



**Web-Fair** INC.

# Preservation and Maintenance Manual

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## **Guidelines for Preservation & Maintenance**

### **Intro**

Web-Fair, Inc has been fortunate enough to work directly with Freddie Mac for 20 years preserving their properties in the lower 2/3 of Indiana, Illinois, and Ohio to help them look as good as possible and sell quickly. We maintain a good long-term working relationship because of the quality and urgency of work we perform. We never tell them no. If there is something that needs done, we complete it quickly and correctly. Web-Fair will always pay our contractors for approved completed work.

Webfair started out as a subcontractor doing the work ourselves. We know what it is like to have expenses and work orders to complete, that is why we pay next week. Our pay schedule is at the top of or exceeds industry standards. Therefore, we expect top quality work. Inspectors are visiting properties on a regular basis to make sure the work we do is up to expectations. If there are issues that need addressed at one of your properties, you will receive a work order from Web-Fair with a list of items needed. These work orders should be completed, and pictures submitted ASAP.

Web-Fair has many contractors over 3 states. It is beneficial to all if we have 1 contractor to complete all the work in a certain area unless there is too much work for that 1 contractor. There isn't time to send 2 or 3 contractors out to bid a job. When Web-Fair receives a work order, we usually have 3 business days to complete it, unless it is an emergency. If we send you a work order and you refuse it, we are forced to find another contractor to complete that work order within the time allowed. If we can't find another Web-Fair contractor to do it, we will have to bring in a new contractor. That new contractor will continue to receive work orders.

Keep this manual in your truck for reference. Use it as a checklist to make sure you do everything required to complete a work order.



## Guidelines for Preservation & Maintenance

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## **Guidelines for Preservation & Maintenance**

### **General Instructions**

- **Always carry this P&M Manual with you as a reference**
- **Sub-contractor must take before and after, date stamped photos for everything completed**
- **Begin immediately when you receive a work order**
- **Every work order is on a time limit**
- **We are graded on completing work orders within the time limit**
- **Do not report any work done until it is 100% completed**
- **We notify the broker after you report completion**
- **They normally visit the property to inspect the work**
- **Work orders should be completed and turned in on or before due date**
- **Process all completed work orders through your PPW account immediately upon completion**
- **Work orders are not complete and can't be submitted for payment until all pictures are received**
- **Report any problems that would keep you from completing the entire work order on time**
- **Notify Web-Fair of all hazards (water in the basement, missing or broken steps, mold etc.)**
  - **We need to know everything important concerning the property**
- **NO MINOR CHILDREN SHOULD EVER BE WITH THE VENDOR AT A PROPERTY**
- **No smoking inside any of the properties**
- **Make sure all workers are courteous to neighbors**
- **Do not contact the brokers or do any work at other properties requested by the broker**
  - **Brokers are required to go through Web-Fair with any work requests**
- **If we bid something, we bid the amount of what is there. We don't bid a price. The price per unit is already set**

**Our properties should have good curb appeal and compliment the neighborhood. Our goal is to be a good neighbor**

### **Emergencies**

- **The office can be reached Monday – Friday, 8 AM – 4:30 PM.**
- **The Web-Fair emergency phone number is 317-432-5847**
  - **This number should be used only in the case of an after-hour emergency**



## Guidelines for Preservation & Maintenance

### Helpful Hints

- Take lots of pictures – Pictures are how we are paid. You can't take too many pictures
  - Inside – Make sure all debris is pictured
    - Take at least 4 photos of every empty room showing all floors, walls, ceilings, and debris
    - Take photos of the furnace and water heater to show they are present and still connected
    - Take before and after pictures from the same place and angle
    - Take pictures from far enough away to show subject and another object for reference
  - Outside – Make sure everything is pictured
    - Take at least 3 pictures from all corners of the property
    - 1 down the property line, 1 of the house, and 1 across the other property line
    - Take pictures from the house to the back, and from the house to the front
- Use a GOOD all-purpose cleaner/degreaser
- Mix orange Pine Sol with orange all-purpose cleaner for a great cleaner/degreaser
- Mix orange Pine Sol with orange windshield washer solution for a great cleaner/degreaser that doesn't freeze
- Oven cleaner is great for ovens, but also for nasty vent hoods, tubs, and toilets
  - Spray and walk away. Come back about 30 minutes later to wipe off
- Glass cleaner is great for glass, but doesn't clean sticky and greasy areas
- Bleach is a good disinfectant, but doesn't clean sticky and greasy areas
- Use a plastic scraper to quickly remove stuck on debris
- Clean all drawers, dump and sweep out, during trash out to make cleaning process easier and faster
- Broom off everything before you clean it to remove dirt, dust, hair, etc. and make cleaning easier and faster
- Use a flat plastic snow shovel to remove all small debris from carpets that can harm your vacuum
- **When you are done with the clean out, open every door and every cabinet door and drawer.**
  - **Leave them open when you leave. That way, you will see if you missed cleaning an area and can take care of it before you leave**
  - **The inspector will also see this when he/she arrives, and will know you double checked your work**



## Guidelines for Preservation & Maintenance

### Photo Requirements

#### Pictures tell a story

- “Before” pictures tell us what the property looks like when it is assigned to us for maintenance
- “After” pictures tell us what it looks like after we have done our job
- Please take enough pictures so that we see what you see
- You can’t take too many pictures so make sure the story is complete, from beginning to end
- Please take before and after pictures of every job assigned to you
  - When completing a trash out, please take a picture in every room from all 4 corners. Be sure to also take pictures of all hazardous materials such as paints, tires, chemicals, etc. or any issues with the property
- **Pictures taken with a camera, or not taken directly in the work order using your PPW mobile app, should have the correct date imprinted on it in case they are uploaded on a different date**
  - Check your cameras for the correct date before taking pictures
- Identify every property with a clear picture of house address
  - Use a dry eraser board if no numbers are present
- Do not merge pictures
- Document all work with before and after pictures
- Always take a picture of the front of the house from the street and the back of the house from a distance so we can see the entire house
- The appearance of our property should complement the neighborhood

### **EVERY WORK ORDER MUST INCLUDE THE FOLLOWING REQUIRED PICTURES**

- Address (either on the mailbox or on the house)
- Entire front of house from street (must include roof)
- Lockbox
- Emergency contact sign (usually on front window on front door)
- Exterior pictures (pics of all angles of the yard, behind detached garage and outbuildings and showing front and back of roof if possible)
- Before, during, and after pictures of everything you are there to do
- Any hazards at the property

\* If the lockbox or emergency contact sign is not at the property – include this in the comments section when uploading the pictures.

**A PICTURE OF ALL GATE LOCKS, WHERE THERE IS A POOL, IS TO BE TAKEN EVERY TIME YOU VISIT THE PROPERTY.**



## Guidelines for Preservation & Maintenance

### Photo Requirements

**Property Condition pictures** should be taken and included with all completed routine work order pictures.

Include all appliances, every room (floors, walls, and ceilings), bathroom fixtures, furnace, water heater, ac unit and thermostat. Exterior pictures of all angles of the yard also must be taken. Please include behind all garages and outbuildings. Send a completed PCR report with the pictures of the first work order you complete at the property. Include pictures of all hazards.

**Winterization – Required** pictures above plus the following:

- Picture of the zip tie on main shut off valve
- Compressor blowing out the lines
- Compressor gauge showing pressure
- Draining out the water heater
- Antifreeze being poured into drains, toilets & dishwashers
- Winterization signs
- Breaker box

**Trash Outs – Required** pictures above plus the following:

- Take property condition pics. Things can disappear between the PCR and Trash Out. These pictures will document what was there at each time.
- Take before pictures of every room, bathrooms, kitchen, bedrooms, basement, garage showing the debris and any exterior pictures of debris (including burn pile, brush pile, limbs, etc.) in the yard.
- Take after pictures of each room including bathrooms, kitchen, bedrooms, basement and garage from at least 2 different sides of the room showing the debris has been removed.
- Take before and after pictures of the interior of all outbuildings.
- Take after pictures showing exterior debris removed (also behind detached garage & any outbuildings). All trash cans must be removed unless they are city trash cans. The city trash cans should be placed in the garage or behind the house and note the location when completing the work order in the crew website.
- Take pictures of your trucks/trailers before and after they are loaded.
- Include pictures of all appliances or where they were sitting if removed.
- If there are over 40 cy of debris, take pics of empty truck/trailer and full truck/trailer. Be sure to include pictures of the tape measure showing the size of the truck/trailer (feet/inches)



## Guidelines for Preservation & Maintenance

### Photo Requirements

#### **Initial Clean - Required** pictures above plus the following:

- Action pictures of all cleaning.
- Floors - before and after of each room showing vacuumed carpet and mopped floors
- Kitchen - before and after of sink, counters, appliances and cabinets (inside and outside), remove shelf paper from cabinets and drawers, air fresheners with dates
- Bathrooms - before and after of sinks, tub/showers and toilets (open lid), cabinets, air fresheners with dates
- Windows – pictures showing windows being washed
- Before and after pictures of baseboards, windowsills, light fixtures, ceiling fans, fireplaces and utility sinks.
- Full room pictures of all rooms from 2 different angles. Make sure the pictures span the entire room, not just floor pictures. This includes the kitchen and bathrooms.
- Before and after pictures of the garage showing it clean and swept
- Exterior pictures showing all debris has been removed from the lawn and driveway.
- Take pics showing light bulbs in all light fixtures are working or report bad fixtures.

#### **Initial Lawn – Required** pictures above plus the following:

- Action (lawn mower, weed eater, trimmer, etc.)
- Before and after pictures showing all angles of the yard (from each corner of the property, facing towards the house)
- Before and after of mowing lawn
- Before and after pictures of weeds being removed from landscaping or flowerbeds.
- Before and after pictures of mulch being replaced in the landscaping or flowerbeds.
- Before and after pictures of any bushes, shrubs, or trees being trimmed and not touching house or roof.
- Before and after pictures of saplings cut down near house, outbuildings, decks or fences.
- Gutters - Before and after pictures of the gutters being cleaned out.
- Before and after pictures of any vines (show vines cut at ground)
- Before and after pictures of fences and/or decks being trimmed.
- Before and after pictures of any leaves being raked.
- Before and after pictures of the back of garages and all outbuildings.
- Before and after picture of AC unit
- Pictures of blowing off sidewalks, steps, porches, decks. Show the trimmings being blown back into our lawn away from neighbors.





## Guidelines for Preservation & Maintenance

### Photo Requirements

**De-Winterization** – Required pictures above plus the following:

- Picture of each faucet with running water.
- All toilets being flushed of antifreeze.
- All showers/ tubs with running water.
- Outdoor spigots with running water.
- Picture of the furnace and hot water heater flame if possible.

**Board-Ups** – Required pictures above plus the following:

- Before pictures of broken window from the inside and outside
- Pictures of window after boarding from the inside and outside.

**Re-Secure** – Required pictures above plus the following:

- Before and after picture of the door, window or opening being re-secured.
- Pictures of interior showing appliance and/or any damages.

**Weekly Lawn Maintenance** – Required pictures above plus the following:

- Action shots (lawn mower, weed eater, etc.)
- AC Unit – before and after pics
- Before and after pics of all angles of the yard (from the property lines to the house and from the house to the property lines) front, back and sides. Make sure we have pictures showing the entire property.
- Before and after of mowing lawn
- Weeding - before and after pictures of weeding, landscaping or flowerbeds.
- Trimming - before and after pictures of trimming bushes, shrubs and fence lines. Show bushes shrubs and trees not touching roof or house.
- Show behind all garages and all outbuildings
- Pictures of blowing off sidewalks, steps, porches, decks. Show the trimmings being blown back into our lawn away from neighbors.
- TRIMMING WEEDING AND LEAVE REMOVAL IS AN ON-GOING PART OF MOWING THIS INCLUDES SHRUBS AND FLOWER BEDS.



## Guidelines for Preservation & Maintenance

### Photo Requirements

#### **Monthly Cleans** – Required pictures above plus the following:

- Action shots of cleaning – do not use dry paper towels
- Show clean kitchen sinks, counters, cabinets, and appliances (inside and outside)
- Show clean bathroom sinks, cabinets, counters, toilets (open lid), tub/showers
- Show carpets being swept – Floors being mopped
- Show clean windows, fireplaces, ceiling fans, light fixtures, and utility sinks.
- Full room pictures of each room should also be taken after cleaning
- Please also include any pictures of problems or issues found at the property.
- EXTERIOR pictures are very important to take every month
- Before and after pictures of all sidewalks, porches, and driveway
- Show ice melt if used

#### **Spring or Fall Spruce Up** – Required pictures above plus the following:

- Same as Initial Lawn.
- You must wait until you receive a work order before completing

#### **Misc. Work Orders** - Required pictures above plus the following:

Before and after pictures should be sent for the following and any other work orders you may receive:

- Vehicle Removal - take picture of removal sign (must be able to read date)
- Handrail/Guardrails – send number of linear feet and area to Julie (Ohio) and Jenny (IN and IL)
- Pump Basement - send depth of water and how long it took to pump
- Tarp Roof – send dimensions of tarp and picture of tarp package
- Install Sump Pump
- Install Dehumidifier



## Guidelines for Preservation & Maintenance

### Routine Cleans and Mows

- Monthly Cleans will be assigned early on PPW so you have plenty of notice for when it is due
- Weekly Mows will also be assigned to you every Friday for the next week
- Don't complete reclean or mow work orders before the due date
- They are on a specific schedule
  - Recleans – every 6 weeks
  - Routine grass cuts – every 7 days
- Any reclean or mow pictures submitted before the due date will not be processed for payment until the due date
- Mows must be completed every 7 days.
  - If the weather forces a mow to be a day late, we can get back on schedule next week
  - If the weather forces a mow to be 2 days late, we can not get back on schedule next week
  - We will not get paid if we mow sooner than 6 days after the last mow
- **If you complete routine work orders before the due date, you risk not getting paid if the property sells before the work order is due**
- You will still be paid if you complete a work order on a property that has been sold, and we have not been notified
  - We will notify you as soon as we find out a property has been sold and remove all work orders for that property from PPW



## Guidelines for Preservation & Maintenance

### Property Secure

- **Property Condition Report should be completed with your first visit**
- **Do not enter a house that appears to be occupied!!** Leave and call us so we can get the broker to check this out. If you do open the door and find it appears to be occupied, **BACK OFF**. Do not enter the house under any circumstance. Re-secure the door and leave immediately.
- Rekeys must be completed within 24 hours. Note on the PCR what key code was used.
- Redemption Rekey – The broker is usually present
  - House will be vacant, but the owners must have access to remove personal property
  - Change knob lock and deadbolt on one door only
  - Do not secure any other doors or buildings.
- Full/Final Rekey
  - Change knob locks and deadbolts on all exterior doors to matching key codes
  - Change knob lock and deadbolt on service door from house to garage
  - Change knob locks and deadbolts, or install a hasp and padlock on detached garages, barns, and sheds
  - Unplug all garage door openers. Leave the remotes in a kitchen drawer
  - Install padlocks on all attached and detached garage overhead door tracks
  - Ensure all windows are locked and secured
  - If window is missing hardware, install appropriate locking mechanisms for the type of window
  - Secure all entrance gates to pool or spa areas with padlocks
  - Place all door lock and pad lock keys in the broker supplied lock box and close the lock box
  - Secure dog doors, crawl spaces, laundry chutes, and exhaust vent openings
  - Cap all bare wires
  - Cap open gas lines – check at oven, dryer, furnace, or missing heaters in garages and barns
  - Board all broken windows completed using ½” CDX plywood on the outside (don’t use OSB), and 2x4(s) on the inside with a carriage bolt to hold secure. Don’t put screw/nail holes through the outside of a nice window. Remove all broken glass in window and loose on floor/ground

### Key Codes – Alternate key codes so all your houses aren’t always the same

- These standard codes are available from MFSSupply.com.
- Do not use 67767, too many pre-foreclosure contractors use this code, and we are to change it.
  - 35241 – 35453 – 76667 – 13226 – 23323 – 44535
  - Padlock – A802 – A389



## Guidelines for Preservation & Maintenance

### Break In / Re-secure

- When we are notified of a break in or unsecured house
  - We have 24 hours to secure the property
- When you are at the property and notice the property is unsecured
  - Notify Web-Fair if property is unlawfully accessed
  - Immediately board up any broken windows to secure property and remove all broken glass.
  - Board up any damaged doors that cannot be repaired to secure property.
  - Secure entrance to pool and spa areas with pad lock
  - Secure all dog doors, crawl spaces and laundry exhaust vent openings
  - Confirm all doors and windows are secured before leaving property
- Let Web-Fair know ASAP if there are any damages

### Hazards

#### **We have authorization to immediately resolve any safety hazards up to \$500**

- If the amount is over the allowable, do not leave the property
- Take good pictures and measurements
- Notify Web-Fair so we can inform the broker and create a work order or bid
- If Web-Fair is not open or available, fix the problem (within allowable) and let us know on the next business day
- If you can't immediately resolve the hazard, make it a priority to return within 24 hours



## Guidelines for Preservation & Maintenance

### Property Condition Report

**Always complete a property condition report at your first visit to the property**

**Take pictures of everything and fill out the form. That way you know what to expect later when you get the trash out.**

Pictures needed:

- Exterior
  - All sides of house and property
  - Inside and outside of outbuildings
    - Show all debris in and around building
  - Scattered and piled debris, vehicles, pools, decks, playsets, etc.
- Interior rooms, garages, and basements
  - All the walls, floors, and ceilings. Including lights, vents, doors, sinks, and tubs
    - Shows if any damage is visible
    - Shows there is no visible damage in an area to report at this time
- Visible damage
  - 1 showing where the damage is, and 1 closer showing the damage
- Utilities and connections to show if they appear to be operational or damaged
  - a/c unit
  - Furnace
  - Water heater
  - Breaker/Fuse box
  - Electric meter
  - Water supply lines and drains
  - Main water shut off if possible
  - Well pressure tank
  - Sump pump
  - Light fixtures showing if bulbs are missing or mismatched
- All hazards so you can be prepared with supplies when you return
  - Missing/mismatched light bulbs
  - Switch/outlet covers
  - Open gas lines
  - Missing handrails
  - Accessible pools and hot tubs
  - Standing water (flooded basement or crawl space)
  - Active water leaks (plumbing or roof)
  - Discoloration (mold)
- All appliances to show if they can be cleaned or if they will need to be removed
- Personal property left behind by previous residents. Is it worth \$1000 or more?



## Guidelines for Preservation & Maintenance

### Trash out

#### DO NOT BURN AT THE PROPERTY OR DUMP ILLEGALLY

- 0-40cy – Standard trash out
  - Complete as normal
- 41-150cy – Over allowable
  - **Do Not Leave. Complete the trash out**
  - Take extra pictures to validate the overage
  - Take pictures and measurements of trailers
  - Document the number of cy in comment section when submitting completed work order
- 150cy-? – Excessive debris
  - Call Web-Fair and report excessive debris
  - Take pictures to show excessive debris
  - Submit amount of debris in cubic yards
  - **Do not proceed without approval**

#### **Contractor will remove all trash and debris from the interior and exterior of the house, garage, storage sheds, outbuildings, paint, and flammable and hazardous material**

- Remove inoperable appliances, including washer and dryer, that have been identified by the listing broker.
  - If there is a question concerning an appliance, contact Web-Fair while at the site
- Remove all window dressings including hardware, except for blinds that have been identified by the listing broker as being in good condition
- Remove nails, screws, and hardware from all walls throughout the house
- Remove debris from all closets, kitchen and bathroom cabinets and drawers
- Remove debris from attics, basements, overhead areas of detached garages and outbuildings
- Remove debris from crawl spaces and under decks
- Remove debris from trash cans
- Remove wood and ash from wood burning stove and fireplaces, and close damper
- Raise low hanging light fixtures
- Cap exposed wiring and open gas & water lines
- Replace all switch and receptacle cover plates that are missing or broken
- Replace batteries in thermostats, smoke detectors and carbon monoxide detectors
  - Install separate smoke and/or CO detector if none are present and operational
- Remove building material, yard art, potted plants and any firewood left at the property
- Remove above ground pools and decking, spas, and hot tubs unless otherwise noted on the work order
  - If there is a question about removing something, contact Web-Fair while at the site
  - If an above ground pool or decking is removed, immediately submit a bid to fill in, or smooth out any depression or holes in the ground that might cause a trip hazard
- Remove play sets and basketball hoops with back boards unless otherwise noted
  - If approved to leave play sets, remove detachable swings and slide and place in garage
  - If approved to leave basketball goal, remove hoop from back board and place in garage
  - 2 safety rails should be at 18" and 36"
- Remove all exposed tack strips
-



## Guidelines for Preservation & Maintenance

### Initial Interior Clean

Some properties are left in terrible condition and take longer to clean. Some properties are left in good condition and are quicker to clean. If you take the same steps in every house, all your properties will be as clean as possible.

Remove all traces of previous owner: Do not leave soap bars, soap dishes, shower curtains, toilet paper, towels, items in garage, etc. in property

If there is no heat, and freezing weather does not allow you to do any “wet work”, let us know so we can advise the Broker and Freddie Mac. Please remember that you will be required to return and complete the clean as soon as temperatures allow.

#### Kitchens:

- Sweep and mop all floors, clean areas where appliances were located, including sides of cabinets
- Remove all objects from inside and on top of cabinets, shelves, drawers, and counter tops
  - Discard shelf paper and sweep shelves with a hand broom
  - Empty or sweep all loose debris from inside drawers
- Spray and wipe off all counter tops and cabinet shelves, drawers, and faces

#### Appliances:

- Refrigerators:
  - Remove all debris from the refrigerator and freezer section
  - Spray and wipe all inside surfaces. Remove and clean under loose shelves and drawers
  - Spray and wipe exterior to remove all dirt, mold/mildew, etc.
  - Place a box of baking soda in refrigerator and freezer.
  - Repeat for all additional refrigerators or freestanding freezers located on the property
- Stove Top:
  - Spray and wipe top, front, and sides (if possible) of the stove removing all baked-on food and grease
  - Remove uncleanable burner trays, grease, etc. If burner trays are rusted or cannot be cleaned, then replace the trays. If the stove top is a ceramic glass top stove, use recommended cleaners and follow cleaning directions.
- Oven:
  - Scrape and sweep out all loose debris
  - Spray and wipe to remove burnt food and grease.
- Vent Hood:
  - Spray and wipe to remove dirt and grease
  - Remove dirty filters
- Dishwashers:
  - Spray and wipe inside and out to remove dirt and grease
  - Remove all caked-on soap from trays.
- Trash Compactors:
  - Remove debris, spray and wipe inside and out to remove dirt and grease
- Microwaves:
  - Spray and wipe inside and out to remove dirt and grease





## Guidelines for Preservation & Maintenance

### Initial Interior Clean

#### Bathrooms:

- Sweep and mop floors
- Remove all objects from inside and on top of cabinets, shelves, drawers, and counter tops
  - Discard shelf paper and sweep shelves with a broom
  - Empty or sweep all loose debris from inside drawers
- Spray and wipe off all cabinet shelves, drawers, and faces
- Spray and wipe sinks and counter tops
  - Remove grime along base of faucets, clean and shine faucets
  - If sink is freestanding, clean exterior and pedestal
- Tubs and Showers– clean tubs, showers, and surrounding areas
- Remove shower curtain if existing.
- Clean shower doors. Remove all soap and soap scum from any holders
- Spray and wipe exterior and interior of toilets.
  - Make sure to get behind the closed seat, front and sides of the base, around bolts, and surrounding floor

#### Ceiling Fans:

- Remove cobwebs and dirt/dust from all sides of the fan blades, light, and ceiling around fan. Wipe down with a wet cloth to remove dust and dirt from blades, light bulbs, shades, and motor housing.
- Replace burned out, missing or different light bulbs.
  - While all the light bulbs in the house don't have to match, all bulbs in a single light fixture must match and look the same with the light on or off.

#### Light Fixtures:

- Remove cobwebs, dirt/dust and wipe down with a wet cloth.
- Replace burned out, missing or different light bulbs.
  - While all the light bulbs in the house don't have to match, all bulbs in a single light fixture must match and look the same with the light on or off.

#### Switch Plates and Outlet Covers:

- Replace all missing and damaged covers. Clean remaining covers with a damp cloth as needed

#### Flooring:

- Carpeted – Broom sweep around the edge of the carpet to get everything away from the wall before vacuuming all carpets
- Hard Surface – Sweep and mop hard surface floors

#### Base Boards/Chair Railing/Ceiling Molding:

- Sweep off baseboard while broom sweeping edge of floor/carpet to remove loose dirt and dust
- Wipe as needed with a wet cloth to remove any remaining dirty spots

#### Doors/Hardware:

- Wipe down interior and exterior doors and hardware with a clean wet cloth as needed to remove all dirt and marks



## Guidelines for Preservation & Maintenance

### Initial Interior Clean

#### HVAC Air Returns and Filters:

- Sweep all air returns in walls and ceilings to remove dust before cleaning the floors
- Wipe off remaining dirty spots as needed
- Replace filter if needed

#### Mirrors:

- Clean all mirrors and leave streak free

#### Garage:

- Broom sweep all garage areas and remove cobwebs from ceiling and garage doors

#### Basement:

- Sweep stairs and all areas around and under stairs
- Sweep to remove cobwebs and loose debris from all walls, finished ceilings, and between floor joists on unfinished ceilings
- Broom sweep hard floors, and vacuum carpets
- Check operation of sump pump if possible
  - Notify Web-Fair immediately if new sump pump is needed
  - New pump will have to be installed ASAP if needed

#### Air fresheners:

- Place 2 countertop air fresheners in the house, one in the kitchen and one in the downstairs bathroom. If the house is two stories, place 1 more air freshener in upstairs bathroom

#### Cable Cords:

- Remove all unnecessary cable cords. If not sure if the cords are necessary, coil and bind neatly with a zip tie

#### Trash Cans:

- Do not leave trash in trash cans
- Leave city/county trash cans (empty)
  - Place in garage or outbuilding
  - Place in back yard if there is no garage or out-building
- Remove store bought trash cans

#### Windows/Window Ledges:

- Clean all windows as needed inside and outside (if reachable) on all floors, including garage, and leave streak-free
- Clean all window ledges including sills and the top of the lower window on double hung windows

### Cash For Keys Clean

- Include removing window coverings (if approved), brackets, curtain rods, nails, and cable wires
- Small items should also be removed as part of the clean (totaling under 1 cy)
- Do not remove any debris if there is more than 1 cy
- Call Web-Fair from site for approval to continue
- Send pictures and total cy to Webfair
- If the Realtor wants the debris removed, we will send a work order



## Guidelines for Preservation & Maintenance

### Initial Yard Maintenance

#### Pick up all debris in yard before mowing

- We complete initial yard maintenance year-round, weather permitting, so be sure to have a lawn mower and equipment available
  - If initial yard is not possible when trash out is completed, you will receive a work order for initial yard maintenance when the weather permits
- Do not discharge cut grass onto neighbor's property. Mulching mowers are preferred
- If you are not sure of the property line, ask a neighbor
  - This is a good time to get to know the neighbors and assure them the yard will be maintained.
- Mowing and Edging – mow lawns to maintain a height of 2 (two) inches. Mowing is based on cutting approximately 200' by 200'. Lawn must be cut all the way to the street. If after initial mowing is completed, determine if the lawn exceeds the 200' by 200' requirement. If so, request approval for additional funds at that time. Requests to exceed cost limits for larger lots should be accompanied by lot dimensions and the calculated square footage of the lot as well as photo documentation
- Edge all flowerbeds, driveways, and sidewalks
- Clean out gutters on first floor only and remove all holiday lights
- If there is a gutter guard, replace it after cleaning out gutters-only if not required to disturb shingles or damage gutters
- Trim trees and shrubs from touching house or roof, covering or blocking walkways and entryways, or blocking a window
- Remove fallen limbs and excessive leaves from roof
- Remove weeds/saplings from flower and shrubs beds. Trim around house, fences, trees, etc.
- Mulching – Pays extra, put amount used in notes section when turning in completed trash out
  - Add a layer of mulch (matching color) to all previously mulched flowerbeds
- Remove leaves from property and dispose offsite in appropriate manner, or mulch them up with your mower
- Remove all bird nests from eaves of house
- Sweep or blow (with air compressor or leaf blower) above and below exterior doorways, patio and deck walls and ceilings and overhangs to ensure they are free of cobwebs, leaves, dirt, and trash
- Sweep cobwebs and insects from exterior light fixtures. Replace bad or missing light bulbs
- Remove handbills, papers, flowerpots, and other debris from porch
  - Priority mail needs to be marked return to sender by listing broker and not discarded
- If you must take down part of a gate/fence to get your mower in the yard, secure the gate/fence before you leave



## Guidelines for Preservation & Maintenance

### Routine Recleans

#### Routine cleans must be completed as scheduled

All of this is to be done as needed.

If you touch up clean the house every time there, it will take less time.

If not, and it is inspected, you could end up spending a day there recleaning the entire house.

Report any problems: large limbs / trees down, broken windows, water leaks, etc.

Ceiling Fans:

- Dust all ceiling fans and replace burned out light bulbs to match existing

Light Fixtures:

- Dust all light fixtures and replace burned out light bulbs to match existing

Windows and Window Ledges:

- Clean all window ledges including sills and the top of the lower window on double hung windows

Base Boards/Chair Railing:

- Dust all base boards and chair railing

Doors/Hardware:

- Wipe down any dirt or hand marks on interior and exterior doors and hardware

HVAC Air Returns and Filters:

- Dust air returns and periodically check to see if filters need replacement. If needed, replace filters and request a work order

Flooring:

- Carpeted – vacuum all carpet
- Hard Surface – sweep and mop hard surfaces

Kitchens:

- Flooring – sweep and mop

Cabinets/Pantry – clean cabinet doors

Appliances:

- Refrigerators – wipe any handprints off refrigerator door
- Stove Top/Vent Hoods - clean stove top and vent hoods
- Dishwashers – wipe any handprints off dishwasher door
- Trash Compactors – clean exterior door and empty trash
- Microwaves – clean exterior and interior of microwave with a bleach solution.
  - Remove all baked-on dirt and grime
- Countertops – Clean countertop with cleaning products suitable for specific type, e.g. granite, laminate, etc.
- Sink/Disposal – clean sink with appropriate cleaning product and run disposal



## Guidelines for Preservation & Maintenance

### Routine Recleans

#### Bathrooms:

- Toilets – clean bathroom toilets
- Sinks – clean sinks and faucets
- Bathroom Floor – sweep and mop bathroom floors and clean any cove or ceramic base.
- Mirrors – clean all mirrors and leave streak free.

Air fresheners - replace air fresheners with similar type if necessary

Trash –Do not leave trash in trash cans

Detectors – check batteries in smoke and carbon monoxide detectors. If not functioning, replace batteries. If detectors are hardwired, notify Web-Fair

#### Exterior:

- Doors/Doorways – Clean all exterior doors to remove dirt and handprints. Sweep or blow (with air compressor) above and below exterior doorways to ensure they are free of cobwebs, leaves, dirt, and trash
- Light Fixtures – Sweep cobwebs and insects from exterior light fixtures. Replace burned out bulbs with same type
- Porch - Remove handbills, papers, and other debris from porch
  - **Priority mail needs to be marked return to sender by listing broker and not discarded**
- Security – Perform a security check to confirm all doors and windows are locked prior to leaving the property. Check property for problems that need immediate attention (e.g. trees down, broken windows, water leaks, etc.) and contact Web-Fair
- Correct any safety issues (within allowable)

### Routine Grass Cuts

- Do not begin lawn maintenance until you receive a work order.
- It is important that every lawn is cut & trimmed on the same day every week.
  - The only exception is if the weather will not allow
- If you get off schedule, get back on schedule so that the property is always being cut on the same day

#### Pick up all debris in yard before mowing

- Trim trees and shrubs as needed
- Remove weeds from flower and shrubs beds. Trim around house, fences, trees, etc.
- Remove leaves from property and dispose offsite in an appropriate manner, or mulch them up with your mower
- Mow lawns to maintain a height of 2 inches (do not mow if lawn is too wet)
- Remove grass trimmings from all walkways, sidewalks, and driveways
- Edge all flowerbeds, driveways, and sidewalks
- Remove all bird nests from eaves of house
- Clean gutters if they are full of leaves and debris, Let Web-Fair know the linear feet of gutters that were cleaned



## Guidelines for Preservation & Maintenance

### Fall and Spring Spruce Ups

#### Pick up all debris in yard before mowing

- Remove all fallen limbs and excessive leaves from roof. Clean out gutters and remove all holiday lights. If there is a gutter guard, replace it after cleaning out gutters only if not required to disturb shingles or damage gutters
- Trim trees and shrubs from touching house or roof, covering or blocking walkways and entryways, or blocking a window
- Remove weeds/saplings from flower and shrubs beds. Trim around house, fences, trees, etc.
- Mulching – Pays extra, put amount used in notes section when turning in completed trash out
  - Add a layer of mulch (matching color) to all previously mulched flowerbeds
- Rake leaves from property and dispose offsite in appropriate manner, or mulch them up with your mower
- Mowing and Edging – mow lawns to maintain a height of 2 (two) inches. Mowing is based on cutting approximately 200' by 200', but lawn must be cut all the way to the street. If after initial mowing is completed, determine if the lawn exceeds the 200' by 200' requirement. If so, request approval for additional funds at that time. Requests to exceed cost limits for larger lots should be accompanied by lot dimensions and the calculated square footage of the lot as well as photo documentation. Remove all grass clippings from property
- Edge all flowerbeds, driveways and sidewalks Eaves – remove all bird nests from eaves of house

### Snow Removal

#### We are approved to automatically complete snow removal after a 2" or more snowfall

#### Do not wait for a work order to remove snow

- Once the snow has stopped, please visit your properties asap and remove the snow from the driveway, walkways and sidewalks and all entrances including the garage
- Do not push snow in front of overhead garage doors or into the street
- Do not block neighbor's driveway or mailbox
- Broadcast "ice melt" to all walks and driveway
- If there is an ice storm (but no snow) you can spread salt/ice melt
- Take dated before and after pictures
  - If possible, include pictures of applying salt/ice melts, sidewalks, walkways, and driveway
- Make sure you remove snow and apply salt/ice melts to all porches, walkways, and driveways
- If the property does not have a driveway you will need to do all porches and walkways
  
- Send in your pictures by email
  - You will need to send one property per email
- In the subject line you will need to put the following
  - Snow removal (apply salt/ice melt after ice storm), address, date of snow removal
- If you have any driveways longer than 100ft, complete snow removal and put the length in body of email



## Guidelines for Preservation & Maintenance

### Other P&M Services

#### Detectors - Battery Operated:

- Install smoke detectors on 1st and 2nd floor of property
- Install one carbon monoxide detector

#### Graffiti Removal:

- Interior of property:
  - Do not complete – Take pictures
  - Submit pictures and number of square feet that needs painted
- Exterior of property:
  - Complete Immediately – Take before and after pictures
  - Paint over graffiti and let Web-Fair know the number of square feet you painted

#### Handrail/Guardrail Installation:

- Install handrails as needed, not to exceed 100lf without approval
  - If there is more than 1 step between landings, a handrail must be installed
- Report location and length in comment section of work order on crew website
- If there are no vertical balusters, you must add a middle rail
- Top rail should be at 36" high. Middle rail should be at 18" high
  - Interior:
    - Handrails need to be an actual store-bought handrail with flat spot to attach hardware
    - Add a middle rail halfway up on open-sided stairs to keep kids from falling through
      - Do not use 2x4s
  - Exterior:
    - Any deck or patio 30" or more above grade must have a guardrail
    - Handrails and guardrails should be exterior deck material with smooth, flat top rail
    - Handrails and guardrails on existing deck should match existing deck material

#### Tarp:

- Tarp over the ridge above the leak. If it is in a valley, there will be 2 ridges
- Outline the tarp with furring strips and place vertical furring strips if it is a large tarp
- Take pictures of the tarp package(s) showing sizes of tarps
- Report number and sizes of tarps used in the comment section of work order on crew website

#### Carpet Removal:

- Approved carpet removal includes removing pad and tack strips

#### Dehumidifier:

- Place in an area where you can run a discharge hose to drain
  - Remember to pull the plug to allow the water to flow through the hose
- Please remember the laws of gravity
- Pricing includes hoses and extension cords if needed



## Guidelines for Preservation & Maintenance

### Other P&M Services

#### Boarding:

- Board all broken windows completed using ½” CDX plywood on the outside, and a 2x4 on the inside with a carriage bolt to hold secure
  - **Do not use OSB plywood**
- Cut off excess bolt if necessary
- Don't put screw/nail holes through the outside of a nice window frame or trim
- Remove all broken glass in window and loose on floor/ground
- Mark size and location of boarding in the comment section on the crew website

#### Pumping Basements:

- If you find a flooded basement, begin pumping ASAP and let us know
  - Take pictures to show how deep the water is
- It is important to get the water out of a basement as soon as possible
- When the water gets low enough, you can get to the existing pump and plug it in
- If the power is not on, check it by plugging it into your generator
- If the power is on, check the outlet for power and the float to make sure it is not stuck
- The sooner we get the water out, the better we can control the mold problem

#### Sump Pump Replacement:

- 1/3 hp or larger
- Sump pumps should be submersible and have a float switch
  - Do not use a pedestal sump pump
- Discharge connection should be 1¼” or larger
  - Do not use a pump that hooks up to a garden hose
- Replace the check valve if needed.
  - There must be a working check valve installed correctly
- Pump should be connected to existing discharge hose
  - New discharge hose (if needed) should run to existing connection, or lead water outside





## Guidelines for Preservation & Maintenance

### In-Ground Pool Secure

#### Pumping In-Ground Pools:

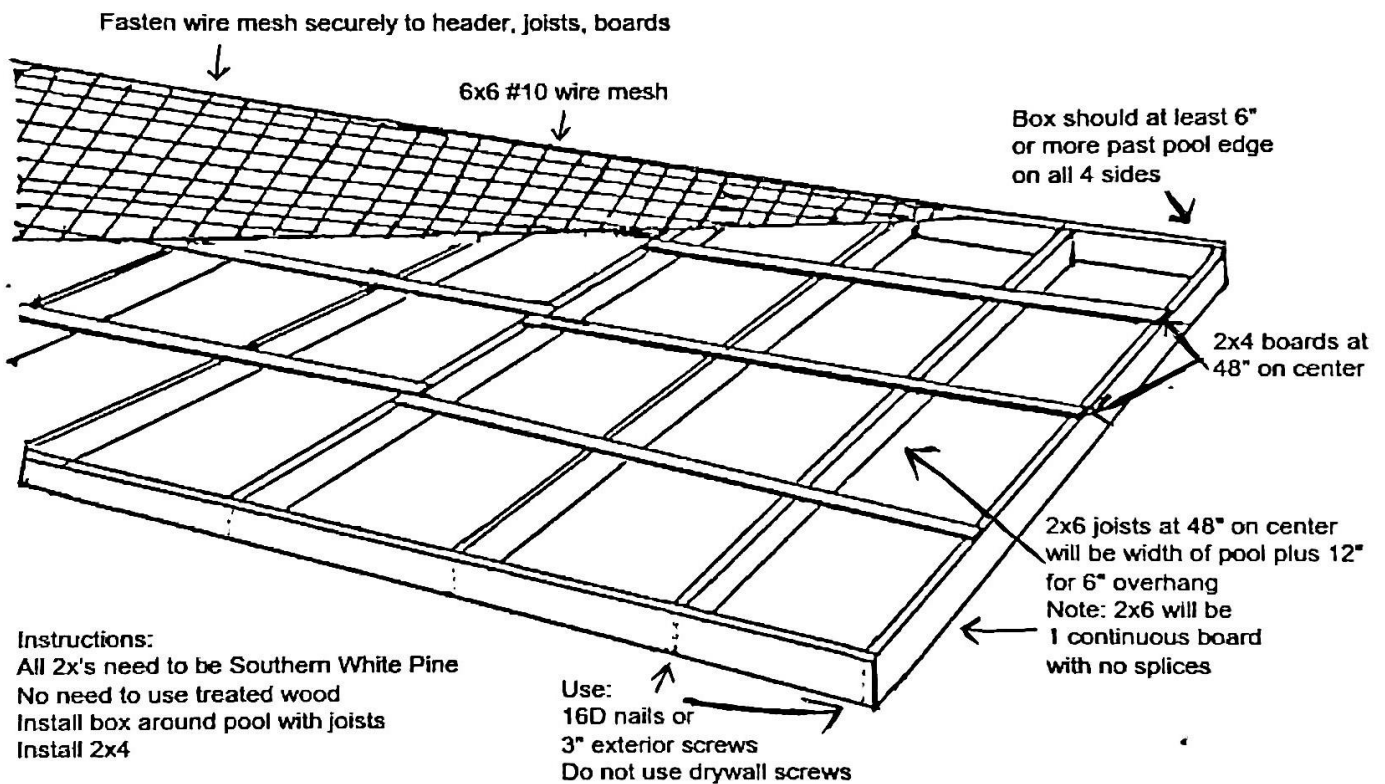
- Pump pool down to 4' at the deep end
  - Do not remove all the water
- Then drop in mosquito dunks (mosquito dunks should be repeated every 30 days)

#### Secure:

- If there is no fence, we must cage the pool immediately
- Call the office, and send the dimensions of the pool for pricing
- Pool must be caged like the diagram below. Bid accordingly

### Swimming Pool Covered with Wire Mesh

For maximum width of 15lf  
All framing to be #2 Southern Pine





## Guidelines for Preservation & Maintenance

### Winterization Overview

Proper procedure must be followed to assure all properties are winterized correctly. If a property is not winterized correctly it could result in a very costly mistake for you. It is equally important to communicate any existing problems to us so we can advise the broker.

When you blow out the lines, every faucet must be opened one at a time, starting at the farthest point from the compressor until the water stops and you can feel air. Be sure to also open the outside spigots. If nothing comes out, you have either a break or an obstruction in the line. This must be noted and reported to us. If it is cold enough the obstruction could be ice that will possibly result in a broken pipe.

- Follow detailed instructions that are enclosed
- It is important to winterize as soon as you receive the work order
- We now winterize boiler systems
  - **This must be completed by a HVAC company or licensed plumber**
- Call the office to report a boiler

Record the results on the check off list and return it to Web-Fair upon completion  
No later than the next day

The check off list is a reminder to help everyone make certain every step is followed. Not performing the winterization procedure properly could result in broken pipes and a very costly mistake for all. Likewise, not reporting an existing problem such as water lines not holding pressure, gives the appearance the problem occurred after the winterization was done and is therefore our responsibility.

- Post signs as instructed on the check off list
- Remove all old/non-Web-Fair winterization stickers from the property
- If lines are frozen, do not mark that the lines hold pressure
- Take pictures of the antifreeze being poured into the drains
- Do not pour antifreeze in dirty toilets (clean the toilets first)
- Remove trash/debris from sinks and tubs before adding antifreeze
- **Always use non-toxic RV anti-freeze.**
- Take picture of air compressor hooked up to blow out lines.

If you find a property that has “winterization” stickers showing the lines were winterized previously by another company, winterize it again. We cannot take the chance that the previous vendor did it correctly or at all. Remove all signs from other companies.



## Guidelines for Preservation & Maintenance

### Winterization Steps

Here is the procedure I use to winterize a property with water service (not a well).

1. DO NOT REMOVE OR DISCONNECT THE WATER METER. DO NOT ENTER METER PIT.
2. Turn off all faucets inside and outside the house. Don't forget the supply to the ice maker and the water heater. Also turn off the water supply to each toilet.
3. Attach your compressor to the cold-water outlet at the washing machine hook up. Let it build up pressure to about 40 lbs. Note: if there is no washer hook up try the outside faucet or a faucet in the garage.
4. Go to each faucet and open until all the water escapes. Turn it off and go to the next faucet. Start at the top level and work your way down. Don't forget to go outside. When you open the icemaker line it is a good idea to have a bucket to drain it in. Connect the compressor line to the hot water line and repeat this process before reattaching it to the cold side and start on the water heater. It is preferred that you attach the compressor to both hot and cold lines at the same time. Each faucet should have water or air flowing out. If not, the line is clogged and needs to be reported
5. With all the faucets closed, open the water heater valve at the bottom and allow the heater to be blown out. You will need a hose to allow the water to drain out -do not allow it to run on the floor.
6. While the water heater is draining, begin pouring (non-toxic) anti-freeze down each drain, all floor drains, and the water softener if the tanks have water in it. Be sure to remove all water and debris from the toilet before pouring in the anti-freeze. Also, all toilets and sinks must be free of debris.
7. Turn off the water supply at the top of the water heater leaving the valve open at the bottom and then flip the lever at the pop off valve (pressure relief valve). This allows any additional water to drain from the heater using this as a vent.
8. Lastly, test the lines to make sure all faucets and valves are shut off and no air can escape I turn the compressor back on and let it build up to about 35-40 lbs. and then turn it off. Watch the gauge on the compressor and see if it holds or if the pressure drops. If it drops there is a break in the line or air is escaping through an open valve or faucet. Occasionally a faucet seal is bad and allows air to escape. Determine where the air is escaping and report it on the check off sheet. **This is very important.** You want to report a problem that existed before you winterize so it is not assumed you did not winterize properly.



## Guidelines for Preservation & Maintenance

### Winterization Steps

9. Leave all faucets in the open (ON) position. Except exterior bib and ice maker line
10. Turn the ice maker line off if possible. If not let us know. We don't want water running out of ice maker line when the water is turned on.
11. **If the property is on a well**, drain the pressure tank and disconnect or disengage the line before pressurizing. Be sure to tape off the switch to the well at the electric box and indicate it is to the well pump, do not turn on.

Note: If the pump is not submersible (jet pump) blow out pump and use anti-freeze.

## **GET PICTURES**

You should take pictures of each faucet with either the hot or cold water turned on showing water or no water coming out, the anti-freeze being poured into each drain, the compressor hooked up to the lines, the compressor gauge showing pressure, the hose hooked up to the water heater, and the zip tie at the meter or main shut off. Also take pictures of all "WINTERIZED" signs and the electric box where you taped off the water heater switch.

Make certain all sinks, tubs, showers, dishwasher, washer drain, water softener, water heater and toilets have a "WINTERIZATION" sign attached to it with the date winterized. Also post a WINTERIZED sign in the front window. Do not include your name or phone number. You can create this sign or have one made at the local print shop. Do not use duct tape or anything that is difficult to remove to secure these labels or to tape the toilet lid shut. Clear box tape is best.

Please read the "WINTERIZATION CHECKLIST" form for further instructions.

**IMPORTANT: CIRCLE "YES" OR "NO" ON THE WINTERIZATION  
CHECK LIST TO INDICATE IF LINES HOLD PRESSURE OR NOT!  
IF LINES DO NOT HOLD PRESSURE – TELL US WHY**



## Guidelines for Preservation & Maintenance

### De-winterization

**DO NOT INTRODUCE WATER IN LINES IF HEAT IS NOT ON.**

**PRESSURE TEST LINES BEFORE YOU INTRODUCE WATER INTO THE LINES TO CHECK FOR BREAKS OR LEAKS.**

- “Fire Up” the furnace when you get there if needed
- Be sure to turn off all faucets and valves inside and outside the house **before** the water is turned on. Check the ice maker line. Is it turned off?
- Introduce water into the lines very slowly. A sudden surge of water creates an impact on the lines and could cause a solder joint to break
- After getting the water running at every faucet and filling the water heater, leave the main valve on inside the house. Leave a note on the counter indicating the location of the shut off valve
- Make sure you don’t hear or see running water anywhere prior to leaving the property.
  - Check under sinks, toilet shut off valves and tanks, water heater etc.
- Check the water meter after all water is off to make sure it doesn’t show water running.
- Open water supply valve on top of water heater to allow it to fill up
- Light the pilot light or turn on breaker to the water heater after it is filled with water
  - Do not light or power up the water heater if there is no water in it
- Take pictures of pilot light on the water heater and water coming out of faucets. Also send pictures of shut offs at toilets, and under sinks showing no leaks.
- Submit completed De-Winterization Check List with the pictures.



## Guidelines for Preservation & Maintenance

### Property Pres Wizard (PPW)

**PPW is a very large and thorough program. There are many options we don't use**

Menu options in the blue line on top of the page

- Work Orders
  - Shows you all of your open work orders with info
    - Due Dates, Address, Broker, Admin, and Work Type, etc.,
    - Icons on the far-right side of every work order listed
      - First icon – shows the comments and notes.
      - 2nd icon – shows the property on the map.
      - 3rd icon – shows the work order history for the property
  - Click on a work order to open it up and see the details
- View Work Orders
  - If one of your work orders is highlighted, this will also open the work order.
- Reports – we only use 2 of the options
  - Check-ins
    - See all the places you have checked in during a stated time period
- only works when you have checked in on mobile device.
  - Invoice - Accounts Payable and Receivable
    - To check current pay period invoice:
      - Invoice Date = Friday date of current pay period through the next Thursday
      - Example – pay on Friday 10/20 would enter 10/6 through 10/12.
      - Let us know by Tuesday if there are any issues so that any necessary changes can be made before payroll is sent over to the payroll company on Wednesday morning.
- Search
  - Use this to search for an open work order, or one that has been completed.
- Forms & Docs – Information and forms for you to use when not using the PPW app
  - Contractor Price List
  - De-winterization Form
  - Discoloration Bid Sheet
  - Lawn Picture Guide
  - P&M Manual
  - Pool Diagram
  - PPW Vendor Instructions
  - Property Condition Report
  - Weekly Pay Dates with Invoice Dates
  - Winterization Checklist
  - Winterized - water heater sign
  - Winterization Tags



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Desktop

**After you open a work order, there will be another menu row of options (only for that work order)**

- General
  - All information about the property and that work order, including the due date, is here
  - Any specific work order item details will be at the bottom of this page
  - In the top right part of this page is where you mark as ready for office after uploading pictures, filling out completion info, and completing any required forms
  - The work order is not complete until you mark it as “**Ready for Office**”
    - This shows completion on our end, so we know to process it for payment
    - This also makes the work order disappear from your work order list
  - There is an option menu where you can print the work order, and open it on Google Maps
- Job Notes – add information we need to know about.
  - Select New Note to open the pop-up window
    - The Note Type drop down menu has 2 options
      - Property – Add a note that will appear on every work order
      - Work order – Add a note for that specific work order
      - You can either my, Sarah or Dan’s name or leave the “To” option blank
      - Set reminder if needed
      - Enter the information in the note body
      - You can upload a file or picture if needed
      - Click Save
- PCR Form
  - Any form that is required will be in this tab and will say yes under the “Required” column
  - Select the link and answer the question(s)
  - Additional Work Order Request is for work you completed that is not on the work order
    - For example: install hasp and padlock, tarp roof, install handrail, etc
  - Misc Bid is for work needed that did not get completed while you were there
    - Be sure to send us a note letting us know that you fill out that form so we will know to look for it and create a new work order
- Bid/Complete Info – Scroll down to desired item
  - The first column is for submitting a bid with quantity, total price, and comments
  - The second column is to mark the quantity of what was completed
  - If you completed anything extra, mark it in the Bid Info area and we will make a work order for it



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Desktop

- Photo/documents – This opens a window with another menu bar at the top
  - Upload Photos opens a small window where you can add or drag and drop your photos
    - Add or drag and drop all your photos at once into the window
      - After they appear in the window, select “Start Upload”.
      - Photos will appear in the main window
  - Upload Document open a window for you to add or drag and drop and documents needed
    - You still need to fill out the digital version of the document in the PCR Form area
  - Show All
    - Makes all uploaded photos visible
  - Download Photos
    - Allows you to download all photos, or selected photos to your computer
  - Download PDF
    - Allows you to download any completed forms attached to the work order
  - Date Stamp
    - Allows you to add a date and/or time to selected photos
  - Move/Copy Photos
    - Allows you to move selected photos to another work order
    - For example: you took photos of completed work not part of the work order using the PPW app and want to transfer them to the new work order after it is created
  - Map
    - Every photo taken with the PPW app has the location coordinated embedded
    - This will pull up a Google map of where selected photos are taken
- Invoice
  - No access, this is for admin only
  - Marking what was completed in the Completion Info area takes care of this





## **Guidelines for Preservation & Maintenance**

### **Submitting Work Orders and Pictures Using PPW Desktop**

Once you have entered everything that is needed, click on the “General Info” tab, and mark the “Ready for Office” box. The pictures will then be sent back to the administrator’s page so that we can check the pictures, notes, etc. If you are missing something, it will not allow you to send it to the office and you will get a message letting you know what you are missing.

If while checking the pictures, we find something is missing or we need more information, we will send it back to you and it will reappear in your portal. There will be information at the bottom of the General Info tab as to the reason it was returned to you.

Unfortunately, we must enter each job separately. If you check mark the work order box at the left of on the Work Order page and then select “Actions” towards the top of the page, you will have several options to choose from.

Check marking several work orders will allow you to export them to an Excel sheet so that you can have all needed work orders on one sheet. I do not believe that it prints the price, so you can give it to your crews, but check to make sure. If it does, you can just delete that column since it is in Excel. If you have several mows or cleans, you can check mark all that you want and route them out.



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

After logging in to the app, you will see this screen displaying all your open work orders

10 results WORK TYPE ▾

**PPW#: 556**  
Property Condition Report  
**DUE 11/08/2023**  
123 Main St  
Indpls, IN

0

---

**PPW#: 554**  
Weekly Lawn Maintenance  
**DUE 11/08/2023**  
123 Main St  
Indpls, IN

0

---

**PPW#: 465**  
Weekly Lawn Maintenance  
**DUE 11/04/2023**  
6394 S 600 W  
Chebanese, IL

0

---

**PPW#: 555**  
Trash Out  
**DUE 11/08/2023**

TRASH 15



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

When you select a work order, the details page will appear. This page will have all the information for the property, including the lockbox code and due date.

← Work Order Detail

- ✓ Checkin  
11/8/2023 10:28am
- ▶ Ready For Office  
-PCR Forms Incomplete
- 🔄 Sync  
Never

Work Order Info

Status  
In Field

WO #

PPW #  
556

Work Type  
Property Condition Report

Address Full  
123 Main St  
Indpls, IN 46203

Loan Number / Loan Type  
XX3456 / 12525266

Client Company  
Webfair

Assigned Admin  
Sarah Scharlau

Date Received  
11/08/2023

Date Due  
11/08/2023

Missing Info  
No

Work Order Items

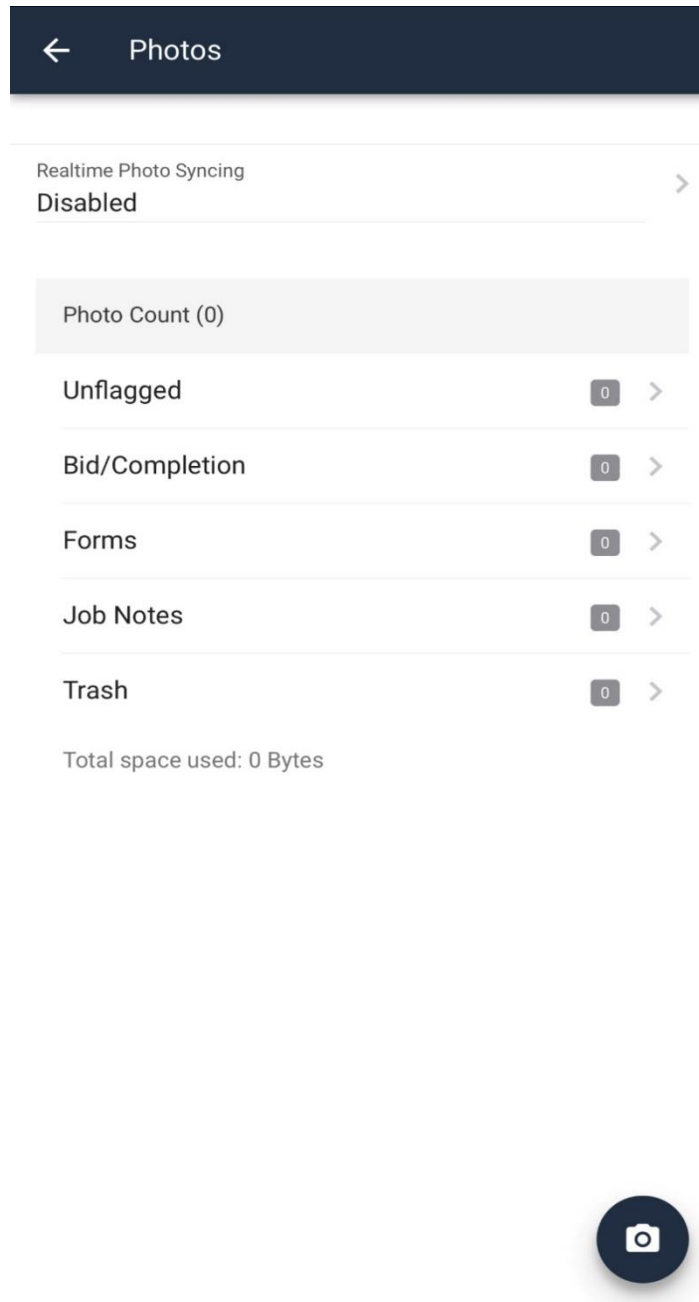
PHOTOS BID/COMP FORMS NOTES INVOICE



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

Select “photos” in the black bar across the bottom of the screen. This screen shows you how many pictures you have taken for this work order. At this point, it shows 0, because you haven’t taken any pictures yet. After you take pictures, the amount you took will be listed as “Unflagged”, you don’t need to assign any photos, leaving them in the “Unflagged” section is fine.





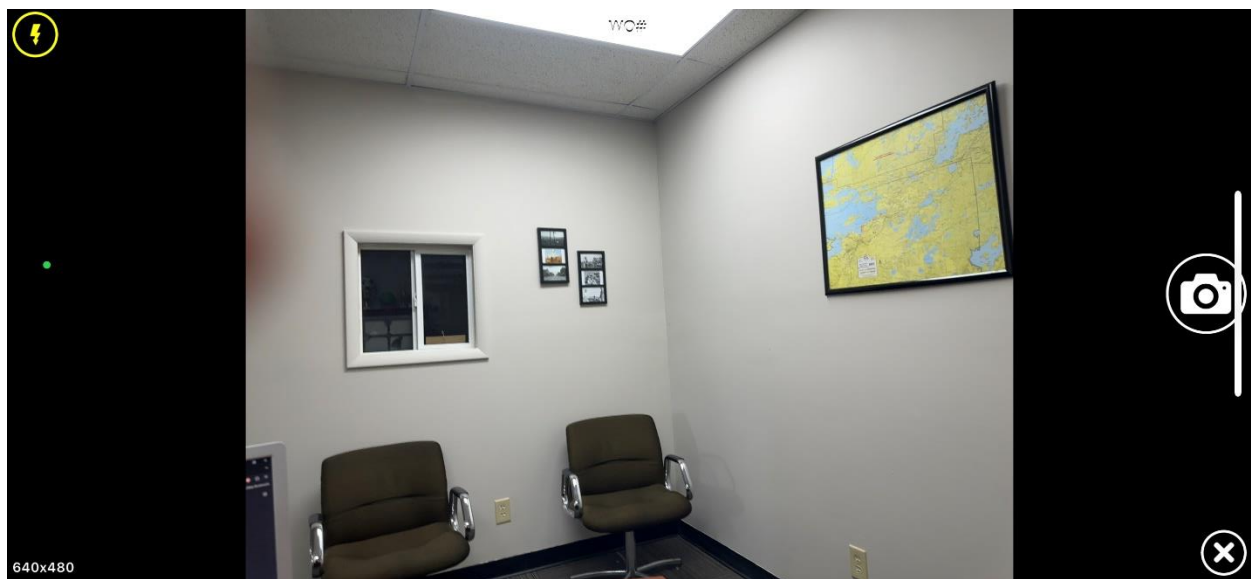
## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

Click on the camera icon at the bottom of the screen, and your camera will open. Holding your phone sideways will show a wider view than you will get using a camera, allowing more of the room to be seen.

The lightning bolt in the top left corner allows you to turn your flash to the on, off, or auto setting, depending on your needs.

The camera icon on the right is what you press to take the picture. Hold the phone still until the picture is completely taken, and your screen briefly shows you a copy of the picture taken. If you move it early, the picture will be blurry.



When you are done taking all the pictures needed for the work order, select the small X icon at the bottom right corner of the screen to leave the camera and return to the previous screen. There you will see how many pictures you have taken. Select the back arrow in the top black bar to return to the work order detail page.



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

Select "Forms" in the black bar on the bottom of the work order detail screen.

← Work Order Detail ☰

- ✓ Checkin >  
11/8/2023 10:28am
- ▶ Ready For Office >  
-PCR Forms Incomplete
- 🔄 Sync >  
Never

Work Order Info

Status  
In Field

WO #

PPW #  
556

Work Type  
Property Condition Report

Address Full  
123 Main St  
Indpls, IN 46203

Loan Number / Loan Type  
XX3456 / 12525266

Client Company  
Webfair

Assigned Admin  
Sarah Scharlau

Date Received  
11/08/2023

Date Due  
11/08/2023

Missing Info  
No

Work Order Items

PHOTOS BID/COMP FORMS NOTES INVOICE



## Guidelines for Preservation & Maintenance

### Submitting Work Orders and Pictures Using PPW Mobile App

The “Forms” screen will show you any forms that are accessible. There will always be options for “Additional Work Order Request”, and Misc Bid”

Form Category	Questions	Required	Active	Edit	Complete	Errors	Photos
Additional Work Order Request	4	1	3	0	0	1	0
Misc Bid	5	4	4	0	0	4	0
Property Condition Report	30	27	22	3	3	17	0

13%  
Required

When you are done. Select “Bid/Comp” from the menu bar on the bottom and enter what was completed in the second column. If you completed anything that was not on the work order, mark it in the first column and we will make a work order for it.