



# Grass Cut Guidelines 2020



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# 1 GENERAL EXPECTATIONS

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Lawn Maintenance is a critical component of property preservation. Vendors are expected to be knowledgeable of all investor guidelines to efficiently and effectively perform work on MCS properties. If specified in the work order, follow the appropriate Investor Grass Cut Schedule for each property. The Grass Cut Seasons Reference table is provided in Appendix 2, page 4.

MCS Grass Cut work orders are *exterior* work order types. **Vendors are NOT to enter the interior of a property when completing an Auto Grass Cut work order.**

Vendors and subcontractors act as a representative of themselves, MCS, and MCS' clients. Professional and appropriate dress is encouraged.

ID badges are strongly encouraged as a way to build credibility and alleviate any unwanted attention in the field.

Any work order submitted through Vendor 360 is to be accompanied by a mobile check-in. Vendors may use the MCS mobile app "MCS360" or a 3rd party mobile app to check-in. The mobile check-in must occur while the field representative(s) is at the property.

## 1.1 TIMEFRAMES

There are four grass cut cycles each month: 1<sup>st</sup>, 7<sup>th</sup>, 15<sup>th</sup>, and 21<sup>st</sup>. Auto Grass Cut Bid Approvals and Initial Grass Cut orders can order any day of the week. Please complete grass cut assignments by the due date specified on the work order, within the Cut-Between Window (Clients 144 & 148 require at least 12 [twelve] days between cuts).

Grass Cut work orders are to be completed within the date range specified on the work order. Not completing the grass cuts at their required frequency may result in violations, chargebacks, or zeroing out of MCS invoices.

Vendors should schedule grass cuts so they are completed at the same point in the cycle each time grass cuts are issued. This will allow adequate time between cuts, as well as help reduce limited growth scenarios.

If a work order needs to be reassigned due to any unforeseen issues or if it's no longer part of your coverage area, vendors are to contact [lawn.maintenance@mcs360.com](mailto:lawn.maintenance@mcs360.com) email box within 2 (two) hours of receiving the grass cut order.



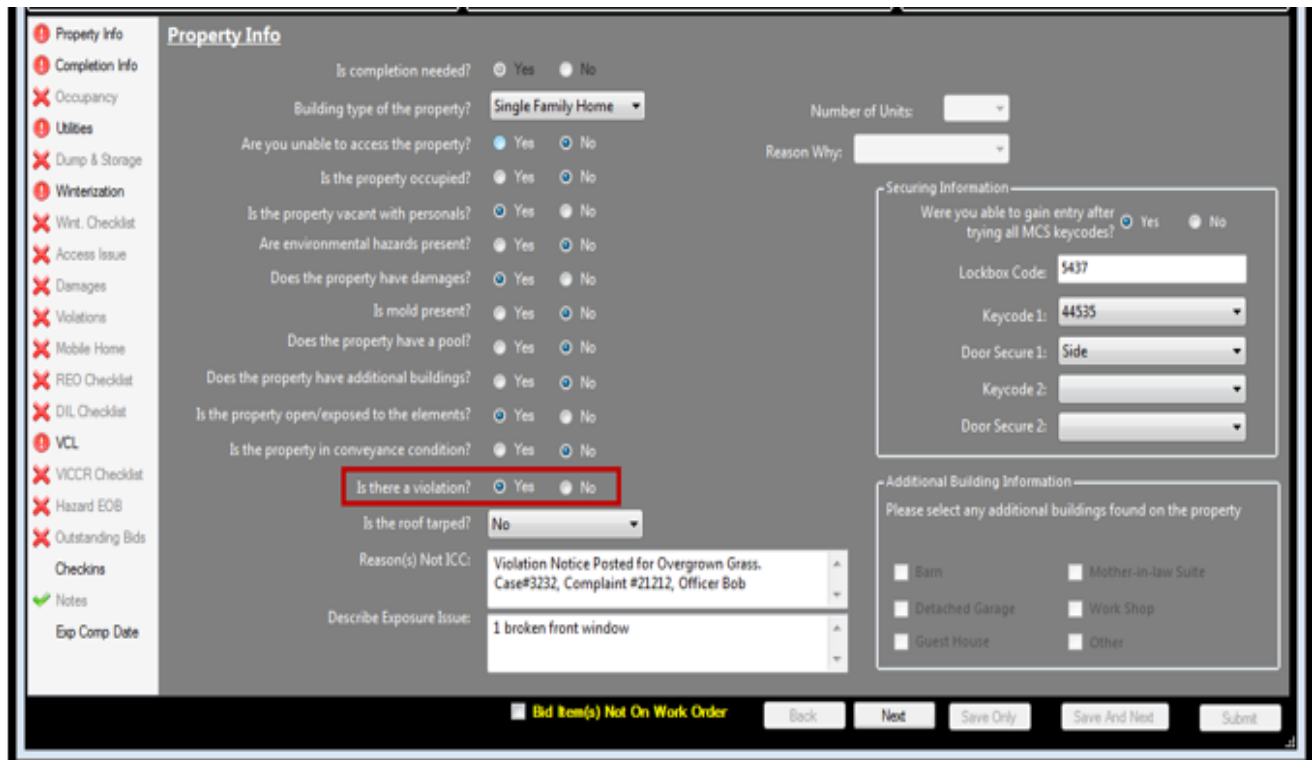
## 1.2 MCS SEASONAL TEAM

For 2020 MCS has established a Seasonal Team in Ruston, LA to handle the day to day activity associated with grass cuts and facilitate a successful grass cut season. The team will work closely with Vendor Management with the goal of completing all grass cuts within the assigned grass cut cycle. The team will be reaching out to vendors to confirm your ability to complete work will request Vendor Management to reassign if needed. The Seasonal Team is also available to assist vendors with issues and challenges they encounter. They will monitor and respond to inquiries sent to [lawn.maintenance@mcs360.com](mailto:lawn.maintenance@mcs360.com) . A separate communication will be issued that shows your assigned Grass Cut APC. Your RVM is still responsible for your overall account and non-grass related issues.

## 1.3 REPORTING DAMAGES & VIOLATIONS

If the property is unsecured due to broken or open windows, open door(s), etc. vendors are to close the windows and doors to protect the property from the outside elements. Vendors are to provide a damage report for the property for all visible exterior damage including the need for the property to be secured. **DO NOT BID for the reported damages. If a non-grass or non-yard related bid is submitted, it will be rejected back to the vendor. A damage report is to be submitted for non-grass and non-yard related items that require maintenance.**

Report any violations that may be posted on the property. Take photos of the violation posting, and, if visible, provide a photo of what is causing the violation. You must check the Violations box in Vendor 360 indicating there is a violation. Comments in the notes section are not sufficient. If the posted violation is due to a damaged property condition, a damage report is also required.



**Property Info**

Is completion needed?  Yes  No

Building type of the property? **Single Family Home** Number of Units:

Are you unable to access the property?  Yes  No Reason Why:

Is the property occupied?  Yes  No

Is the property vacant with personals?  Yes  No

Are environmental hazards present?  Yes  No

Does the property have damages?  Yes  No

Is mold present?  Yes  No

Does the property have a pool?  Yes  No

Does the property have additional buildings?  Yes  No

Is the property open/exposed to the elements?  Yes  No

Is the property in conveyance condition?  Yes  No

**Is there a violation?**  Yes  No

Is the roof tarped? **No**

Reason(s) Not ICC: Violation Notice Posted for Overgrown Grass, Case#3232, Complaint #21212, Officer Bob

Describe Exposure Issue: 1 broken front window

**Securing Information**

Were you able to gain entry after trying all MCS keycodes?  Yes  No

Lockbox Code: **5437**

Keycode 1: **44535**

Door Secure 1: **Side**

Keycode 2:

Door Secure 2:

**Additional Building Information**

Please select any additional buildings found on the property

Barn  Mother-in-law Suite


Detached Garage  Work Shop

Guest House  Other

**Checklist**

- Property Info
- Completion Info
- Occupancy
- Utilities
- Dump & Storage
- Winterization
- Wint. Checklist
- Access Issue
- Damages
- Violations
- Mobile Home
- RED Checklist
- DIL Checklist
- VCL
- WCCR Checklist
- Hazard EOB
- Outstanding Bids
- Checks
- Notes
- Exp Comp Date

**Bid Item(s) Not On Work Order** [Back] [Next] [Save Only] [Save And Next] [Submit]



**Violations**

Violation Date: 2/11/2019

Discovered Date: 2/11/2019

Remediation Date: 1/ 1/1944

Received Date: 2/11/2019

Violation Type:

Violation Amount:

Officer's Name:

Contact Number:

Violation Complaint Number:

Is a hearing scheduled?  Yes  No

Hearing Date: 2/11/2019

Violation Case Number:

Violation Description:

Action Required To Correct Violation:

Violation(s) Previously Reported:

[Violation Photos] [Add Violation]

## 2 LAWN CARE SERVICE GUIDELINES

Properties are to be maintained in a neat, presentable condition. Landscaping includes maintaining the weeds, shrubs, trees, flowerbeds and vines on all sides of the lot (front, back, and sides), mowing, trimming, edging; removal of clippings, and broom sweeping sidewalks as needed. Additional details are provided below.



- A. MCS Grass Cut Allowable includes maintaining lots with grass heights up to and including 24 inches (36 inches for Clients 528 & 532)
- B. All grass is to be cut to 2 inches maximum in height
- C. At a minimum, vendors are expected to have mowers (push and riding), trimmer, edger, rake and any other items needed to complete a landscaping order, including a measuring wheel and tape measure. All equipment is provided at the vendor's expense. **MCS will not reimburse for rental equipment.**
- D. Prior to mowing, pick up and properly dispose of any litter, waste material or debris to prevent such items from being "mowed over"
- E. After mowing, all clippings and natural and incidental debris is to be removed from the lawn, sidewalks, driveways, decks and walkways with an action photo supporting removal of clippings. Ensure gathered materials are properly disposed of.
- F. Edge along all fence lines, foundation of the home, driveways, walkways and flowerbeds (without damaging the existing plants or flowers)
- G. Fences, fence panels and/or gates are NOT to be removed in order to access the backyard, side yard, or fenced-in front yard
- H. All fences and gates surrounding a pool/spa/water feature need to be secured. If fences and/or gates are not secure please submit a damage report.
- I. All shrubs/trees need to be cut 18 inches away from the structures. All tree limbs are to be at least 24 inches away from the roof or sides of the structure.

## 2.1 REPORTING LOT CONDITION & MEASUREMENTS

MCS has implemented a Lot Size Lock-down feature whereby the lot measurements are pre-populated and fixed in V360. After the initial cut of the season, the maintained area size will be locked as well.

At the start of the grass cut season, the vendor will measure the total lot size and maintained area. If the total lot size does not match the pre-populated lot size the vendor will need to contact the MCS seasonal team at [lawn.maintenance@mcs360.com](mailto:lawn.maintenance@mcs360.com). They will resolve the discrepancy and ensure that V360 information is updated, if appropriate.

When reporting a discrepancy the subject line should include:

- Vendor Number
- Company Name
- "Discrepancy"



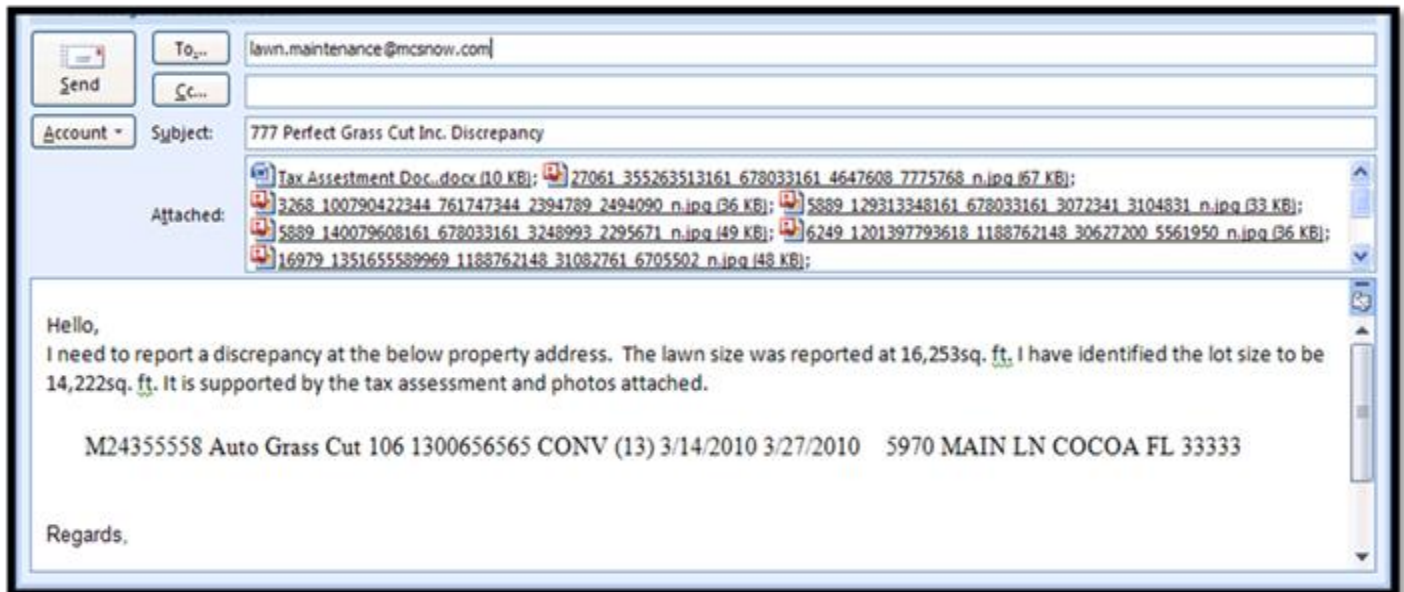
Include the following property details in the body of the e-mail:

- Work order number
- Work order type
- Client number
- Ordered date
- Due date
- Property Address

To ensure good consideration for changing the lot size, a lot/lawn area size discrepancy e-mail should be accompanied with:

- A copy of the appraisal or tax assessment of the property that includes size information. Acceptable supporting documentation includes information from a county appraisal website or information from a Real Estate website.
- Substantial photo documentation to support the actual lot size.

### ***Sample Measurement Discrepancy E-mail***



If it's a first visit to the property (Initial Grass Cut or Recut), the Vendor will measure and input the maintained area size. To accurately measure Maintained Area, a measuring wheel should be used.



Vendors will not be able to submit a maintained area that is greater than the MCS Property Lot size. If the maintained area is less than the total lot size, vendor should proceed with the grass cut even if the total lot size has a discrepancy. Once the maintained area is submitted, this will remain fixed. The vendor will no longer need to input lot measurements. If a different vendor gets assigned to the property, that vendor will have the opportunity to measure the maintained are and submit a discrepancy to [lawn.maintenance@mcs360.com](mailto:lawn.maintenance@mcs360.com).

**Maintained Area:** Is the total square footage that is maintainable at the time of a property visit. Auto-Invoices will generate based on the Maintained Area.

**Property Lot Size:** Is the size of the lot, including all structures. This field is now pre-populated and fixed. If reporting a discrepancy, research the true lot size via the adjuster’s office or via online. Report in square feet.

**Total lawn area:** Is the total square footage of actual lawn. Example: 12,905 sq. ft.

Vendors must report the lot condition. Please see the following definition. A lot condition reference chart is provided in Appendix 2, page 5.

**Lot Condition:** Is the condition of the lawn upon the vendor’s arrivals. It is important that the correct Lot Condition is selected at the time of submitting the completion results.

To document the height of the grass, BEFORE and AFTER, use a tape measure. Grass cuts for any property where the grass height is less than 24 inches (36 inches for Clients 528 and 532) are to be completed for the allowable. **Height allowable of 24 inches refers to the total average height of the lawn, not a single area of growth or a tall weed. \*\*We understand not all grass grows at the same rate\*\*.**

NOTE: Vendor 360 prevents vendors from bidding on lawns that are within the vendor grass cut allowable.

A screenshot of a software interface titled 'Completion Info'. At the top right, it shows 'Date Work Completed: 2/17/2016' with a calendar icon. Below this is a section for 'Grass Cut Information'. A yellow warning message states: 'Entries provided will display in the line item comments'. There are four input fields: 'Property Lot Size (SqFt):' with a value of 0 and a red warning icon; 'Maintained Area (SqFt):' with a value of 0 and a red warning icon; 'Lot Condition Upon Arrival:' with a dropdown menu; and 'Total Lawn Area (SqFt):' with a value of 0 and a red warning icon.

## 2.2 AUTO GC- INITIAL

**For the initial grass cut work order of the season, if the work can be completed for the allowable, select DONE on the Initial Grass Cut line item.**





Complete initial grass cut per the allowable. If grass is over 24 inches and cannot be cut per the MCS standard allowable, submit a bid or BATF, depending upon the Client requirements. **If photos do not support the majority of the lawn (70%) exceeding the 24 or 36 inch height allowable and a bid is submitted, it will be denied. If it is a BATF, payment may be denied.**

### 2.3 FNMA PROPERTIES

There is not an allowable for oversized lots on FNMA properties. Any lawn area size that is over one acre (43,560 square feet), REQUIRES TWO BIDS to be submitted for approval:

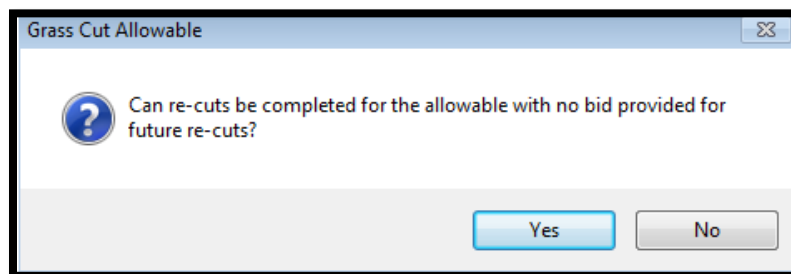
1. A partial initial grass cut and
2. A full lot initial grass cut

NOTE A: A partial grass cut is defined as a 15,000 sq. ft. grass cut beginning from the front view of the property to the street.

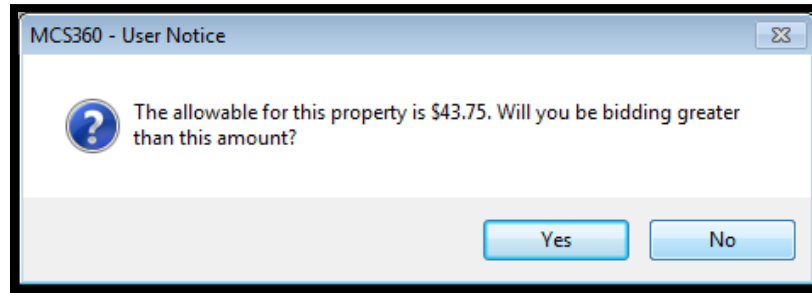
NOTE B: Complete cuts up to 36 inches and two acres (87,120 square feet) for clients 528 and 532.

### 2.4 ASSESSING FOR RECUTS

During the initial grass cut work order of the season, you will need to confirm if the Grass Re-Cut line item can be completed for the allowable. If the re-recut can be completed for the allowable please indicate this in Vendor360 by answering YES to the prompt *“Can re-cuts be completed for the allowable with no bid provided for future re-cuts?”*



If the grass re-cut cannot be completed for the allowable please answer NO. A prompt will confirm the allowable and ask if you will be bidding an amount greater than this. Select YES and the Grass Re-Cut line item status will change to BID.



If a recut cannot be completed for the MCS allowable, and you answered yes to bid prompt, vendor is to provide **TWO BIDS** for approval:

1. A partial/full perimeter re-cut grass cut and
2. A full lot grass re-cut

If a vendor has answered yes, the recut can be done for the allowable and bids are submitted for the recut, the bid will be denied. Vendor will be expected to complete the cut for the allowable. **DO NOT SUBMIT BIDS IF YOU INDICATED THE CUT CAN BE COMPLETED FOR THE ALLOWABLE.**

NOTE: A partial grass cut is defined as a 15,000 sq. ft. grass cut beginning from the front view of the property to the street.

### 3 BIDDING

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Besides the above, bids to perform grass cuts should only be submitted under the following circumstances:

1. **Measurement discrepancies** exist between the current and previously reported lawn/lot sizes **affecting the pricing allowable**
2. For **Clients 528, 532** grass cut is to be completed for the MCS allowable and submitted as BATF
3. **Client 540** requires Bid-After-the-Fact (BATF) on Initial Grass Cut orders only
4. The **work order specifically requests the vendor to bid** to perform work instead of completing the assignment
5. If the grass is **over the allowable and the lawn is saturated**, submit the completion for the lot condition upon arrival and bid for the grass cut. Include photos that show lawn saturation (standing water).

## 4 REPORTING SATURATED LAWNS

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Grass cut orders that are submitted as saturated will require photo proof of lawn saturation. **Weather reports are not acceptable as proof of saturated lawn.** Photo proof should clearly show standing water. If standing water is not evident in the photos, vendor will be asked to return to the property to complete the grass cut on the same work order.



**Example of Saturated Lawn**



**Example of Saturated Lawn**



Vendors are expected to make every attempt to complete the grass cut during the current cycle in order to reduce or eliminate trip charge submissions. Submission of a grass cut as saturated may result in a denial of the completion if it is submitted too early in the cycle.

## 5 REPORTING LIMITED GROWTH

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Grass cut orders that are submitted as limited growth will require photo proof that shows the lawn is less than 2 inches in height for the majority of the lawn. If limited growth is reported too early in the cycle, vendor will be asked to return to the property to complete the grass cut on the same work order.

## 6 DESERT MAINTENANCE PROCEDURES

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Desert landscaping applies to properties with minimal grass coverage and requires marginal cutting, spraying, and/or weeding (including sand-scaped, rock-scaped and low maintenance properties).

Properties with desert landscaping require the following maintenance:

1. All weeds are to be removed from fence lines, foundation of the home, driveways, and flowerbeds without damaging the existing plants or flowers. All removed weeds are to be disposed of properly.
2. All lawns, sidewalks, walkways, and driveways must be clear of any grass clippings. Grass clippings are to be disposed of in appropriate receptacles.

Do not report desert landscaping using a grass cut line item. Vendors are to use the **“Initial Maintenance of Desert Landscaping”** & **“Continued Maintenance of Desert Landscaping”** line item maintenance codes when invoicing or bidding to maintain a desert landscape.

Bid	
	Work To Perform
	Initial Maintenance of Desert Landscaping - Includes Removing/Pulling/Spraying Weeds, Removing Tumble Weeds and Trimming Grass Each Additional 1,000 SF
	Initial Maintenance of Desert Landscaping - Includes Removing/Pulling/Spraying Weeds, Removing Tumble Weeds and Trimming Grass up to 5,000 SF
	Continued Maintenance of Desert Landscaping - Includes Removing/Pulling/Spraying Weeds, Removing Tumble Weeds and Trimming Grass up to 5,000 SF
	Continued Maintenance of Desert Landscaping - Includes Removing/Pulling/Spraying Weeds, Removing Tumble Weeds and Trimming Grass Each Additional 1,000 SF

## 7 PHOTO EXPECTATIONS

Vendors are to provide clear and accurate photo documentation that verifies the grass cut work order was completed. Refer to Appendix 2, page 36 for the Grass Cut Photo Checklist.

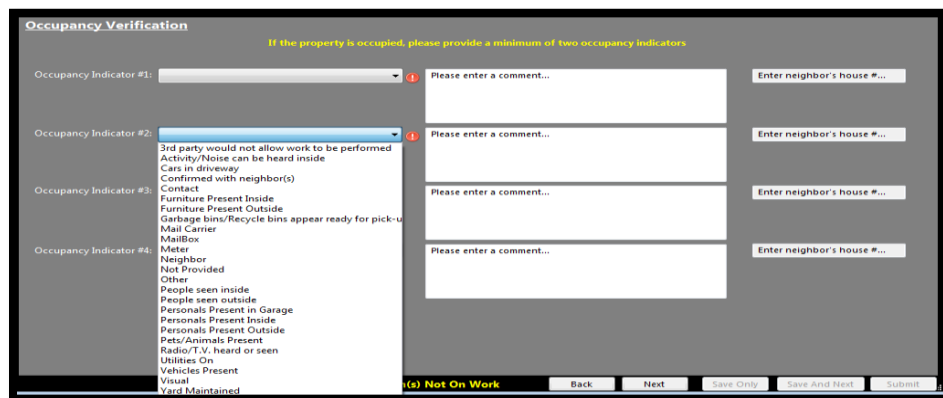
Before, during, and after photos of lawn maintenance and landscaping, are to be taken from the same location and angle. Take wide-angle photos of the front, back and sides of the house, using the roofline and ground-lines as guides. Capture the fence lines, driveway and sidewalks within the photos.

Photographs are not to include offensive hand gestures or weapons, sexual paraphernalia, horseplay on the premises of an MCS property, inappropriate writing and painting, or personal, non-work related photos.

## 8 OCCUPIED PROPERTIES

If a property is deemed as occupied, **DO NOT PERFORM WORK**.

Complete the Occupancy Verification Form in Vendor 360 and provide a minimum of two occupancy indicators (the more the better). Provide any additional comments to support the occupancy indicators chosen. Upload the results within 24 (twenty-four) hours of visiting the property. An Occupancy Verification Checklist can be found in Appendix 2, page 37.



NOTE: Photographs supporting the occupancy determination are required. Photo of the front of the property and a photo demonstrating the property's street number must be uploaded to Vendor 360.



## 9 REPORTING ACCESS ISSUES

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A field is available in Vendor 360 to report access issues when vendors are not able to access the property to determine the lot condition. When an access issue is chosen, the vendor will not be required to report a lot condition and the completion status will be marked as N/A.

Photos are to be provided demonstrating the reported access issue during the vendor’s attempt to gain access to the property.

Prior to reporting a property as “unable to access”, Vendors are expected to exercise due diligence to gain access.

**Bad Address:** Contact the Client team if the address is incorrect and cannot be verified as a real address. I.e. Zip code is for Florida, but address is for Alabama.

**Need Legal Description:** Most rural properties are slightly tougher to find based on missing street signs or addresses visible from the main road.

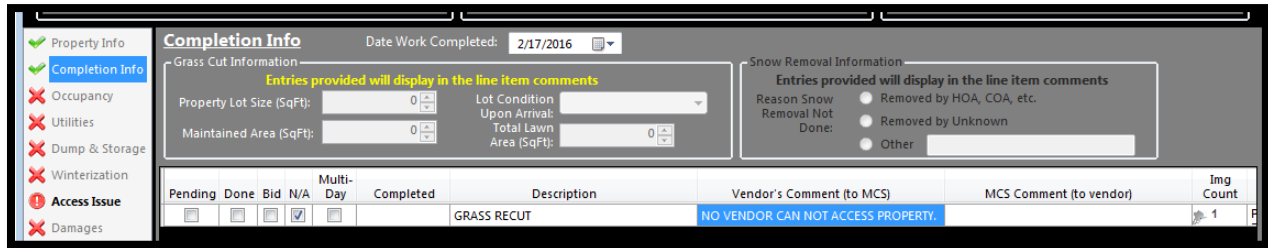
**No Access:** If a property is not accessible due to a No Access/Private Property sign, padlocked fence, or gated access, provide photo documentation.

**Property Info – Select from Drop-Down:** By selecting YES to “Are you unable to access property”, you are then prompted to provide a reason as to why.

A screenshot of the 'Property Info' form in the Vendor 360 system. The form is titled 'Property Info' and has a sidebar on the left with a list of sections: Property Info (checked), Completion Info (checked), Occupancy (unchecked), Utilities (unchecked), Dump & Storage (unchecked), Winterization (unchecked), Access Issue (unchecked), and Damages (unchecked). The main form area contains several questions with radio button options: 'Is completion needed?' (Yes/No), 'Building type of the property?' (Single Family Home dropdown), 'Number of Units:' (dropdown), 'Are you unable to access the property?' (Yes/No), 'Reason Why:' (dropdown menu with options: Bad Address, Gate Code Changed, Need Gate Code, Need Legal Description, No Access), 'Is the property occupied?' (Yes/No), 'Is the property vacant with personals?' (Yes/No), and 'Are environmental hazards present?' (Yes/No).

**Completion Info – Automatic Update of Vendor Comments:** The Grass Cut line item will auto-populate as N/A and will add a “Vendor Can Not Access Property” comment under the *Vendor Comment to MCS*.





**Completion Info** Date Work Completed: 2/17/2016

Grass Cut Information

Entries provided will display in the line item comments

Property Lot Size (SqFt): 0 Lot Condition: [Dropdown]  
 Upon Arrival: [Dropdown]  
 Maintained Area (SqFt): 0 Total Lawn Area (SqFt): 0

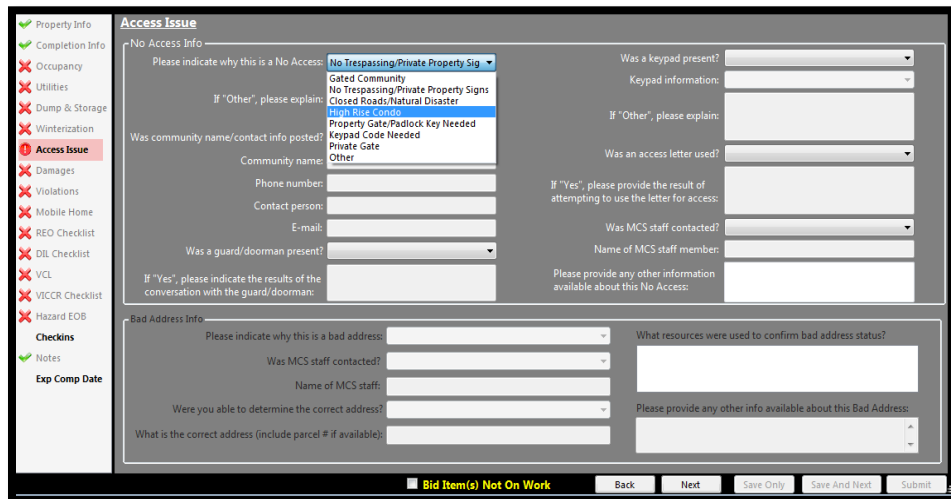
Snow Removal Information

Entries provided will display in the line item comments

Reason Snow Removal Not Done:  Removed by HOA, COA, etc.  
 Removed by Unknown  
 Other [Text Field]

Pending	Done	Bid	N/A	Multi-Day	Completed	Description	Vendor's Comment (to MCS)	MCS Comment (to vendor)	Img Count
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GRASS RECUT	NO VENDOR CAN NOT ACCESS PROPERTY.		1

**Access Issue- Enter No Access Info and Bad Address Info:** Provide additional details within the No Access Info and Bad Address Information forms in order for MCS and our Clients to have a better understanding of what the access issue is and what may be needed to resolve the issue.



**Access Issue**

No Access Info

Please indicate why this is a No Access:  [Dropdown]  
 Gated Community  
 No Trespassing/Private Property Signs  
 Closed Roads/Natural Disaster  
 Other [Text Field]

If "Other", please explain: [Text Field]

Was community name/contact info posted? [Dropdown]  
 Community name: [Text Field]  
 Phone number: [Text Field]  
 Contact person: [Text Field]  
 E-mail: [Text Field]

Was a guard/doorman present? [Dropdown]  
 If "Yes", please indicate the results of the conversation with the guard/doorman: [Text Field]

Was a keypad present? [Dropdown]  
 Keypad information: [Text Field]

If "Other", please explain: [Text Field]

Was an access letter used? [Dropdown]  
 If "Yes", please provide the result of attempting to use the letter for access: [Text Field]

Was MCS staff contacted? [Dropdown]  
 Name of MCS staff member: [Text Field]

Please provide any other information available about this No Access: [Text Field]

Bad Address Info

Please indicate why this is a bad address: [Dropdown]  
 Was MCS staff contacted? [Dropdown]  
 Name of MCS staff: [Text Field]  
 Were you able to determine the correct address? [Dropdown]  
 What is the correct address (include parcel # if available): [Text Field]

What resources were used to confirm bad address status? [Text Field]

Please provide any other info available about this Bad Address: [Text Field]

Buttons: Bid Item(s) Not On Work, Back, Next, Save Only, Save And Next, Submit

## 10 EXPECTED COMPLETION DATE (ECD)/ REPORTING DELAYS

The Expected Completion Date (ECD) form is the request for an extension on a work order. In 2019, MCS made a modification to the Expected Completion Date (ECD) form. ECDs now fall into one of two classifications; Controllable and Non-Controllable ECDs.

**Controllable:** Are situations that are within the control of, and can be managed by a vendor.

**Non-Controllable:** Are situations that are out of the vendor's control.

Controllable ECDs will be limited to 2 (two) and for no more than 14 (fourteen) total days. Work orders using controllable ECDs will be considered late if completed after the original due date listed on the work order.



Non-Controllable ECDs will not be limited as these are items outside of the vendor’s control. Pending and approved Non-Controllable ECDs will modify the original due date.

The following list reflects controllable and non-controllable ECD options.

<b>Controllable</b>	<b>Non-Controllable</b>
Standard Equipment Rental	3rd Party Spec. Appt Pending
Large Scale Assignment Pending	Appt to Allow Access Sched Later
Personal Non-Emergency	Appt while Homeowner is Present Sched
Work Volume Delay	BPO Appraisal Appt Sched Later
Sub-Contractor Delay	City Insp. Pending
Waiting for Additional Photos	City Must Complete Task
	Environmental Pending
	Eviction Set for Later
	Eviction Trash Out
	Repair Delay
	T-22B Form Pending
	Utility Co. Appt
	Utility Transfer Pending
	Weather Delay
	Legal Requested Cannot Locate
	Materials on Order
	MCS System Issues
	Permits Pending
	Work Recvd On or After Due Date
	APC Response pending
	RVM Response Pending

To report an Expected Completion Date:

1. Open the Needs Completion Work Queue
2. Right click on the specific work order
3. Select Expected Completion Date and enter your data



**Expected Completion Date**

Work Order:  Phase:  Original Due Date:

Submit

Delay Reason:

Expected Completion Date:  Comment:

Date Submitted:

By:

Previous Submissions/Responses

Show all history (regardless of phase).

Submitted Reason	Exp Comp Date Requested	Submitted Comment	Submit Date	Submitted By	Approved/ Denied	Approved Completion Date	Response Reason	Response Date	Responded By	Response Comment	WO Phase	Initial Review Date	Initial Review By

## 11 INVOICING

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Grass cuts that meet the following criteria will be automatically invoiced:

1. Photos are uploaded
2. Grass cut line item status is marked 'Done'

For invoices that do not meet the auto invoicing process, vendors must submit their invoice within five calendar days from the completion date.

Allow time to resolve discrepancies or denials submitted on invoices. Vendors must resolve discrepancies and/or denials within 24 (twenty-four) hours.

## 12 DENIALS

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If a completion, bid and/or invoice is denied back to a Vendor's queue, the completion, bid and/or invoice is to be corrected and resubmitted within **24 (twenty-four) hours**.

Work may be returned by MCS to a Vendor when service level expectations have not been met. Examples of reasons that MCS may return work to a Vendor are as follows:

1. Need additional completion information
2. Need additional photos
3. Need to revise/correct invoice or bid amount

Time is of the essence with respect to Vendors providing completions, bids and invoices.



## 13 WORK ORDER NOTES/VENDOR COMMENTS

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Notes added to the vendor comments section of the completion must be professional and applicable to the property. Work order notes should provide the client teams with work order completion status updates as well as notification of anything of importance to the work order and/or property.



## Appendix 1: Client Specific Guidelines

CLIENT	SECTION	PAGE
144	1	21
148	1	21
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524	6	23
526	7	24
528	8	25
529	9	25
532	8	25
535	6	23
536	6	23
540	10	25
543	11	26
548	12	26
550	13	27
552	4	22
553	4	22
554	4	22
557	6	23
573	14	27
589	15	28
612	16	28
618	6	23
620	17	28
658	18	29



CLIENT	SECTION	PAGE
659	19	29
671	20	29
672	20	29
681	20	29
691	20	29
2017	21	30
2018	21	30



## 1 CLIENTS 144 & 148

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Complete Grass Cut work orders and other landscaping tasks *between the 12<sup>th</sup> and 15<sup>th</sup> day* from the previous Grass cut completion date.

### 1.1.1 For All Investors:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

## 2 CLIENT 300

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### 2.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

### 2.1.2 CONV/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut



### 3 CLIENTS 443, 444, 445, 446, & 448

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#### 3.1.1 For All Investors:

Complete a cut up to 20,000 square feet. If lawn area is larger than 20,000 square feet, provide the following bids:

- A. Partial initial grass cut
- B. Entire lot initial grass cut
- C. Partial grass recut
- D. Entire lot grass recut

### 4 CLIENTS 501, 552, 553, & 554

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Follow the grass cut seasons according to investor guidelines. Clients 553 & 554, No Investor, ABS, Special, and FNMA follow FHA grass cut seasons.

If personals or debris impedes work, cut around as best possible and provide bids to relocate and remove personals and/or remove debris.

#### 4.1.1 For All Investors:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remaining lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

#### 4.1.2 Client 554 REO:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Remaining lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut



## 5 CLIENT 505

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### 5.1.1 FHA:

- If a property is larger than 1 acre, cut a 1 acre partial around the house per the MCS allowable. In addition, provide a bid to cut the remainder of the property per the MCS allowable.
- If height exceeds 24 inches and cannot be completed for MCS allowable, submit a bid.
- Follow the MCS allowable for bidding over 1 acre lots.

### 5.1.2 Fannie/Freddie/No Investor:

If height exceeds 24 inches and cannot be completed for MCS allowable, submit a bid.

Bid to complete any property larger than 1 acre. If a property is larger than 1 acre, provide bids for

1. a partial initial grass cut
2. initial grass cut for entire lot
3. partial grass re-cuts (Fannie indicates partial is 15,000 sq. ft. of front view of property)
4. grass re-cut for entire lot

Follow MCS allowable for bidding oversized lots.

### 5.1.2 VA:

If a property is larger than 1 acre, cut a 1 acre partial around the house per the MCS allowable. If lawn area size is over 1 acre, provide bids for:

1. a partial initial grass cut
2. initial grass cut for entire lot
3. a partial grass re-cuts

## 6 CLIENTS 523, 524, 535, 536, 557, & 618

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### 6.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut



#### 6.1.2 FNMA/FHLMC/VA/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

## 7 CLIENT 526

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#### 7.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

#### 7.1.2 FNMA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete 15,000 square feet partial cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Partial grass recut
- C. Entire lot grass recut

#### 7.1.3 VA:

Complete a cut up to 15,000 square feet. If lawn area is larger than 15,000 square feet, provide the following bids:

- A. Partial initial grass cut
- B. Entire lot initial grass cut
- C. Partial grass recut
- D. Entire lot grass recut





## 8 CLIENTS 528 & 532

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Grass height of **2-36 inches** should be completed and invoiced per the MCS allowable. If grass height exceeds 36 inches, provide a bid.

### 8.1.1 For All Investors:

Complete a cut up to 2 acres. If lawn area is larger than 2 acres, complete a 2 acre perimeter cut around the house and provide the following bids:

- A. Remaining lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

## 9 CLIENT 529

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### 9.1.1 For All Investors:

Complete a cut up to 15,000 sq. ft. If lawn area size is larger than 15,000 sq. ft., submit a bid for both:

- A. An initial grass cut and
- B. A grass re-cut for the entire lot.

Grass cuts are manually ordered for client 529 and should follow the client requirements:

- Front yards, back yards, side yards, and easements are to be cut to 2 inches in height. Edge sidewalks, driveways, fence lines, and detached structures. Rake, bag, and remove lawn clippings from property.

## 10 CLIENT 540

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Grass height of **2-24 inches** should be completed and invoiced per the MCS allowable. If grass height exceeds 24 inches, complete Initial Grass Cut and Bid-After-the-Fact (BATF).

### 10.1.1 For All Investors:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut



## 11 CLIENT 543

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### 11.1.1 FHA & USDA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

### 11.1.2 FHMA/FHLMC/VA/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete 15,000 square feet partial cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Partial grass recut
- C. Entire lot grass recut

## 12 CLIENT 548

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### 12.1.1 For All Investors (excluding CONV – FNMA):

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

### 12.1.2 CONV – FNMA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete 15,000 square feet partial cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Partial grass recut
- C. Entire lot grass recut



## 13 CLIENT 550

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### 13.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

### 13.1.2 FHMA/FHLMC/VA/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

## 14 CLIENT 573

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### 14.1.1 FHA & USDA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- D. Remainder lot initial grass cut
- E. Perimeter grass recut
- F. Entire lot grass recut

### 14.1.2 FHMA/FHLMC/VA/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete 15,000 square feet partial cut around the house and provide the following bids:

- D. Remainder lot initial grass cut
- E. Partial grass recut
- F. Entire lot grass recut



## 15 CLIENT 589

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### 15.1.1 All Investors

Complete a cut up to 15,000 sq. ft. If lawn area size is larger than 15,000 sq. ft., submit a bid for both:

- A. An initial grass cut and
- B. A grass re-cut for the entire lot.

Grass cuts are manually ordered for client 529 and should follow the client requirements:

- Front yards, back yards, side yards, and easements are to be cut to 2 inches in height. Edge sidewalks, driveways, fence lines, and detached structures. Rake, bag, and remove lawn clippings from property.

## 16 CLIENT 612

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### 14.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

## 17 CLIENT 620

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### 17.1.1 For All Investors:

Complete a cut up to 15,000 square feet. If lawn area is larger than 15,000 square feet, provide the following bids:

- A. Partial initial grass cut
- B. Entire lot initial grass cut
- C. Partial grass recut
- D. Entire lot grass recut



## 18 CLIENT 658

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### 18.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- A. Remainder lot initial grass cut
- B. Perimeter grass recut
- C. Entire lot grass recut

### 18.1.2 FHMA/FHLMC/VA/No Investor:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

## 19 CLIENT 659

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### 19.1.1 For All Investors:

Complete a cut up to 15,000 square feet. If lawn area is larger than 15,000 square feet, provide the following bids:

- E. Partial initial grass cut
- F. Entire lot initial grass cut
- G. Partial grass recut
- H. Entire lot grass recut

## 20 CLIENTS 671, 672, 681, & 691

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### 20.1.1 FHA:

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, complete a 1 acre perimeter cut around the house and provide the following bids:

- D. Remainder lot initial grass cut
- E. Perimeter grass recut
- F. Entire lot grass recut



**20.1.2 FHMA/FHLMC/VA/No Investor:**

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

**20.1.3 For All Investors:**

If the grass is over the allowable, cut up to one acre and BATF.

## 21 CLIENTS 2017 & 2018

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Follow grass cut seasons and pricing according to investor guidelines (Appendix 2, page 4).

Non-Government backed loan types will follow FNMA guidelines (Grass Cut Guidelines, section 2.3).

**21.1.1 For All Investors:**

Complete a cut up to 1 acre. If lawn area is larger than 1 acre, provide the following bids:

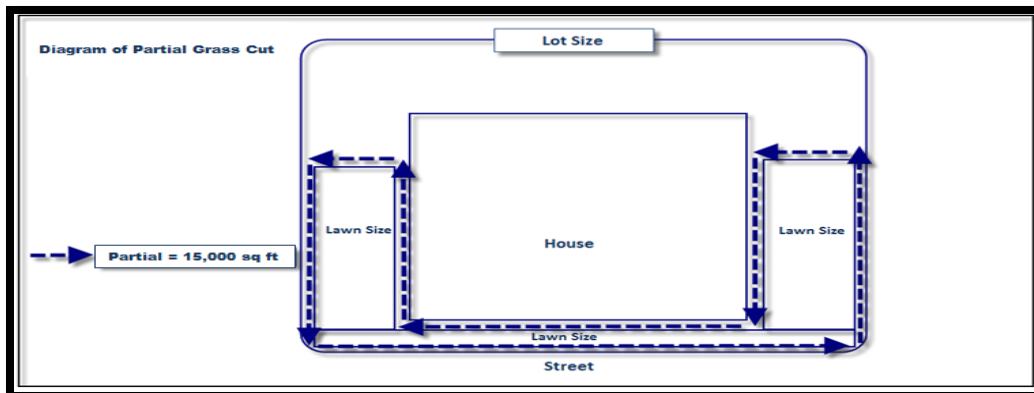
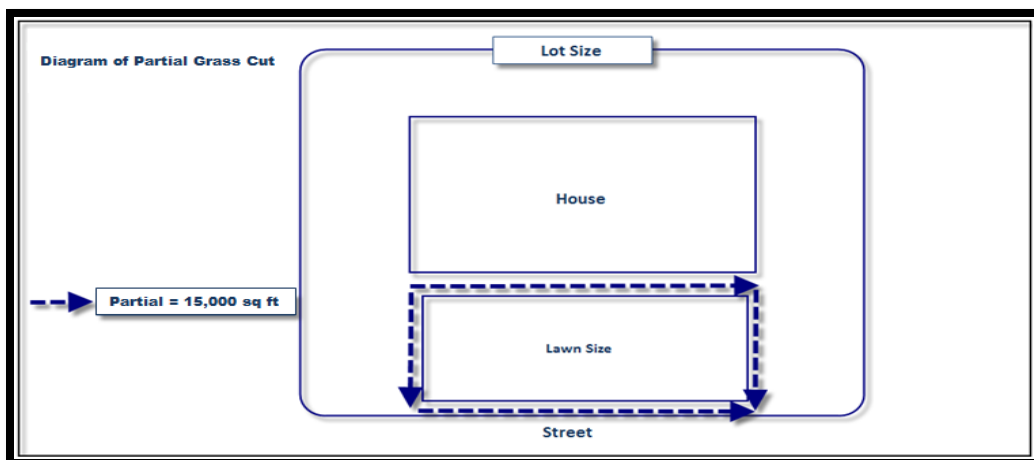
- A. Perimeter initial grass cut
- B. Entire lot initial grass cut
- C. Perimeter grass recut
- D. Entire lot grass recut

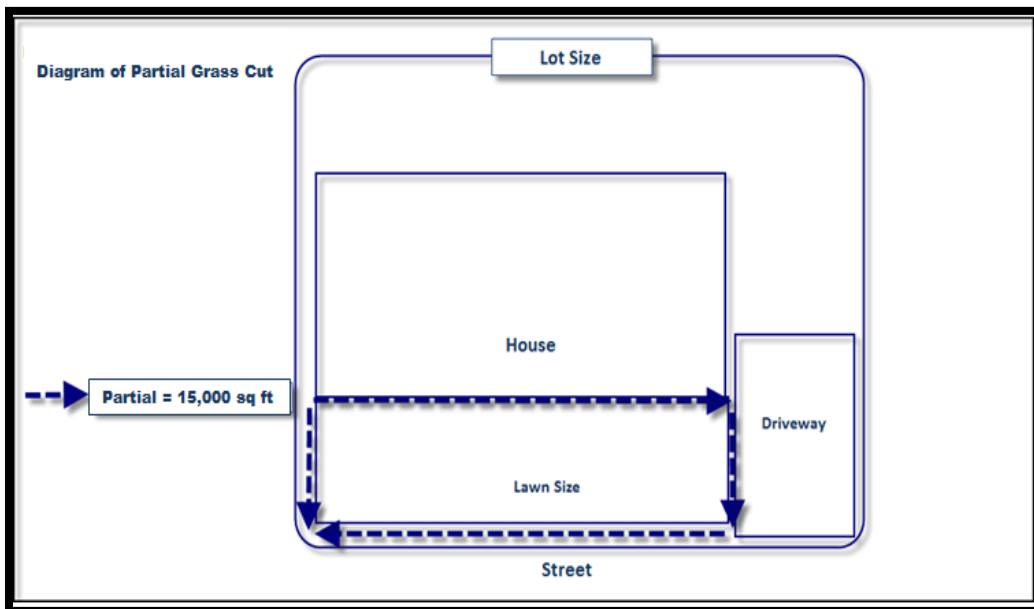
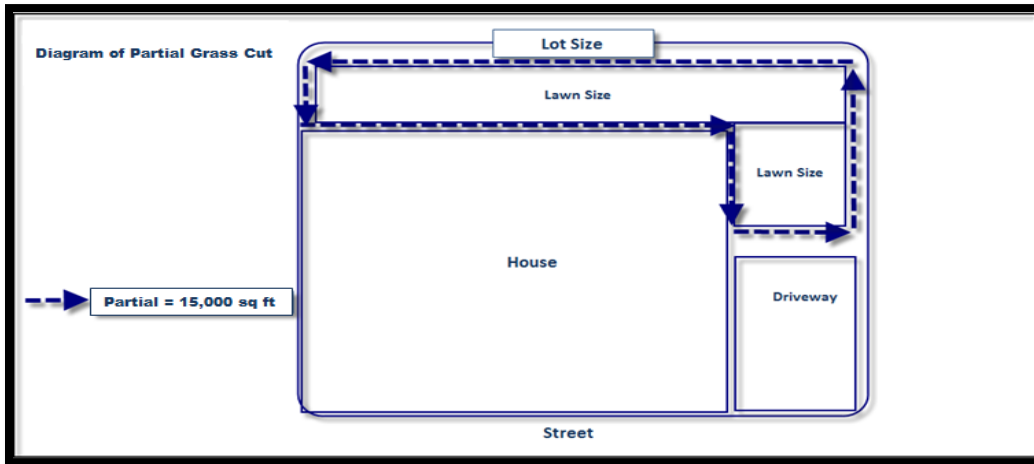
## Appendix 2: Additional Information

### LAWN SIZE DIAGRAMS

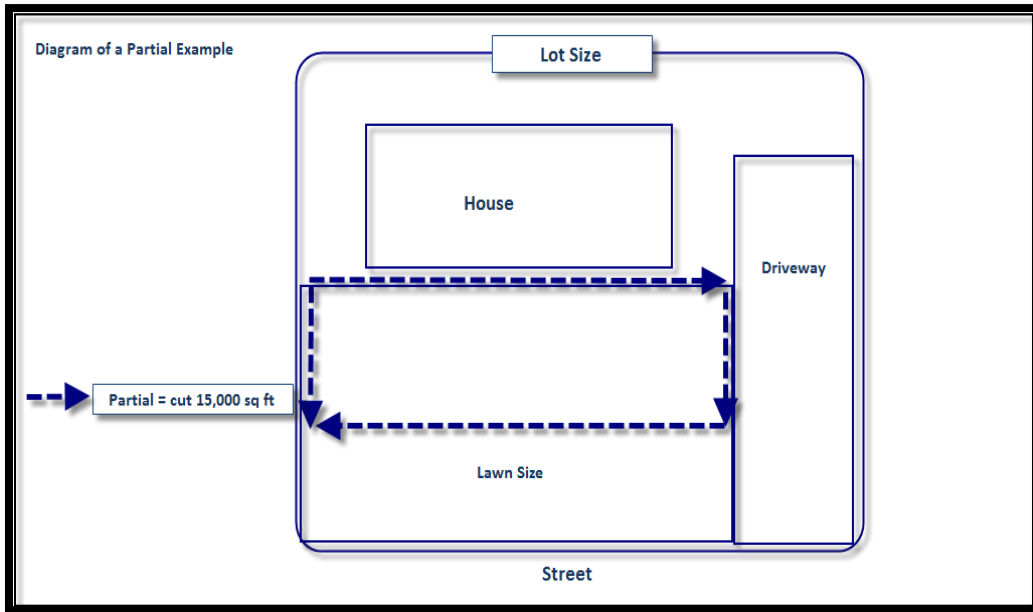
Vendors should work front to back when cutting the lawn size previously approved by the Client.

**\*\*IMPORTANT\*\*** Maintaining the backyard, or submitting a Bid to maintain the lawn in the rear of the home is JUST as important as maintaining the front yard. Code Enforcement officers will issue a violation for properties with overgrowth in the back yard.











## INVESTOR GRASS CUT SEASONS

Investor	Yard Maintenance Season	Frequency	Applicable Jurisdictions
FHA Season	Year Round	Monthly	AZ, NM and NV
	Year Round	Semi-Monthly	CA, FL, HI, Guam, Puerto Rico, and the Virgin Islands
	06/01-09/30	Semi Monthly	AK
	03/01-11/30	Semi-Monthly	AL, GA, LA, MS, SC, and TX
	04/01-10/31	Twice per Month	AR, CT, DC, DE, ID, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, MT, NE, NH, NJ, NY, NC, ND, OH, OK, OR, PA, RI, SD, TN, VT, VA, WA, WV, WI
	04/01-10/31	Twice per Month	CO, UT, and WY
FANNIE MAE Season	Year Round	Monthly	AZ, NM and NV
	Year Round	Semi-Monthly	CA, FL, HI, Guam, Puerto Rico, and the Virgin Islands
	06/01-09/30	Semi Monthly	AK
	03/01-11/30	Semi-Monthly	AL, GA, LA, MS, SC, and TX
	04/01-10/31	Twice per Month	AR, CT, DC, DE, ID, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, MT, NE, NH, NJ, NY, NC, ND, OH, OK, OR, PA, RI, SD, TN, VT, VA, WA, WV, WI
	04/01-10/31	Twice per Month	CO, UT, and WY
FREDDIE MAC, USDA, VA Season	Year Round	Monthly	AZ, NM and NV
	Year Round	Semi-Monthly	AL, AR, CA, FL, GA, GU, HI, LA, MS, OK, SC, TX, VI and PR
	06/01-09/30	Semi Monthly	AK
	03/01-11/30	Semi-Monthly	All others



## LOT CONDITION CHART

Lot Condition	Use	When selected
<b>No Grass</b>	When the front/side/back yard space is made of all cement, tar, or gravel and no grass or weeds will ever grow. <b>**Do not use when weed removal or maintenance of small patches of grass is necessary. Do not use for desert maintenance condition.</b>	<b>Auto re-cuts will no longer generate</b>
<b>Snow</b>	When snow is completely covering lawn, enter the lot condition as snow and provide supporting photo documentation.	Auto initial or re-cut will generate the following cycle
<b>Maintained by HOA, COA, etc.</b>	When a grass cut is not needed because an entity or association such as a condominium, property manager, or HOA is regularly maintaining a lawn.	<b>Auto re-cuts will no longer generate</b>
<b>Cannot be Determined</b>	When parcel of land is undefined.	Auto re-cut will generate the following cycle
<b>Dormant Grass</b>	When a property's lawn is brown or dead due to exposure to sun or extreme cold and does not warrant a grass cut.	Auto re-cut will generate the following cycle
<b>Desert Landscaping</b>	When desert like conditions exist. This should be used when a complete grass cut is not needed but weed removal or maintenance of small patches of grass is necessary.	<b>Auto re-cut will generate on a bi-monthly basis</b>
<b>Saturated Lawn</b>	When property is found to be flooded or underwater. This condition does not apply to lawns with normal dew/precipitation. Provide photos to support excessive saturation. <b>Weather reports will not be sufficient documentation.</b> Provide photos of the attempt to complete the GC work order.	Auto re-cut will generate the following cycle
<b>Debris Obstruction</b>	When amount debris present in yard prevents the grass cut from being completed. Provide photos to support excessive debris.	Auto re-cut will generate the following cycle
<b>Cut by Unknown</b>	When a single-time cut was completed by a broker, neighbor or unknown group. <b>DO NOT SELECT THIS CONDITION WHEN A THIRD PARTY IS MAINTAINING A PROPERTY'S LAWN (instead use "Cut by HOA, COA, etc.").</b>	Auto re-cut will generate the following cycle



## PROPERTY ACCESS CHART

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Access Issue	Reason	Additional Info
<b>Bad Address</b>	Address listed on work order is incomplete or inaccurate.	<b>Fill out Access Issue Form.</b> Marks Line Item as N/A
<b>Gate Code Changed</b>	Property cannot be accessed without updated gate code.	Marks Line Item as N/A
<b>Need Gate Code</b>	Property cannot be accessed without a digital gate code.	Marks Line Item as N/A
<b>Need Legal Description</b>	Property cannot be located without legal description of property.	Marks Line Item as N/A
<b>No Access</b>	Property inaccessible due to reasons including but not limited to padlock main gate, property not accessible from street.	<b>Fill out Access Issue Form.</b> Marks Line Item as N/A



## GRASS CUT PHOTO CHECKLIST

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A *minimum* of **17** photos are required with each grass cut completion.

**House Photo:** *3 photos capturing the exterior/address of the property- Roof Line and Ground Line visible*

- 1 photo of front exterior including property line in photo
- 1 photo of the house address (number typically found on front of house or front curb)
- 1 photo of the Emergency Contact/Securing posting

**Street Sign Photo:** *1 photo capturing the Street Sign*

- 1 photo of the Street Sign (Street Sign photo of the street property is located on)

**Before Photos:** *5 photos capturing the lawn on each side of the property- Property Line visible*

- 1 photo of the Front yard
- 1 photo of the Back yard
- 1 photo of the Right side yard
- 1 photo of the Left side yard
- 1 photo of the Existing debris (incidental, natural, non-natural)

**Action Photos:** *3 photos capturing the lawn being mowed and clippings being removed*

- 1 Action Photo
- 1 Action Photo
- 1 Action Photo

**After Photos:** *5 total photos capturing the lawn on each side of the property- Property Line visible*

- 1 photo of the Front yard
- 1 photo of the Back yard
- 1 photo of the Right side yard
- 1 photo of the Left side yard
- 1 photo of where debris was removed from (incidental, natural, non-natural)

**All grass cuts must have photo documentation to support the work completed. All *before* and *after* photos must be taken from the same angle.**



## OCCUPANCY VERIFICATION CHECKLIST

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**House Photo:** 2 photos capturing the exterior and address of the property- Roof Line and Ground Line visible

- 1 photo of front exterior including property line in photo
- 1 photo of the house address (number typically found on front of house or front curb)

**Street Sign Photo:** 1 photo capturing the Street Sign

- 1 photo of the Street Sign (Street Sign photo of the street property is located on)

**Occupancy Verification Indicators- A minimum of 3 Occupancy Indicators are required.**

### Direct Contact

- Contact was made with Borrower for confirmation
- Contact was made with Neighbor for confirmation
- Contact was made with Mail Carrier for confirmation

### Indications of Occupancy

- Visual Observation of Activity in Property for confirmation
- Personal Property Present (items such as: Interior Furniture, Clothes, Holiday Decorations, Toys, Swing Set, Grill, and Patio Furniture).
- Vehicle in Driveway
- Animals Present
- Low Mail Quantity/Mail Maintained
- Utilities On:
  - Water On
  - Gas On
  - Electric On
- Smoke from the Chimney
- Garbage Cans and/or Recycle Bins at the Curb
- For Sale Sign Present and Realtor confirmation
- Sprinkler System On
- Lawn is Manicured and Maintained
- Other \_\_\_\_\_

### Indications of Vacancy

- Un-manicured Lawn
- High Mail Quantity
- Utilities Off:
  - Water Off
  - Gas Off
  - Electric Off
- Boarded Windows
- Unsecured Doors or Windows
- Signs of Vandalism
- Vagrants Present
- Violation Postings Present
- Piling of Old News Papers
- Other \_\_\_\_\_



## “CUT BY UNKNOWN” PROPERTY PHOTO CHECKLIST

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A *minimum* of **7** photos are required to document that a property was cut by an unknown group.

**House Photo:** *2 photos capturing the exterior and address of the property- Roof Line and Ground Line visible*

- 1 photo of front exterior including property line in photo
- 1 photo of the house address (number typically found on front of house or front curb)
- 1 photo of the Emergency Contact/Securing posting

**Street Sign Photo:** *1 photo capturing the Street Sign*

- 1 photo of the Street Sign (Street Sign photo of the street property is located on)

**Sides of Property Photos:** *4 photos capturing the lawn on each side of the property- Property Line visible*

- 1 photo of the Front yard
- 1 photo of the Back yard
- 1 photo of the Right side yard
- 1 photo of the Left side yard

**All grass cuts must have photo documentation to support the work completed. All *before* and *after* photos must be taken from the same angle.**

\* For grass cuts that are not required due to “limited growth”, photos must document that the grass height is less than 2 inches.\*



## GRASS CUT BID PHOTO CHECKLIST

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A *minimum* of **11** photos are required with each grass cut completion.

**House Photo:** *2 photos capturing the exterior and address of the property- Roof Line and Ground Line visible*

- 1 photo of front exterior including property line in photo
- 1 photo of the house address (number typically found on front of house or front curb)
- 1 photo of the Emergency Contact/Securing posting

**Street Sign Photo:** *1 photo capturing the Street Sign*

- 1 photo of the Street Sign (Street Sign photo of the street property is located on)

**Before Photos:** *4 photos capturing the lawn on each side of the property- Property Line visible*

- 1 photo of the Front yard
- 1 photo of the Back yard
- 1 photo of the Right side yard
- 1 photo of the Left side yard

**Grass Height:** *At least 2 photos demonstrating grass height*

- 2 photos demonstrating the height of the grass

**Lawn Size Photos:** *At least 2 photos demonstrating lawn size- Property Line visible*

- 2 photos demonstrating the size of the lawn

**All Grass Cut bids submitted must have photos that clearly justify the bid amount. This includes photos clearly identifying the grass height, as well as photos clearly identifying the Maintained Area.**