

INITIAL SERVICE ORDERS

SECURING PHOTOS:

LOCKS

- Before photo of the old lock
- During photo showing the old/original lock/s removed (hole where lock was removed)
- After photo showing the new lock/s installed with correct key code
- Photo of the white securing sticker affixed to the front door, when applicable

Photo Supports

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LOCK BOX

- During photo showing the key in the lock box
- After photo showing the lock box installed

Photo Supports

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PADLOCKS

- Before photo showing where the padlock will be installed
- During photo with keycode shown on the padlock
- During photo of the key being placed in lock box (with keycode shown)
- After photo showing padlock installed

Photo Supports

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BOARDING

- Before photo showing the broken window/opening
- During photo showing the broken glass removed from the window/opening
- After photo showing the interior and exterior window/opening boarded

Photo Supports

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WINTERIZATION PHOTOS

- Photo showing the hot water tank being drained and postings present
- Before, during and after photos showing antifreeze being added to all traps (Toilet, Sink, Tub, etc)
- Photos showing the toilet cleared of water/cleaned prior to adding antifreeze.
- Before, during and after photos of the water shut off at the curb or inside property if unable to at curb
- Before and after photos to support the water meter was disconnected, where applicable
- Photo showing the Orange Winterization tags affixed to everything winterized, where applicable.
- Photo showing Toilet Wrap on all toilets
- Photos showing the lines being blown. Photos must show the compressor, air- line and nozzle.
- Legible photos showing the property being pressure tested. Must show pressure gage
- During photo showing the Well Pump being drained, if applicable

Photo Supports

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Steam/Radiant System Only

- Photo showing the boiler being drained and tagged
- Before and after photos showing the RPZ Valve installed, when applicable
- During photo of bleeding the radiators
- During photo showing expansion tank being drained if applicable (steam systems only)

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DEWINTERIZATION PHOTOS

- Photo of the pressure test prior to introducing water to the system (if not compromised)
- Photo showing the water running in a sink (not required if damages are present)
- Photo showing water flushing in the toilet (not required if damages are present)
- Photo showing the thermostat set/on.
- Photos showing toilets free of antifreeze.

Photo Supports

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CHECK WINTERIZATION PHOTOS
Photo Supports

- Photo showing the hot water tank tagged
- Photos showing antifreeze being added to all traps (Toilet, Sink, Tub, etc)
- Photos of the water shut off at the curb or inside property if unable to at curb
- Photos to support the water meter was disconnected, where applicable
- Photo showing the Orange Winterization tags affixed to everything winterized, where applicable.
- Photo showing Toilet Wrap on all toilets
- The orange winterization tag must include the date that the winterization was performed
- Legible photos showing the property being pressure tested. Must show pressure gage

THAWING PHOTOS
Photo Supports

- Photos showing the tool (heaters, etc) set up and running

TRASHOUT (DEBRIS/HEALTH HAZARD REMOVAL) PHOTOS
Photo Supports

- Exterior photos showing each side of the house
- Photo of the Front of the House
- Photo of the Address Numbers (when address is present)
- Before photo of truck/trailer to support previous amount inside prior to new load
- Photo/written documentation to support measurement of the truck/trailer
- Before photos showing debris/hazards in original location
- After photos of the spots the debris/hazards were removed from
- During photos showing when truck is 1/4, 1/2, 3/4 & full on marker
- Photo of trailer with the house in the background
- Photos of placards in all rooms depicting cyd count.

INITIAL MAID SERVICE PHOTOS
Photo Supports

- All photos must have date stamps from the date of service
- A minimum of 35 photos
- Photo from the street facing the home/building
- After photos of all levels, rooms, basements, crawlspaces, appliances and interior of garage in compliance.
- Sweeping: before, during and after (debris in dustpan)
- Vacuuming of carpeted surfaces: before, during (someone using the vacuum) and after
- Mopping: before (clean, soapy water), during (wet mop on floor) and after (wet floor)
- Copy of the Initial Maid Service Checklist
- Wiping of horizontal surfaces, including fan blades, baseboards, window sills, door frames and wall registers: before, during and after
- Entire exterior of property: Front, rear and side photos should be from the property lines, facing the house and from the house facing the property lines
- * If property is winterized:**
- Top down view of toilet with lid open
- Zip tie in tact

INITIAL GRASS CUT PHOTOS
Photo Supports

Photo of the Front of the House and mailbox	<input type="checkbox"/>
Photo of the Address Numbers (when address is present)	<input type="checkbox"/>
Before and after photos of the entire yard cut	<input type="checkbox"/>
Before photo from property line facing the house and from house facing property line on all sides.	<input type="checkbox"/>
Photo of equipment	<input type="checkbox"/>
After photo from property line facing house and from house facing property line on all sides	<input type="checkbox"/>
Photos with required Date Stamps	<input type="checkbox"/>
Photo of the Ruler in at least one photo	<input type="checkbox"/>
After photo to support edging, shrub trimming, weed removal completed	<input type="checkbox"/>
Close-up photo to support landscaped areas are free of leaves, clipping and debris	<input type="checkbox"/>

FNMA ONLY - SHCL PHOTOS
Photo Supports

Before photos to support SHCL Items needed	<input type="checkbox"/>
During/After photos to support SHCL Items completed	<input type="checkbox"/>
Copy of SHCL Checklist	<input type="checkbox"/>

CONDITIONAL PHOTOS:
Sump Pump Photos
Photo Supports

Before photo of the old pump (if present)	<input type="checkbox"/>
During photo showing the new pump lying next to the crock	<input type="checkbox"/>
After photo showing the new sump pump installed.	<input type="checkbox"/>
Photo of operating Sump Pump (lift float)	<input type="checkbox"/>

Bid Photos
Photo Supports

Adequate photos supporting all bids being submitted (With the exception of dehumidifier and extermination bids)	<input type="checkbox"/>
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Damage Photos

Adequate photos to support location and type of damage	<input type="checkbox"/>
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Roof Damage
Photo Supports

Adequate photos of the damaged section of the roof	<input type="checkbox"/>
Interior photos of the ceiling/walls.	<input type="checkbox"/>
Photo of beneath the damaged section.	<input type="checkbox"/>
Photo of before the area of the roof tarped	<input type="checkbox"/>
Photo of during/after the area of the roof tarped	<input type="checkbox"/>

ADDITIONAL PHOTO REQUIREMENTS
Photo Supports

Occupied– Photo of the house	<input type="checkbox"/>
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RECURRING & SECONDARY SERVICE ORDERS

MONTHLY MARKETABILITY CHECK

Photo Supports

- All photos must have date stamps from the date of service
- Photo from the street facing the home/building
- After photos of all levels, rooms, basements, crawlspaces, appliances and interior of garage in compliance.
- Sweeping: before, during and after (debris in dustpan)
- Vacuuming of carpeted surfaces: before, during (someone using the vacuum) and after
- Mopping: before (clean, soapy water), during (wet mop on floor) and after (wet floor)
- Wiping of horizontal surfaces, including fan blades, baseboards, window sills, door frames and wall registers: before, during and after
- Before and after any other work completed
- Entire exterior of property: Front, rear and side photos should be from the property lines, facing the house.
- Copy of the Monthly Marketability Checklist
- * If property is winterized:**
- All toilets with evidence of anti-freeze
- Zip tie in tact

RECURRING LANDSCAPING SERVICE PHOTOS

Photo Supports

- Photo of the Front of the House and mailbox
- Photo of the Address Numbers (when address is present)
- Before and after photos of the entire yard cut
- Before photo from property line facing the house and from house facing property line on all sides.
- Photo of equipment
- After photo from property line facing house and from house facing property line on all sides
- Photos with required Date Stamps
- Photo of the Ruler in at least one photo
- After photo to support edging, shrub trimming, weed removal completed
- Close-up photo to support landscaped areas are free of leaves, clipping and debris

SNOW REMOVAL PHOTOS

Photo Supports

- All photos must be date stamped
- Before Photos:
- Driveway, walkways, sidewalks and entries to property and manual lock box locations
- Depth of snow
- During Photos:
- Snow removal from driveway, walkways, sidewalks and entries to property and manual lock box locations
- Equipment, with property in background
- Application of anti-slipping agent
- After Photos
- All areas where snow is meant to be removed free of snow and ice

POOLPB (Recurring Pool Maintenance)	<u>Photo Supports</u>
Photo of the Front of the House and mailbox	<input type="checkbox"/>
After of the filter and traps	<input type="checkbox"/>
Before photo to show condition of pool	<input type="checkbox"/>
During photo of skimming the pool/spa, cleaning the filter and traps	<input type="checkbox"/>
During photo of cleaning the filter and traps	<input type="checkbox"/>
During photo of shock treatment being used	<input type="checkbox"/>
Photos of the pool/spa equipment intact and operational	<input type="checkbox"/>
Electrical Meter	<input type="checkbox"/>
Any exterior breakers related to the pool/spa in the on position	<input type="checkbox"/>
Photos of fence and gate surrounding pool/spa, showing it as secured	<input type="checkbox"/>
Water at the appropriate level (2 inches from top of skimmer) - only if water utility is on	<input type="checkbox"/>
TP (Treat Pool Only - Monthly Maintenance)	<u>Photo Supports</u>
Photo of the Front of the House and mailbox	<input type="checkbox"/>
Larvicide treatment (mosquito dunks) being used in water regardless if pool is being maintained.	<input type="checkbox"/>
After photo of pool/spa gate secured	<input type="checkbox"/>
EXTERMINATION/3RD PARTY SERVICE PHOTOS	<u>Photo Supports</u>
Photos of the exterminator/3rd Party Service truck	<input type="checkbox"/>
Copy of the exterminator/3rd Party receipt	<input type="checkbox"/>
UPGRADED LANDSCAPING PHOTOS	<u>Photo Supports</u>
Exterior photos showing property line facing house and house facing property line	<input type="checkbox"/>
Before photo to support beds where mulch will be placed	<input type="checkbox"/>
Photos to support Leaf removal from front and rear yard if applicable	<input type="checkbox"/>
Photos to support all shrubs pruned if applicable	<input type="checkbox"/>
During photo of spraying all weeds	<input type="checkbox"/>
During photo of Weed barrier being installed	<input type="checkbox"/>
During photo of the mulch being laid down	<input type="checkbox"/>
After photo to show mulch placed	<input type="checkbox"/>
Receipt required to support yards of mulch used (if more than 2 CYDS are used)	<input type="checkbox"/>