

MEMORANDUM

To: All Preservation Crews
From: Property Preservation Department, Wolverine Real Estate Services
Date: November 8, 2012
Re: Required Photos – Debris Removal and Locks

DEBRIS

After our June Debris memo, many of our contractors have improved the documentation provided with completed debris removal orders, including wide angle and close range before/after photos. However, too many results are returned without photos of the hauling container used to remove the debris.

As stated in our prior memo:

Photos of the loaded hauling container

These are important photos that unfortunately are often omitted from the documentation submitted from the field. The user relies on these shots of the filled truck beds, trailers, and/or dumpster to help verify the number of cubic yards of debris removed from the property. Wide angle photos from a distance help gauge the size of the container, especially when the photo contains a person or vehicle to help the user calculate relative sizes. Closer photos of the container help the user verify content and determine how full the container is. This is particularly useful when multiple trips are required to remove all the debris from the property.

We must insist that these trailer/dumpster photos be submitted with order completions, and we reserve the right to refuse payment of debris removal charges that do not include this important documentation.

LOCKS

Please read work orders carefully. Each work order is both client and property specific and if the order requests say to “CHANGE ONE LOCK ONLY,” then do so. Lockboxes are only to be used if the work order specifically states a need for it or if it is an FHA Flagstar (Lender 123) work order that requires only one lock to be changed and that is the only entry into the property.

Photos submitted for lock changes should include the following:

1. Door location (wide angle view to determine entrance being secured)
2. Old lock
3. Old lock removed (no lock)
4. New lock installed

As with other before and after photos, it is important the point of view remains consistent from shot to shot.

If a lock is changed for a second time, document the reason for the change and include photos that would help to support that reason.

PHOTOS

It has become imperative that all work order photos are DATE STAMPED as this is a HUD requirement. Having date stamped photos will allow us to better communicate work needed/completed information to our clients, as well as protect both you and Wolverine if any questions arise.

As always, if you have any questions regarding this or any other memo, please do not hesitate to contact us. All memos can be found in the Vendor section of our website at www.fieldinspections.com. We appreciate all of your hard work, thank you

Wolverine Real Estate Services