



Property Preservation

Blight Prevention

Redevelopment

# Vendor Guidelines

## Property Preservation Division

### Mission Statement

Michigan Realty Solutions LLC market objective is to be the industry leader in providing one stop servicing of real estate related services to all segments of the industry. Including but not limited to: The default servicing industry for REO property, Municipal servicing for State, County, or City owned properties or those properties under their jurisdiction for nuisance abatement, and the retail segment of investor owned or private owned property providing management, maintenance, and remodeling.

It is the intent that Michigan Realty Solutions LLC Shall leave every asset, in better condition than we found it. We approach every asset as both a company profit center but foremost an asset that has been entrusted to protect or improve. By whatever cost or means available, regardless of our net profit.

What we do for our clients or our clients client's, affects many more lives than our own. We are helping property owners with what is often the most expensive investment of their lives. Default servicing can protect an assets value for our client, but along with nuisance abatement has a direct effect on the neighboring property owners, the community, and overall the region. This impact directly affects property values, health, welfare, and safety. Failing to meet our rigorous standards can endanger lives and further erode property values which inevitably affect each and every one of us, the company, and the future.

# Company Specific Rules

## **Rule 1: Take Ownership!**

Approach EVERY asset as if it were your own! Respect the asset regardless of condition or location. Own the problems and adapt, improvise, and overcome to achieve a resolution. Treat every asset as you would if it was your money, your investment, or your children were to have to live in it or next to it! Never pass the buck! Never leave anything for someone else to handle later. In the event you are not properly equipped or the financial resources are unavailable apply our company motto....A.I.O

## **Rule 2: WWJD**

What Would Jay Do? Every problem is an opportunity! Every opportunity missed is a problem you will later be affected by either directly or indirectly. If you cannot reasonably imagine WWJD then call a supervisor. Communication is essential in providing service excellence, and avoiding liability to you, the company, the client, and the community.

## **Rule 3: You are both a serviceperson AND a salesperson.**

You are the company; first and foremost you represent the company on the front line. Someone is always watching. Image is everything; there is never a second opportunity to achieve a first impression. Treat every call as if you were a first responder to a life and death situation because your actions and decisions may result in a life or death situation immediately or indirectly later. Access the situation, take necessary actions, and take ownership, AIO. Secondly approach every call, every day on the job, and everyone you meet both on and off the job as an opportunity. The company does not exist to provide a job; the company exists to create an opportunity. You do not have a job if new opportunities are not realized on an ongoing basis. Every call is opportunity to create additional profit for the company, yourself, and our clients. It is imperative for the growth of the company to realize these opportunities. This is not an invitation to recklessly take money from our clients. In most cases again you are the eyes, ears, and experts in the field. Finding and correcting issues not apparently visible or known may save a life, protect an asset, avoid a liability, or just preserve or increase an assets value. All these things are value added services we can provide our clients, improve quality of life, and maintain or expand our company's stability there by insuring your opportunity with the company. Every conversation with everyone you meet is an opportunity to tell people what you do, listen to their problems and provides them, you, and the company opportunities.

## **Rule 4: Document, Document, Document**

Everything you do must be documented both in writing and with date and time stamped photos to protect you, the company, and our clients. If you cannot provide adequate documentation you will be held liable for the consequences both small and large. The company will not compensate for undocumented work, no exceptions. The company will not defend your actions for undocumented work or interactions in the field, no exceptions

# Company Specific Procedures

## Property Status and Ownership

- The properties we are servicing are in the Pre-Foreclosure Process. They have not been foreclosed yet. The present homeowner still has every right to occupy or store personal items at the property. Our main objective is to maintain and preserve the condition of the property, as well as keep the property free from any possible life safety issues and/or any code violations that may be issued by the local municipalities. Please make sure your crews understand that we are not to remove or disturb any personal items that may be found at the properties we service. However, we do ask that when you come across any personal Property, take extensive photos and documentation.

## Upon Arrival at Property

- **Property photo and Address photo.** Ensuring you always have the property and address photo will help if the property is occupied and they will not allow you to take any additional photos.
  - **LOT Size** - An approximate or exact square footage will be required to complete your work order in PPW. \*\* Please note measuring the property with a lot wheel is mandatory by some clients. Utilizing Zillow.com and realtor.com for the lot size will be beneficial\*\*
  - **Is the property occupied?** If so, please try to obtain the name and contact information for the occupant, as well photo-proof of occupancy.
  - Always be on the lookout for additional work that needs to be completed on the property in order to avoid possible code violation (like an old shed that's falling over, an old swing set, dead tree, etc.) Please provide the details of the condition and your estimate in the bid/completion tab of a work order for that property. Also, you MUST include photos and measurements of the work you are bidding for us to obtain bank approval.
- \*\* You may NOT complete ANY work on an occupied property\*\* Finding personal property does not always mean the property is occupied. Please take careful note of the property condition as a whole and use your best judgment.**

## Lot Size Descriptions

MRS Grass cut prices are based off of **lot size**, not the height of the grass.

- Normal Lots: up to 15,000 Sq Ft or 1/3 acre
  - Initial - \$50
  - Recut - \$35
- Large Lot 1: Over 15,000 Sq Ft or 1/3 acre BUT Less Than 1 acre, 43,264 Sq Ft.
  - Initial - \$75
  - Recut - \$55
- Large Lot 2: 1 acre to just under 3 acres
  - Initial - \$185
  - Recut - \$125
- Large Lot 3: Greater than 3 acres
  - Initial - \$220
  - Recut - \$125

BID Size: Bids may vary depending on brush and/or weeds to be Bid on and approved prior to completion. \*\*Approved bid price varies by the size and property. \*\*

## Grass Cut

- If you arrive at a property that does not match the size listed on your work order, you may perform a perimeter cut for the size approved. Please make sure you bid for the remainder square footage of the lot. Photo document the grass cut performed, as well as, the remaining portion that you are bidding.
- If you arrive at a property that is an empty lot (i.e. no house present), this should not affect you cutting grass or trimming shrubs. Complete work order as usual.
- Any property that is Vacant, less than 1 acre and you have a work order for an Initial Lawn Cut, you **must cut the lawn**, regardless of the condition it is in. This may seem like a loss, but please note that recuts are issued every 10 – 15 days, **whether the grass needs cutting or not**. Cut the grass. Take the photos. You will get paid.
- Same goes for shrub/tree trim. They are issued once monthly. Whether they appear to need trimming or not, complete the work order for the quantity stated on the work order.

## Snow Removal

- Must be minimum 2 inches of snow on the side walk and drive way to justify a snow removal. Once completed, there should be no more than 1.5 inches remaining, unless local code requires otherwise.

### Steps

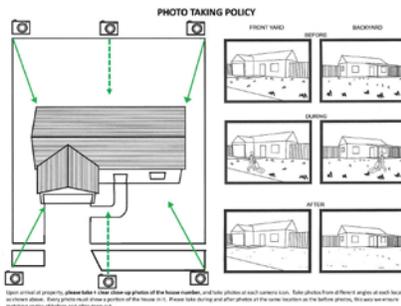
- Shovel all walks, porches, and parking for 1 car, including the walk-way to the porch.
- Apply salt.

\*\* Must have supporting photos of before, during and after. \*

## Photo Requirements

- All Photos **MUST** Have DATE **and** TIME stamp on the photo
- All Work Orders require photo of Front of Property
- All Work Orders require photo of Address (sign on house, curb, \*mailbox)
  - Mailbox address photo should include additional photo of mailbox with the property in background, if at all possible
  - If there is no printed address on site, create a sign to attach to the house/property and photograph it
- All Work performed must include Before, During, and After Photo documentation

**\*\* ALL FROM SAME ANGLE\*\***



**Grass Cuts must include:**

- ❖ Cut the front, side and back yards and remove all lawn clippings, cuttings, and incidental debris (newspapers, flyers, bottles, cans, etc.). All paved areas (sidewalks, driveways, patios, etc.) are to be broom swept or blown clean.
- ❖ Must include Before, During and After photos of the front and rear of the property in the same angle.

**Shrub/Tree Trimming Work Orders must include:**

- ❖ Shrub or Tree: Before, During, and After. \*\* Must Include 5 photos or more\*\*
- ❖ All Shrubs MUST be minimum 10' inches from any surface. (House, railings, fence)

**Entry Door Lock Change Work Orders must include:**

- ❖ Front Door Before, During (door with lock removed) and After with new Lock Installed, all photos same angle/view point. (Place the key into the lock for after shot)

**Lockbox Installation Work Orders must include:**

- ❖ Front Door Before, During (LB hanging open on door handle w/ keys inside), and After (closed LB hanging on door, )
  - Lock box front door before photo must be different from the one taken for entry door lock change before
  - Include a close up of lock box combination set correctly to OCN.

**Window Board-up Work Orders must include:**

- ❖ Before, During, and After Photos for **each** window, from the same angle/view point.

\*\*When boarding windows or door we require you use carriage bolts and interior buck board. NEVER screw or nail into the frame.

**Access to Property/Securing Property**

- All properties are secured with lockset: 35241
- All Lockboxes are set to: "OCN"
- All Padlocks are keyed to: Master Lock Keyway, A389
- **Preferred/ Recommended Supplier:**

Carrdan Corporation  
[www.carrdan.com](http://www.carrdan.com)  
Office (734) 568 – 6700

MFS Supply  
[www.mfssupply.com](http://www.mfssupply.com)  
1-800-607-0541

\* 1 day delivery in most markets

# Independent Contractor Agreement:

This agreement is between Michigan Realty Solutions LLC (later referred to as the company) and the undersigned as the independent contractor. This agreement is at will and may be terminated by the company for any reason with or without notice. The company shall provide assignments with deadlines as part of this agreement but does not specifically control the contractor's hours of work, location, or specific on the job details in an employer/employee relationship. Contractor will supply the company with a **W-9**. The company will provide the independent contractor with a Federal and State 1099 tax form by Jan 30th of the following year for all income, advances, or gratuities provided the contractor.

The independent contractor will provide the company with contractor's insurance documents including but not limited to: Owned **vehicle insurance** (if used on the job); **general liability insurance** (must have Michigan Realty Solutions LLC added as additional insured); **workman's comp insurance** (or the company may agree to add you and pay comp on your behalf under the company policy. Such arrangement may result in charge backs for work comp coverage charged to the company.)

The company may provide tools and materials at its discretion for the completion of work assignments. The contractor will be held responsible for those tools and materials and will be back charged for theft, neglect, or loss. The company may allow the contractor to use company owned vehicles and trailers. The contractor will maintain a valid license with proper endorsements, a valid medical card, and will be responsible for any and all citations issued while operating company owned vehicles.

## Compensation:

1. Time and material based compensation: Your work day begins on the location of the first call unless specifically approved in advance. You will document this in writing and with date and time stamped photos. No exceptions. You will document all existing conditions at every stop both in relation to your reason for the call and all other potential issues, up sales, or liabilities. All work will have before, during, and after photos. Additional photos will be taken to document any out of ordinary conditions or deviations from standard operating procedures. Your work day ends at your last stop of the day documented in writing and with date and time stamped photos. Any personal business during the work day will be off the clock. Billing the company for personal time will be considered theft and dealt with accordingly.
2. Flat fee based compensation: Flat fee is on a job by job basis paid at predetermined rates. Any additional charges must be approved in advance by a company officer. No exceptions. All work must be documented in writing and with time and date stamped photos. No exceptions.
3. Invoicing: The contractor will supply the company with a written invoice for all flat fee work, time based labor, material reimbursement, or allowable vehicle expenses. No compensation will be provided without written invoice, photo documentation, and supporting receipts.
4. Payment will be issued in the form of company check to the independent contractor or their Company name. No cash payments will be made by the company. (Note: if you named a company with employer ID# on the W9 then MRS will ONLY issue payment to said company.)
5. Back charges will be issued to the contractor by the company for any of the following: Incomplete work, improper work, code violations, theft, neglect, or abuse of company owned property, vehicle citations, or any legal bills as a direct result of contractor's actions. Further if a client back charges the company for any the aforementioned reasons the contractor will be held accountable for those back charges.
6. No payment will be issued for unbillable or undocumented work. No exceptions.
7. If terminated, contractor forfeits the right to bi-weekly advances for work performed and will only be compensated once MRS's client fully approves and funds each work order, issued bi-weekly. (It can take 30-90 days for full settlement with clients.)
8. Bid based work: All bid based or additional work must have either written or verbal approval by a company officer prior to independent contractor beginning any work. Failure to obtain approval will result in the company not being liable for those fees and may result in no further work from the company.

## Subcontracting:

No assignments are allowed to be subcontracted by the independent contractor **without *prior written*** permission from the company. All subcontractors will be required to apply to the company, provide aforementioned legal and taxation documentation, and obtain approval from a company officer prior to performing any work. The contractor will provide the company with release of lien and sworn statements prior to compensation for any subcontracted work. Failure to pay any subs, suppliers, false statements about subs, or falsification of insurance documents will be grounds for termination.

## Special Instructions for Standard Line Items

### **1. Line Item Name: Small Opening Boarding**

**Price: \$22.50**

Vendor is required to secure the small opening (less than 10 Sq Ft) by installing 1/2 inch plywood or greater. Use 2"x4" braces of construction lumber and carriage bolt sets to secure. For all openings, the plywood should be fitted so that it rests snugly against the exterior frame, butting up to the siding on wood frame buildings and up to the brick molding edge on brick buildings. Work must meet all local codes and permit requirements.

**Contractor Initials:**

### **2. Line Item Name: Medium Opening Boarding**

**Price: \$30.00**

Vendor is required to secure the medium opening (less than 21 sq ft) by installing 1/2 inch plywood or greater. Use 2"x 4" braces of construction lumber and carriage bolt sets to secure. For all openings, the plywood must be fitted so that it rests snugly against the exterior frame, butting up to the siding on wood frame buildings and up to the brick molding edge on brick buildings. Work must meet all local codes and permit requirements.

**Contractor Initials:**

### **3. Line Item Name: Large Opening Boarding**

**Price: \$33.75**

Vendor is to secure a large opening (less than 42 Sq Ft) by installing 5/8 inch plywood or greater. Use 2"x 4" braces inside the house with through carriage bolt sets to secure.

**Contractor Initials:**

### **4. Line Item Name: Front Door Boarding**

**Price: \$33.75**

Kindly secure the back door of the property which is open. Vendor is to secure the front door by installing 5/8 inch plywood or greater. The plywood should be fitted and secured with a hasp and padlock, hinges and lock box to secure the padlock keys. Lock boxes are a pre-approved vendor estimate. Hinges must be the type with non-removable hinge pins.

**Contractor Initials:**

### **5. Line Item Name: Security Door with Hinges and Padlock / Hasp**

**Price: \$55.00**

Vendor will establish security doors by installing 5/8 inch plywood or greater at areas where the only access to an area is being boarded (e.g. garages where the overhead door is being boarded and overhead door opening is the only access point for the garage). This plywood security door will be fitted and secured with hasp, padlock and hinges and lock box to secure the padlock keys. Lock boxes are a pre-approved vendor estimate. Hinges must be the type with non-removable hinge pins. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**6. Line Item Name: Sliding Glass or Double Door**

**Price: \$56.25**

Vendor is to complete sliding glass or double (French) door boarding by using 3/4" plywood and 2"x4" braces of construction lumber, with through carriage bolt sets to secure. For all openings, the plywood should be fitted so that it rests snugly against the exterior frame, butting up to the siding on wood frame buildings and up to the brick molding edge on brick buildings. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**7. Line Item Name: Single Car Garage Door Boarding**

**Price: \$95.00**

When it is necessary for the vendor to secure the garage door opening by installing boarding, use 2"x 4" framing 16 inches on center and 3/4 inch plywood or greater. For all openings, the plywood should be fitted so it rests snugly against the exterior frame, butting up to the casing on wood frame buildings and up to the brick molding edge on brick buildings. If there is no secondary access to the garage from inside the house or a side exterior door, a hinged security door is to be framed, installed and secured with a padlock. Padlock keys are to be stored in a kitchen cabinet. Work must meet all local requirements.

**Contractor Initials:**

**8. Line Item Name: Double Car Garage Door Boarding**

**Price: \$140.00**

When it is necessary for the vendor to secure the garage door opening by installing boarding, use 2"x 4" framing 16 inches on center and 3/4 inch plywood or greater. For all openings, the plywood should be fitted so it rests snugly against the exterior frame, butting up to the casing on wood frame buildings and up to the brick molding edge on brick buildings. If there is no secondary access to the garage from inside the house or a side exterior door, a hinged security door is to be framed, installed and secured with a padlock. Padlock keys are to be stored in a kitchen cabinet. Work must meet all local requirements.

**Contractor Initials:**

**9. Line Item Name: Cap Exposed Electrical Wires**

**Price: \$5.00**

All exposed electrical cable wiring, which can result from the removal of an electrical fixture or device, must be individually capped with a code approved wire nut. An electrical cable is defined as all "hot", neutral, and ground/bond wires included within the same exterior sheathing. Each "hot" (black or red sheathing), neutral (white sheathing) and ground/bond (bare copper or green sheathing) wires will be individually capped. One cable, regardless if it contains two or more wires, within the same sheathing will count as one wiring unit for this line item. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**10. Line Item Name: Combo Carbon Monoxide-Smoke Detector (REO)**

**Price: \$55.00**

Vendor is required to complete installation of combination carbon monoxide (CO)/smoke detectors which are approved and listed by a national recognized testing laboratory (e.g. UL or FML). CO/smoke detectors will be installed at those locations required by local code. At a minimum, one CO/Smoke detector will be installed on each floor of a house in which combustion fuel appliances (e.g. furnaces, hot water heaters/boilers, etc. which burn natural gas, fuel oil, etc.) are being used. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**11. Line Item Name: Outlet & Switch Plate Cover Replacement**

**Price: \$2.00**

Damaged or missing outlet and switch plate covers, both interior and exterior, will be replaced. Replacement outlet & switch plate covers will only be standard white, almond, or brown plastic and generally resemble the color of existing cover plates within the home. Specialty, custom, or designer plate covers will not be used. Replacement exterior outlet and switch plate covers must meet waterproofing requirements. All work must meet all local codes and permit requirements.

**Contractor Initials:**

**12. Line Item Name: Pressure Wash Exterior**

**Price: \$95.00**

Pressure washing of a house exterior will be completed according to the instructions provided. All exterior surfaces are to be pressure washed using an appropriate spray/fan tip which effectively accomplishes cleaning each specific surface (e.g. wood, concrete, metal, stucco, etc.) or cleaning task (e.g. rinsing, cleaning of gutters, heavy duty cleaning, stripping, etc.) Caution must be used to avoid damaging or scaring any surfaces being power washed. Submit 'Before', 'During', and 'After' photographs of work completed along with front of house and street address views. All works to be completed to meet local code guidelines.

**Contractor Initials:**

**13. Line Item Name: Automobile Removal**

**Price: \$95.00**

Photo documentation will be submitted for the removal of automobiles, trailers or dilapidated outdoor structures that are deemed unsafe or providing no added value to property. Vendor will adopt appropriate methods for automobile removal and disposal. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**14. Line Item Name: Initial Janitorial Services (REO)**

**Price: \$105.00**

Initial janitorial services will be completed once debris has been removed from the property. Janitorial services include the thorough cleaning of toilets, tubs, shower walls, mirrors, counter tops, backsplash, kitchen and bathroom cabinets, light fixtures, ceiling fans, shelving and bookcases. Remove shower curtains and broken blinds. Tie up loose cables and wires properly. Also, sweep, vacuum and clean all floors and all tile surfaces, clean all appliances and sinks. Wipe smudge marks from walls and electric switch plates, clean interior windows and remove fingerprints where evident. The vendor must ensure all components in the property are in a presentable condition.

**Contractor Initials:**

**15. Line Item Name: Remove Discolored Drywall up to 1,000 sq ft**

**Price: \$1.50/ Sq Ft**

Remove discolored drywall up to 1000 square feet. Quantity above 1,000 SF requires prior approval. Inspect the entire house & identify the discolored dry wall area. Specify locations by room for discolored drywall removal. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**16. Line Item Name: Capping Gas or Water Line**

**Price: \$10.00**

Vendor is to complete capping gas or water lines as per code and shut off gas & water main valves. Vendor to report if there is damage to property due to any leakage of water. Specify the location of the leak with a description of the resulting damage. In case of a gas leak, immediately call the gas service provider & seek help. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**17. Line Item Name: Dehumidifier Installation**

**Price: \$295.00**

Dehumidifiers will be installed in those areas (e.g. basements) where moisture is an issue. The vendor will ensure that electrical power has been restored (if turned off), the sump pump (if applicable) has electrical power and is operating properly, and any water intrusion issues have been corrected. Based on dehumidifier manufacturer specifications and recommendations, an appropriate quantity of dehumidifiers will be installed to mitigate the moisture/humidity issue as quickly as possible. Dehumidifiers will be installed to allow continuous draining to a floor drain, sump pit or to the exterior of the house. If a pipe or hose is used to expel water to the exterior of the house because there is not floor drain or sump pit, the pipe/hose will be installed to discharge water at least 10 feet away from the foundation on the downhill side of the house. Dehumidifiers will be checked periodically to ensure they are operating and draining properly, and will only be removed once the moisture issue has been resolved.

**Contractor Initials:**

**18. Line Item Name: Initial Grass Cut - Under 15,000 Square Feet**

**Price: \$50.00**

Vendors are required to perform necessary lawn maintenance to maintain the property's appearance, prevent further degradation to the grounds and relieve the property of any existing or potential violation of local ordinance. The vendor must perform the initial grass cut that shall include: Weeding and edge trimming; Trim shrubs and tree limbs to a minimum of 8" away from house, and shape evenly; Mowing the lawn; Removal of all lawn clippings, cuttings, and incidental debris (newspapers, flyers, bottles, cans, etc.); All paved areas (sidewalks, driveways, patios, etc.) are to be broom swept or blown clean. Properties with desert landscaping require weed removal only.

**Contractor Initials:**

**19. Line Item Name: Trial Hearing**

**Price: \$50.00**

Vendors are to attend the trial and document the actions or results. Submit the results in the fulfillment of the order. Submission of the invoice and exterior views of the court house are required to document your presence at the trial. It is understood that cameras are not allowed inside of the court room itself. Camera generated time/date stamped photos are always the most desirable method for submitting documentation.

**Contractor Initials:**

**20. Line Item Name: Trial Order**

**Price: \$75.00**

Submit all documentation including the court summary if available in VMS that can be obtained during or after the trial. Request the documentation from the court administration personal and from the person or representative presenting or defending the case. Digital photos with date/time stamp of all documents and court orders must be taken and submitted. All photos of documents must be legible.

**Contractor Initials:**

**21. Line Item Name: Water Heater Earthquake Strapping**

**Price: \$25.00**

In those jurisdictions where water heater earthquake strapping is required, the vendor must inspect earthquake strapping to ensure it is present and properly installed. For those water heaters which are not properly strapped or where the strapping is missing, the vendor must take the necessary action to ensure water heater earthquake strapping is corrected or installed and meets jurisdictional requirements. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**22. Line Item Name: Water Valve Shut Off**

**Price: \$25.00**

Ensure the water is turned off at all water supply shut off valves. There are usually two (2) main water valves. The first is usually found at the water meter either outside near the street in a meter box or in the basement. The second is usually found inside just before the pressure reducing valve (PRV) or near the water heater. Once each valve is turned to a closed or "OFF" position, fasten a "Zip Tie" through or around the valve handles. If the water is being turned off as part of the winterization process, post a winterization notice at each valve location. If the Property is supplied by a well, the electrical breaker to the pump system will be flipped off. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**23. Line Item Name: Repair Roof up to 45 square feet**

**Price: \$250.00**

Determine the type of roof and assess the current solidity of roof. Investigate location of leaks and its source which requires repair. Patching may be required at penetrations or at parapet edges. Provide necessary labor and FHA grade materials to repair the roofing system in a manner that restores it to a weather tight condition and ensures the thermal and moisture integrity of the roof. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**24. Line Item Name: Tarp Roof up to 400 Square Feet**

**Price: \$1.25/ Sq Ft**

Use woven poly tarp to cover the damaged areas or entire roof as required. The tarp is to be installed so that it provides protection for a minimum of 90 days. Use wood strips along perimeter and intermittently in the field of the tarp as needed to secure it in place to prevent uplift in wind. If the damaged area of roof exceeds 400 square feet, provide the cost estimate according to square foot of tarp required to cover the damaged roof. Care should be taken to avoid accumulation of water & debris over installed tarp. Clean debris from roof & from downspouts to ensure all storm water is drained from roof. Work must meet all local codes and permit requirements.

**Contractor Initials:**

**25. Line Item Name: Service Charge**

**Price: \$10.00**

A service charge can only be claimed by the vendor if a request has been made by Michigan Realty Solutions LLC. In such instances, the vendor manager will create a Work Order in PPW and will assign it to the contractor.

**Contractor Initials:**

**26. Line Item Name: Fecal Toilet Cleaning**

**Price: \$25.00**

Toilets are to be cleaned with a brush and wiped down. If fecal matter is found in the toilet, vendors are allowed to create a 'Fecal Toilet Vendor Bid'. This is only to be used after the janitorial or winterization has been completed.

**Contractor Initials:**

**27. Line Item Name: Winterization Re-check**

**Price: \$20.00**

Vendors are to inspect a previously winterized property (that was completed more than one year ago in most cases) to determine if the winterization is still in effect. If the vendor finds the winterization is not in effect, the vendor should report this to their vendor manager via the 'Job Notes' function in PPW and proceed to winterize the property. Vendors are to perform the winterization in a thorough manner according to industry standards and may be held accountable for damages resulting from improper and insufficient winterizations.

**Contractor Initials:**

**28. Line Item Name: Padlocks**

**Price: \$7.50**

When it is necessary to secure using a padlock (garage and shed doors, basement and crawlspace doors, security doors, etc.) Vendor is also required to provide an additional photograph of correct key, masterlock A389, placed inside the lockbox at the property.

**Contractor Initials:**

# Clarifications and Expectations

## 1. Work Order Completion.

Vendors are to complete all work orders on or before their scheduled due date. No work order is considered complete until all photos have been uploaded into PPW, regardless of when actual labor was completed. All late work orders are at risk of being re-assigned to another vendor for completion OR may be cancelled by the corresponding client. Any work order that is cancelled prior to full completion (photos uploaded into PPW), will render no payment to the assigned contractor.

Contractor Initials:

## 2. Upload Requirements.

Vendors are required to upload all photos, complete all necessary PCR forms, and 'ready for office' all orders in PPW within **24 hours** of completing the physical work at the property. Waiting to submit photos is an unacceptable practice and puts the vendor at risk of having late orders cancelled or re-assigned. If you have completed a work order and are having problems with uploading required photos within this time frame, please contact your vendor manager as soon as possible to avoid any adverse actions in reference.

Contractor Initials:

# Vendor Guidelines Agreement

(must be notarized)

I, \_\_\_\_\_ in my capacity as \_\_\_\_\_  
(Name Printed) (Title)  
for \_\_\_\_\_ on this \_\_\_\_\_ Day of \_\_\_\_\_  
(Company) (Day) (Month, Year)

do here by attest and affirm the following facts:

I have read, understand, and agree to all afore mentioned information referred to as Vendor Guidelines, including the sections pertaining to Company Specific Rules, Property Status and Ownership, Upon Arrival at Property, Lot Size Descriptions, Photo Requirements, Access to Property/Securing Property, Compensation, and Subcontracting.

\_\_\_\_\_ My Company does **not** sub-contract any work orders to any outside vendors and runs no material accounts for any materials that may furnish a lien placed by contractors or suppliers.

OR

\_\_\_\_\_ My Company does use sub-contractors or suppliers who may be entitled to perfect their lien rights against properties I assign them to work on. I further understand we must provide a no-lien clause in my agreements with our subs or suppliers, verify their insurance, maintain adequate records, supply Michigan Realty Solutions with verification of their insurance, and proof of payment or non-payment at times as may be requested by Michigan Realty Solutions.

I understand MRS has a no-lien contract clause with their clients and as a vendor of MRS I am bound to the same clause, as are any subs I may use with the permission of MRS or otherwise.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contact Number

\_\_\_\_\_  
Email Address

Notary:

Accepted By: \_\_\_\_\_

\_\_\_\_\_ Date

For: Michigan Realty Solutions LLC as its: \_\_\_\_\_