

MEMORANDUM

To: All Preservation Crews
From: Property Preservation Department, Wolverine Real Estate Services
Date: June 27th 2012
Re: Securing Properties When Personal Property is Present

One of the more nuanced aspects of our industry is securing homes when personal property is still present. In the constant effort to effectively communicate and expedite our work we would like to discuss what steps to take when a property is encountered with personal property present.

Obviously, the first thing that is looked for when first going to a property for an initial secure is to verify if the property is vacant or occupied. Before doing any work it is important to do a walk around of the property to see if any signs of occupancy can be found. At this time, while looking to see if personals are present also verify if the utilities are on. *If you find personals present and the utilities are on we suggest you walk away from the property at this time having done no work and report your findings on the PCR with supporting photographs.*

After the initial walk around if you find that the utilities are *off* and personals are present it is acceptable at this time to do the first lock change and enter property. It is very important to get photos of the meter to verify that the utilities are off. Once inside you can proceed with needed work per the initial secure. However, if you feel, even with the utilities are off, that there is an abundance of personal property (flat screen TV, computer, etc...) please use your best judgment. If you feel that you are not comfortable proceeding with the initial secure take the needed photographs to document your findings and report as such on the PCR.

Having personals present at a property can supersede the wording on a work order. You may find some work orders that advise to change more than one lock or all locks at a property. If this should happen and personals are present (though utilities are off) we advise you to only change one lock on the property. Before leaving the property, ensure that all windows and secondary doors are locked with existing as it still stands we cannot leave a property unsecure.

If a property only has one access door it is still acceptable to lock this door but in addition add a lockbox and provide the code numbers or letters on the PCR.

If you are doing work on a property with personals it is imperative that you take very detailed photos both to document the work but also to protect yourself, Wolverine and the bank that ordered the work.

When filling out your paperwork make sure to list that personals are present and whether they are over the HUD guideline of \$500 garage sale value. This will help both Wolverine and the Bank make the needed decisions based on your findings.

In these and all other situations, even if it is just a simple work order with no issues, the most important aspect is your photographs. Please always ensure photographs are dated and detailed.

As always we are available Monday thru Thursday 8am till 6pm and on Fridays 8am till 5pm should you have any questions while you or your crew is out in the field.

We appreciate all of your hard work, thank you

Wolverine Real Estate Services