, electric-internal and external to show # & Reading)</p> <p>All posted signs showing locations and visibility from the exterior of the structure</p> <p>Sign In Sheet with your information, date and times you were at the property</p>

	<p>Lock change - before, during, after and/or Key Code for all doors</p> <p>Electric panel to show all breakers as you found them and then again to show how you left them. All breakers off if no sump pump. If there is a sump pump ensure that the main breaker is on and the breaker supplying the sump pump is on.</p>
<p>What are the photos requirements for the HPIRWO?</p>	<p>Sump Pump and pictures to show if electric is on and pump is operational (use test light in sump pump outlet)</p> <p>Furnace, HVAC Interior and Exterior units, Duct Work and Thermostat. Picture of Roof Units are still required</p> <p>Hot Water Heater, Water Treatment Systems, Well Pumps, Expansion Tanks, Etc.</p> <p>All appliances present and pictures of the inside to show their condition</p> <p>All rooms to include all walls, closets, floor, ceiling and all windows to show secured</p> <p>Stairs, Interior & Exterior, to include the hand rail and show the condition of the steps</p> <p>Basement, crawl space, attic, under steps storage Etc.</p> <p>Any additional pictures to show abnormal conditions and damages</p> <p>Photos must be submitted to substantiate the systems testing in section 17 of the HPIR. We must provide documentation and photos to show the condition of systems. This includes generator testing and pressure testing. If you are reporting missing or damaged components you must have photos to support the claim.</p> <p>All appliances being tested</p>

	<p>Winterization photos</p> <p>All meter readings, meter tags, street signs, sign in sheets and keycodes need to be clear, legible photos. Health and Safety Hazards should be remediated while onsite with photos to support.</p>
When do we install lockboxes?	Lockboxes are installed for HOA access only
What do I do if a neighbor enters the property while I'm working and want to see the property ?	Politely escort them outside and explain to them this is a HUD Property and you are only completing an inspection and are not allowed to show the property they will need to contact the selling agent or go online Hudhomestore.com
What makes a property occupied?	Property appears to be occupied by viewing in the windows before you enter People at the property when you arrive Personals valued at or above a Yard Sale Value of \$500.00 after you enter
What to do if the property is Occupied	Do not Complete HPIR. Complete the FSM inspection form with exterior info only Attempt to make contact with occupant and get contact information and complete the notes page with this information Take pictures to substantiate your claim of the property being occupied Call from site and advise your coordinator.
What if the occupant/Squatter will not answer the door what do I do to find out who is inside the property?	Call your State Rep, Call the local Police dept. and see if they will assist you with identifying who is in this HUD vacant Property with a name,# and if they have a lease a copy of this.
What do I do when I hear someone inside the property when I unlock the front door on an Inspection?	If you can get a name and reason they are in the property do so and document it. If you feel threaten lock and leave the property and call the police for assistance do not put yourself in harm's way. If there is vehicles in the drive way take a photo of the license plate.

What do I do if there is an oil tank found leaking on the property?	Contact your State Admin. of the condition for direction on what to do. Before departure insure the leak is contained and stopped. Provide good photos of all actions taken to address the issue. Bids may follow to complete the cleanup process.
There is a leaking oil tank. Is this a Reconveyance?	A leaking oil tank is considered a hazard. The property will need to be submitted for Reconveyance review and the initial services should NOT be completed.
There is an unsafe outbuilding or shed onsite. What do I do?	Contact your state rep immediately. If the shed/ outbuilding is in danger of falling than orange safety fence should be installed around the structure and a bid provided for removal.
What key code is used for outbuildings and sheds?	All enclosed sheds and outbuildings should be secured with A389 Padlocks
There is a small decorative pond onsite. How should I proceed?	The pond needs to have safety fence installed
There is a pond with a deck/ dock onsite. How should I proceed?	Access to the deck/ dock should be blocked with orange safety fence to alleviate access.
Pools with a fence/ enclosure.	Pools without a Pool Cover must have a fence to control access to the area. Contractor should secure the fence (if it exists) or properly install Orange Safety Fence with posts around pools to deter access.
Is a pool cover required?	a bid should be provided by the contractor to secure the pool with a cover.
Is draining a pool required	It is not a requirement to drain a pool if the pool is secured with a cover.
There is water accumulating on the cover, what should be done.	It is required that the water be removed from the top of a pool cover. Water on top of the cover is considered a health and safety. If possible the pool cover should be removed and reinstalled. If removing the pool cover is not an option the water should be pumped from the top of the cover. If there is ice present on top of the pool cover, a tarp should be installed to alleviate the H&S.

<p>The above ground pool is damaged what should be done?</p>	<p>If an above ground pool is present and damaged, it should be removed as debris.</p>
<p>What do I do if there is a pool in the back of a 2 acre property with no neighbors or fence around the property?</p>	<p>All pools must have a secured fence around them. You must put an orange fence a few ft. away from the pool and all around the pool to block access from anyone walking up to the pool with good photos to show access has been block.</p>
<p>There is an Unsecure pool gate/fence?</p>	<p>If a pool is completely surrounded by a lockable gate/fence documentation of an A389 padlock should be shown or installed if one is not present.</p>
<p>Is pressure testing required on the HPIR</p>	<p>Pressure testing is required as part of the water supply systems testing when water is not active to the property, even if the property is not being winterized Pressure testing is completed with a Air Compressor not an air tank. We suggest a 5 gallon capacity minimum for sufficient capacity to pressurize the system in a timely manner. The system must hold 30 PSI for 30 minutes for the system to pass the pressure test.</p>
<p>What is Quality Control?</p>	<p>Contractors are required to provide their own documented Quality Control results on properties Avoid Common Contractor Errors Ensure all photos are in when updating work completed Ensure all photos are date stamped with the correct date Work with Field Quality Control Inspectors when reviewing properties or when communicating areas for improvement. Utilize checklists 100% of the time. They are a resource, that when used correctly, will reduce the need for return trips to the property</p>
<p>What are the big six/ surghargable damage?</p>	<p>fire, flood, earthquake, hurricane, tornado, or boiler explosion.</p>
<p>What is considered water Intrusion?</p>	<p>Active roof leaks, foundation leaks and seepage, flooded basement</p>

<p>I arrived onsite to find a flooded basement, what should be done?</p>	<p>Contact your state Admin to report the damages. The water needs to be pumped from the basement, all damaged noted including the source that the water came from. If fans or a dehumidifier is needed than recommend to your state admin.</p>
<p>What are considered Bio-hazards?</p>	<p>Meth Labs, drug houses, oil spills, etc.</p>
<p>Can a re-winterization WON be completed early?</p>	<p>Re-winterization WONS cannot be completed early. They need to be completed on the due date in order to prevent freeze damages and interfering with Buyer inspections.</p>
<p>What should I do if a roof is actively leaking?</p>	<p>Contact your state rep immediately. The roof will need to be patched with roof roof and tar or shingles.</p>
<p>What should I do if a roof is actively leaking on a garage or shed?</p>	<p>Contact your state rep immediately. The roof will need to be assessed and patched. If you are not able to patch a roof on a shed for an unsafe outbuilding, please bid to remove the outbuilding</p>
<p>Initial Securing</p>	<p>Concurrent with the completion of Parts I and II of the HPIR, the Contractor shall ensure that all properties conveyed to HUD are properly secured against unauthorized entry</p>

<p>What signs are required to be posted on HUD properties?</p>	<p>Three signs required at every property during HPIRWO No Trespassing Sign In Sheet Winterization Warning The No Trespassing and Winterization Warning must be posted in a location so the Case #, Address and Phone # can be clearly seen from the exterior of the structure These notices are specific to BLMCO Companies and no contractor notices/signs are to be posted All Notices/Signs/Stickers from previous work completed by others must be removed Tow Notice should be placed on any vehicle at the property Do not remove current violations or posting by the local PD. Take a clear picture of the posting and call the Area Manager immediately (condemned posting, Weed or Grass violation, etc.)</p>
<p>There are signs posted from a previous contractor, should they be removed?</p>	<p>All notices, stickers or paperwork from previous services completed MUST be removed. This includes sign in sheets, window signage, and winterization notices.</p>
<p>What is a standard cost sheet</p>	<p>A standard cost sheet is used to complete part 1 of the HPIR form. All damages notes on Page 1 need to have a cost estimate for repair or replacement.</p>
<p>The sump pump is damaged or not working what should be done?</p>	<p>Is the power on? If yes then replace the sump pump. If No check the sump pump with a generator. If it does not work then it should be replaced.</p>
<p>There are multiple Sump Pumps onsite, do all need to be replaced if non-functional?</p>	<p>yes, all sump pumps should be in working order</p>

<p>During the FSM the power is not on for the sump pump or dehumidifier what should be done?</p>	<p>Turn off breakers and wait. Turn breakers back on and see if power will come on anywhere in the property. If power comes on in another place just not where the sump pump or dehumidifier is located call from site to ask to run extension cord if it is possible. If the power is not on at all. Take pictures of the meter and any tags hanging under the meter box, also include pictures showing breakers were tested. Breakers should be left in the off position. Call from site to inform state rep.</p>
<p>There is a vehicle onsite, what do i do?</p>	<p>If an abandon vehicle is found on site. A 24 hour tow notice must be placed and a call made from site to your state rep to report. Return after 24 hours to determine if you need to call the tow company to remove or supply photos of the vehicle removed.</p>
<p>Do I need to remove water in a water softener tank?</p>	<p>Yes this will freeze and break the tank, it must be winterized with the rest of the system</p>
<p>What health and safety items are required to be completed on the INITIALSERVVO?</p>	<p>Fencing around Pools / Spa (Orange Safety Fence may be used if installed correctly)</p> <p>Safety Fence large holes in the yard, open wells, missing manhole/drain covers</p> <p>Fill in small holes in the yard</p> <p>Active Roof leak, if minor, no tarps. Rolled roofing and tar is acceptable.</p> <p>Install Handrails on exterior steps with 3 or more risers</p> <p>Install Handrails on all interior steps with 2 or more risers</p> <p>Install Guardrail on all patios, decks, porches with a 24" or higher drop</p> <p>Install Guardrail around any drop off 24" or higher in the interior</p>
	<p>Cap all exposed wires, Replace missing switch covers and outlet covers, Ensure outlets are present or cap wires.</p>

What health and safety items are required to be completed on the INITIALSERVVO?

Cap open Gas Lines, Turn off all gas valves interior and exterior, (use proper cap along with Teflon tape)Cap all open interior sewer lines (Missing Toilets /Sinks Etc.)

Block access to hazardous areas or drop-offs (Missing flooring/steps interior or exterior / Fall Protection) Bid required to remedy

Power Panel

Missing Cover - Frame out and install lid with hinges and a latch

Ensure that the interior of the panel is covering all areas where there is not a breaker

Turn all breakers to the off position unless there is a sump pump and/or dehumidifier present. If there is a sump pump or dehumidifier, leave the main breaker and the breaker that operates the equipment on. Make sure that the property is safe to have the power activated before you leave.

Loose ceiling materials that can fall
Remove ceiling fixtures and cap wires (Fans/Lights)

Board / Repair broken windows & doors
Window Blinds that are damaged and create a hazard.

Infestation Risks (i.e. Dead Animals, Feces, Litter Box, Open Boxed Food, Raw Garbage or Wet/Moldy Items)

Water Leaks on or near electrical equipment

Repair / Replace all missing or damage sump sumps and the discharge lines

Trip Hazards / Sharp Edges (Roll up cords)

Loose Rain/Down Spouts should be re-secured or removed if damaged and create a hazard

Re-Secure all loose Soffit & Fascia or remove if it creates a hazard

When is winterization season?

October 1st through March 31st

<p>What do I do if there is frozen plumbing when I arrive to complete the HPIR?</p>	<p>Contact your state rep immediately. The property will need to have utilities activated to thaw the property or heaters brought in to thaw. Once the property is thawed the plumbing should be tested for damages. If there are damages present than the property should be reviewed for Reconveyance. If no damages are present after the thaw than the initial services can be complete with state reps approval. A bid should be provided to thaw the property</p>
<p>What is required on the winterization?</p>	<p>Use Air Compressors to blow water from the system, both the hot and cold side Follow the Winterizations steps and know how to handle well water and Fire Suppression systems Understand Radiant system nuances Turn off and tape the breakers in the property to prevent damage to items winterized like water heaters, well pumps and boilers. Zip tie water meters and only disconnect those where approved -for areas that do not allow water meter disconnection Tape toilet seats closed with blue tape or wrap with clear wrap Refresh winterization after cleaning - remove pink stains Winterization signs must be filled out and posted on all fixtures winterized (No Stickers or other signs permitted)</p>

Routine Inspections

Question	Answer
<p>What are the photos requirements for the FSMINSPWO?</p>	<p>A minimum of 40 Date Stamped photos (15 exterior and 25 interior) must be submitted to include the following with each FSMINSPWO; A minimum of 35 Date Stamped photos (15 before, 10 during, 10 after) must be submitted to satisfy to BWGCWO this in addition to the 40 for the FSMINSPWO.</p> <p>All exterior angles including the address close up (front, rear, both side views) Photos to show lawn maintained Key in the lock with clear photo of key code The sign in sheet (after signing in) and all postings (Clear Picture) All rooms to include attic and crawl spaces All major mechanicals, furnace, water heater, etc....</p> <p>Photos to show integrity of the winterization (toilets with the lids up, meter disconnected and the zip tie) Thermostat photos for shared utility properties in the winter</p> <p>A photo of all appliances inside and out to document their presence and condition. Take a photo of where built-in appliances used to be if newly missing and call from site. Always take photos of where appliances should be if not present.</p> <p>Before and after of any health and safety items, these need to be taken care of at the same visit. We are never to leave a property with health and safety issues. You may leave to go get supplies as long as the hazard is marked with red tape or safety fence.</p> <p>Photo of sump pump if present and open breaker box showing breaker for sump pump in the on position (test light in sump pump outlet)</p> <p>Photo of electric panel showing breaker positions (should be off unless sump pump and/or dehumidifier are present)</p> <p>Foundation</p> <p>Before and after of any new debris being removed Clear photos of all meters and readings</p>

<p>Property has utilities on for sump pump or dehumid and contractor continually finds AC on or lights inside the property left on in between fsm inspections.</p>	<p>Turn all breakers off leaving breaker for sump or dehumidifier taped into the on position. Contact the state rep so they can inform BLMCO who will contact the AM.</p>
<p>What do I do if a toilet is compromised on the FSM Inspection?</p>	<p>Clean out, shop vacuum out the compromise liquids, put Antifreeze back in the toilet, take a clear photos of before, during, after of the toilet take clear photo of the sign in sheet to show who was as the property.</p>
<p>What do I do if I find a violation or other official postings on the property left by the city/town/county etc.?</p>	<p>Take clear photographs of any documentation. In addition to photographs, write down the type of violation or a short description of the posting, who posted it, and any contact information.</p>
<p>The winterization has been compromised while completing the FSM. What should I do?</p>	<p>Contact your state rep immediately to determine if there is an approved utility activation or if the property should be winterized while you are onsite</p>
<p>What is an FSMINSPWO?</p>	<p>Biweekly Inspection used to communicate the continual condition of an Asset to HUD</p>
<p>Are there exceptions on the FSMINSPWO timelines?</p>	<p>Need completed 2 days prior to due date. No earlier. HUD has a threshold in which the inspection needs completed within. Completion no earlier than 2 days prior to the due date in the work order management system, and no later than the due date will keep inspections compliant There are no exceptions to these timelines. Communicate well before these dates approach if something cannot be completed on time</p>
<p>Property has utilities on for sump pump or dehumid and contractor continually finds AC on or lights inside the property left on in between fsm inspections.</p>	<p>Turn all breakers off leaving breaker for sump or dehumidifier taped into the on position. Contact the state rep so they can inform BLMCO who will contact the AM.</p>
<p>What do I do if a toilet is compromised on the FSM Inspection?</p>	<p>Clean out, shop vacuum out the compromise liquids, put Antifreeze back in the toilet, take a clear photos of before, during, after of the toilet take clear photo of the sign in sheet to show who was as the property.</p>

The winterization has been compromised while completing the FSM. What should I do?	Contact your state rep immediately to determine if there is an approved utility activation or if the property should be winterized while you are onsite
The water is on at the property. What should I do?	Contact your state rep immediately to determine if there is an approved utility activation or if the property should be winterized while you are onsite

ACTS	
Question	Answer
What is an ACT?	Audit Communication Trigger (ACT) is the mechanism used by the QCRS to communicate items requiring attention while tracking the resolution thereof. The ACT will provide a measurable of not only processes and the quality of field services, but will identify problematic trends, failures, wrongful conduct, and the need for a service process review or modification. ACT items are separated by levels 1 through 6 and represent the type of response needed to remediate the item(s) as reported.
What is an ACTWO?	Orders created based off QC of the properties Time to complete is identified on each order Primary reason for these Work Orders Initial Services were not completed in accordance with the Requirements Not enough, missing, unclear and/or no date stamped photos Items not resolved or not resolved correctly (boarded windows & doors) System testing not properly documented or missing pictures Lawn service Change in property condition since the last update

ACT Levels	
ACT Level 1	Represents items that require an emergency response to limit exposure of liability and protect person and/or property from a potential loss. These items are to be reported using the ACT form by the QCRS without delay. The ACT must include the contact information for the person reporting these items for the contractor to communicate while at the site with question to ensure that the proper action was taken during this visit
ACT Level 2	Items will require a 24 hour response for completion or to be secured with a bid for a GTR approval.
ACT Level 3	Items will require a 48 hour response and will follow the same process as a level two ACT.
ACT Level 4	Items must be completed by, or during, the next FSM Inspection
ACT Level 5	Items will indicate the need for the retraining of an employee or vendor by the QCM.

Vandalism	
Question	Answer
On a Vandalism Report what do I do if the Police will not come out to the property for a report?	When speaking to the Police dept. get a name and number of the person that you spoke to as well as the name of the department called. Complete the rest of the vandalism process, insure the property is secured upon departure.
How much time is allowed on vandalism orders	Vandalism work orders are due within 24 hours from the date of assignment
What is required to complete a Vandalism WON	Police report or incident report number, Photo documentation to support the property condition, detailed; itemized list of damages, revised HPIR form. Photo documentation needs to support the property is resecured.
There is debris present on the vandalism, should it be removed?	yes, the debris needs to be removed and the property secured.

WONs	
Question	Answer
What information should I included on a WON?	All WON's issued must include before, during, and after photos showing the specific item was addressed. Also, secure photos of the property, key code photos, and a photo of the sign in sheet with job notes should be supplied in order to close out a WON. (This includes WON, ISC incomplete, Property Not Ready to Show, Health and Safety WON)

What information should I included on a GTR WON?

GTR WON's issued must include before, during, and after photos showing the specific item was addressed. Also, secure photos of the property, key code photos, and a photo of the sign in sheet with job notes should be supplied in order to close out a GTR WON. In order to receive payment for your GTR WON you must include an Invoice along with your companies W9.

Bids, Billing, and Invoices

Question	Answer
<p>What is required for letterhead</p>	<ul style="list-style-type: none"> • Company letterhead with contact information bid to: BLMCO 328 North Old Highway 91, Suite A Hurricane, UT 84737 • Loan # and address of the HUD property • Itemized list of items with costs for each line A total of all line items • The word "BID" must be on the document
<p>What are examples of bid items</p>	<ul style="list-style-type: none"> • Pool covers • Demo of unsafe structures • All bids must have photos to support the bid/claim • Downed dead tree • Roof repairs over \$250.00 • Damage due to weather conditions
<p>Do you have a price sheet</p>	<p>Yes, it was sent to you with your welcome email/vendor packet when you first signed up</p>
<p>When will I be paid?</p>	<p>BLMCO's policy is that we pay on or around the 20th of every month. While we do try and issue payment earlier whenever possible, it cannot be guaranteed and should not be expected before the 20th. That being said, we do generally issue payment early within a few business days of receiving your approval. These early payments are made to thank you for all the hard work you put in and will continue as often as it is possible.</p>
<p>What do I do if my invoice is not accurate/I have questions on my invoice?</p>	<p>An invoice dispute form is sent out with your monthly invoice. If you have a question about the invoice or it is inaccurate, please fill out the invoice dispute form and return it to the billing auditor who sent your invoice to you. Be as detailed as possible. The more information you can provide, the quicker we will be able to get you an answer.</p>
<p>When are invoices sent out?</p>	<p>Invoices are sent out between the 1st and the 5th of each month for all work completed the previous month.</p>
<p>I approved my invoice, but then realized I had a question/something was missing.</p>	<p>That's okay. Fill out the invoice dispute sheet and send it in to the billing auditor who sent your invoice to you. If your invoice has already been paid, then any funds/work orders that were missed will be paid on the next month's invoice. Be sure to carefully review your invoice in the future before approving to avoid future delays in work order payment.</p>

<p>How do I approve my invoice</p>	<p>Follow the instructions outlined in the email sent with your invoice. We must receive your approval in the following format: "I, [Company Name], approve the [Current month, year] invoice to be accurate for the amount of [Insert Amount] to be paid via [Direct Deposit]."</p>
<p>Why haven't I gotten paid yet</p>	<p>Have you approved your invoice in the required format? If not, please do so now. Payment will not be issued until we receive your approval in the correct format. If so, then payment should be issued soon. BLMCO's policy is that we pay on or around the 20th of every month. While we do try and issue payment earlier whenever possible, it cannot be guaranteed and should not be expected before the 20th. That being said, we do generally issue payment early within a few business days of receiving your approval. These early payments are made to thank you for all the hard work you put in and will continue as often as it is possible. Depending on your bank's policies, it may take between 1-2 business days after payment is issued for the funds to be available in your account.</p>
<p>How can I change my direct deposit information</p>	<p>To change your direct deposit information, you will need to fill out a new direct deposit form and send it and a voided check in. Please email constance.simmons@BLMCO.com and request a blank direct deposit form.</p>
<p>I do not have checks to send in a voided check. Will anything else work</p>	<p>If you do not have access to a voided check, please include a bank statement with your direct deposit form. This should clearly show the bank name and account number. Please black out any transaction information or bank amounts prior to sending.</p>
<p>Do you have a fax number I can fax the paperwork back to</p>	<p>No, we do not have a fax machine in the office. You can electronically sign all paperwork through a secure system via an email that is sent to you with any required paperwork. The same system will send that information back to us securely so that no information is compromised.</p>
<p>My address has changed. How do I update the system</p>	<p>If your change of address is permanent, we will need an updated W9 form. Please email constance.simmons@BLMCO.com and she will securely send a blank form that you can fill out and return</p>

<p>My business name has changed, how do I update that</p>	<p>You will need to fill out a new vendor packet with the updated business information. Please email constance.simmons@BLMCO.com and she will send a blank packet to you for completion. We will need all new paperwork, including your updated insurance and worker's comp that reflects the new business details.</p>
<p>What are the requirements for a contractor invoice?</p>	<ul style="list-style-type: none"> • Company name • Company address • Company phone # • Date • The word "INVOICE" is obvious • Case # • Invoice # • Property address • Since BLMCO will be paying directly for the work, we must Bill To: <ul style="list-style-type: none"> • BLM Companies • 328 North Old Highway 91, Suite A Hurricane, UT 84737 <p>The invoice is broken down line by line, item by item and provides sufficient information and detail on the work performed. Total \$ amount for the job is obvious</p>