

March 06, 2014

To: All Wolverine Property Preservation Contractors

From: Nicki Jaworski

Manager, Property Preservation Department

2014 Grass Cut Season

April 1st will be the beginning of the 2014 Grass Cut Season for most of our contractors. Please take a few minutes to review the following procedures and reminders as they pertain to the upcoming season.

- Each property with a grass cut order must be maintained as frequently as requested until the end of the season or cancellation by the client. All work must be completed within the date range specified. Not completing the grass cuts at their required frequency may result in fines and citations to our client.
- If grass height is over allowable on the initial cut, a bid must be submitted immediately. Provide photos showing a ruler or tape measure in the lawn to verify the height of the grass. Over allowable height is when the majority of the lawn is more than 12" tall. Please note that we will not accept an overallowable bid when there are just a few tall weeds in the lawn. For example, if the grass is 24" tall on 20% of the lot but only 10" tall on 80% of the lot, complete the grass cut within the allowable.
- **We will not accept bids for over-allowable grass height if a grass cut is not attempted within the time frame specified on the work order.**
- Provide good identifiable photos that will help our client verify that the cut has been completed. Include a photo of the front of the house, and include a close-up of the address. Before, during and after photos of the front, rear and side yards are required. It is important that the before photos and the after photos are shot from the same location and angle so that completion of the grass cut service is easily verified. For example, if a before photo is taken from the foot of the driveway, there should be a corresponding after photo taken from the same spot at the foot of the driveway. Photos of the fence lines, driveway and sidewalks are also required.
- If the contractor is reporting that the property has limited growth and does not need a grass cut, then the expectation will be to complete the next grass cut for the allowable. We cannot accept a report of limited growth on one visit, followed by a report of over-allowable on the next visit.
- Do not submit bids for recuts. If we have already performed an initial grass cut in 2014, then we cannot submit a bid for any recuts. As long as the grass cuts are completed on schedule, during the specified date ranges, there should be no reason to submit an overallowable bid. **We will not accept bids for recuts.** For example: if a grass cut is completed on May 2nd, then you would be instructed to complete the next recut between May 16th and May 20th. If you do not go to the property to do the recut until the last possible day (May 20th), you will still be expected to complete the recut for the allowable, regardless of grass height. We cannot accept an overallowable bid.
- For grass cut pricing, until further notice, we will be utilizing the same pricing schedules as last year for FHA, FNMA, and VA properties. FHLMC has an updated pricing schedule this year. See **Exhibit 0306 – GRASS CUT SCHEDULES & PRICING_2014**. Standard discount rate is 20%.
- We will provide the lot size of each property in order to avoid pricing discrepancies. Please follow the following guidelines regarding grass cuts at large properties:
 - If the total lot size of the property is less than one acre, contractors are to cut the entire lot.
 - If the total lot size of the property is more than one acre, contractors are to complete a standard perimeter cut (100'x150'), and provide a bid for the entire lot.

- Edge-trimming and weeding is included with cutting the grass. All clippings must be removed from sidewalks, walkways, and driveways as part of the grass cut.
- In order to avoid violations, contractors are authorized to remove debris and/or yard waste without submitting a bid, IF the debris is legitimately in the way and is preventing the cut from being completed. As always, photos must justify the amount of debris removed and the necessity of its removal to complete the cut. Contractors must provide very good before and after photos of the debris, as well as photos of the truck or trailer used to remove it, in order to justify the number of yards of debris. If the photos do not adequately support the work, payment will be denied. If there are personals in the yard, they should not be removed, just moved out of the way in order to complete the cut.
- Advise our office if conditions warrant a less frequent grass cut schedule for the remainder of the season (e.g. desert or rocky terrain), and if once-per-month grass cuts would be sufficient.
- Arizona/California/Nevada – Properties with desert landscaping require only once a month weed removal and are paid as a re-cut.
- Before and after photos of shrub trimming are required. **Be aware of allowable pricing limits.** If the shrubs cannot be trimmed for the allowable price, then submit a bid. Notify us if shrubs are touching the house and submit a bid to trim if it cannot be completed for the allowable.
- If any new damage is found at the property upon arrival, please notify Wolverine immediately. Submit a DPR and a bid to repair. If vandalism is found, please contact the police right away, from the site. File a police report if possible, and make sure to provide us with the report #. Do not leave any property un-secure. If property can be re-secured within the allowable, do so. If unsure how to proceed, please contact Wolverine from the site.