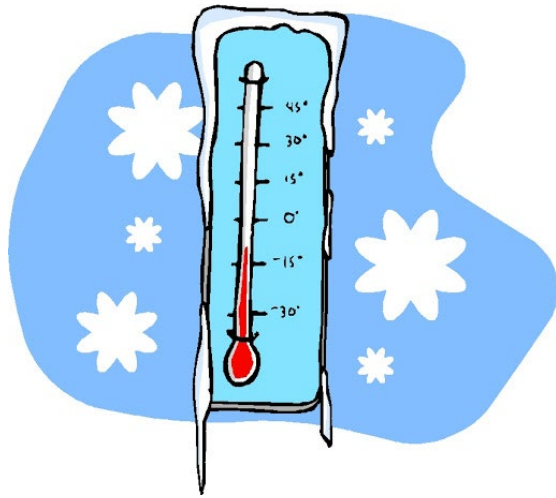


Winterization Guidelines 2024



This document does not create or reflect a contract of any kind, including an employment contract or employment relationship with MCS. The contractor and any individuals or entities engaged by contractor using this document remain solely responsible for determining the manner and means of completing the services necessitating its use. Contractor acknowledges and agrees that it is an independent contractor of MCS that it is not an employee of MCS, and individuals and entities engaged by contractor to provide service are not MCS employees.



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VENDOR RESPONSIBILITIES:

1. Vendors are responsible for conducting appropriate research regarding proper winterization procedures.
 - Vendors should be knowledgeable of all aspects of a winterization and de-winterization including, but not limited to local and regional standards, draining methods, non-toxic antifreeze usage, and pressure testing for all system types.
2. Damage can occur quickly during freezing temperatures, so it is extremely important to complete the winterization as a main priority.
3. Properties should be winterized only **once**. A property may be re-winterized **only if** the initial winterization is deemed to be no longer effective. *Please provide reasoning and photos to support why the winterization is no longer effective or how it has been compromised.*
4. The winterization process is to include a thorough and complete draining of all plumbing and heating systems unless otherwise directed by the City/State variation.
5. For properties that have propane or oil heating systems, provide a bid to deliver propane or oil fuel to the heating system. Bid to use a local supplier in the jurisdiction to complete any bid approvals for this service.
6. It is imperative that vendors read the instructions on each work order, as directives can vary from client to client. If you have any questions, please contact MCS at 813-387-1100.

Materials to have on hand:

1. Non-toxic Antifreeze
2. Air Compressor
3. Pressure Gauge
4. Multiple Length Hose
5. Winterization Signage/Stickers
6. Toilet Brush
7. Toilet Cleaner
8. Tape for Signage/Sticker Posting
9. Wrench
10. Screwdriver
11. Generator
12. Camera



- c. Meter number
 - d. Utility company name, contact name and phone number
 - e. Brief description of all attempts to contact the utility provider and/or restore the utility
5. Utilities are to remain off unless they are:
- a. Needed to operate a sump pump or dehumidifier
 - b. Mandated by local codes to protect the property
 - c. Provide a bid to transfer utilities only if requested on the work order.
 - d. Condos and attached dwellings in Planned Unit Developments (PUD's) if the systems are shared with other units.

PARTIAL WINTERIZATIONS:

A Partial Winterization is when a vendor is refreshing a previously winterized system, a re-winterization, or when attempting to complete a full winterization, but visible and significant portions of the plumbing system are missing or damaged, and repairs must be made to winterize the system fully. Partial Winterizations are to be invoiced at 50% of the maximum allowance for a complete winterization. Photos and comments need to document why a full winterization could not be completed clearly. For steps on the process of Missing Plumbing, see the next section in Winterization Guidelines

MISSING PLUMBING – PARTIAL WINTERIZATIONS:

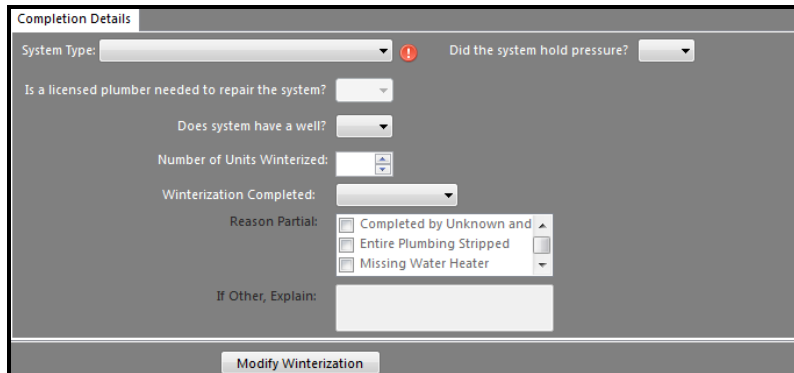
If plumbing is missing, complete a partial winterization to your best ability.

1. If a partial winterization is performed, vendors should select “Partial” on the Winterization Form in Vendor 360.
2. Also provide the reason(s) for the partial.
3. Multiple reasons can be selected.
4. If the reason of “other” is selected, provide an explanation
5. Provide a bid to replace missing plumbing and also bid to re-winterize once plumbing is repaired.
6. Bid to cap any visible/open lines
7. Provide a damage report for the missing plumbing and reason (vandalism, etc.), that includes location, scope (dimensions and photos to support areas missing), cause of damage.

MISSING PLUMBING FOR FANNIE MAE (CLIENT 144 AND 148):

1. If the soiled toilet is not the only item compromising the winterization, and there is missing piping as well, submit a bid for the entire winterization. In this instance the toilet cleaning will need to be bid as a separate line item for the toilet cleaning allowable.

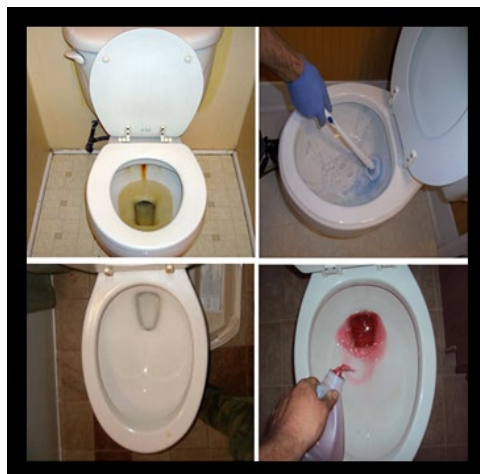
WINTERIZATION FORM IN VENDOR 360:



WINTERIZING DIRTY TOILETS:

Cleaning a toilet is considered part of the winterization process and it is important for this step to be included in the winterization service fee. Dirty/soiled toilets are to be cleaned prior to winterizing a property. **A bid is not to be submitted for this service.**

1. If stains cannot be removed from toilet after cleaning, add comments to the completion advising MCS the stains are irremovable.
2. Before photo of the toilet.
3. If any debris/obstructions are present, be sure to remove these objects.
4. Toilet must be scrubbed of loose debris. (Provide action photo)
5. Dirty/ discolored standing water in toilet must be flushed or removed.
6. After photo showing toilet (with no water, or clear/clean/fresh water).
7. Action photo of Anti-freeze added.
8. Tape toilet seat down with photos showing of winterization posting.





COMPROMISED WINTERIZATION:

Report if a property has indications that it was previously winterized but appears to have been compromised.

1. Enter comments in the completion and bid line item stating that the previous winterization was compromised.
2. Upload photos that demonstrate the winterization was compromised.

REPORTING INTACT WINTERIZATION:

Report if a property has indications that it was previously winterized and appears to be intact.

1. Enter comments in the completion stating the winterization is still intact.
2. Upload photos that demonstrate the winterization was intact.
 - a. Photos of the toilet bowl and tank with anti-freeze present.
 - b. Photos of winterization stickers on all fixtures, water heater(s), etc.
 - c. Verification that there is no water in the Hot Water Heater.

Reporting Freeze Damage:

If a property has freeze damage:

1. Submit a damage report within 24 hours of visiting the property.
 - a. Enter completion comments indicating the source/cause of the damage.
 - b. Provide a bid to mitigate and repair freeze damage:
 1. Bid to thaw out the property (provide number of heaters, estimated labor hours, etc.).
 2. Bid to Winterize after thawing on the same work order
 3. Bid to cap any visible/open lines
 - c. Provide a detailed bid to repair property damage.

RE-WINTERIZATION:

A Re-Winterization is allowed only if the previous Winterization has been compromised. Below are the requirements for a Re-Winterization:

1. Photos must support the Winterization is compromised and reason for re=winterizing
2. Confirmation the main shut off valve is Off/Closed
3. Cleaning of toilets and full draining of system is required
4. Pressure test complete
5. New antifreeze input
6. Updated Winterization Postings



PHOTO REQUIREMENTS:

The following photos are essential when documenting a winterization has been properly completed.

1. Proof that water was shut off inside or at the curb
2. Before, During and After photos of antifreeze in sinks, toilets, traps, and dishwashers.
(Important Reminder: Sinks, toilets, and traps need to be cleared and FREE of debris prior to pouring in the propylene glycol)
 - i. Provide photo of anti-freeze label supporting it is non-toxic
3. During photos also need to show action shots of work being completed (including draining of hot water tank and lines being blown).
4. After photo, once the lines are blown, of the gauge either holding or not holding pressure.
 - i. Pressure test should be completed from the washer/dryer area of the home, if applicable. If there is not a washer/dryer connection, complete pressure test from an interior of the home (i.e., utility sink).
5. Before/After photos of all capped water lines.
6. Photo showing water meter disconnected with a zip tie on the main shut off valve.
7. Any visible freeze damage.
8. Photo of the Sump Pump if applicable.
9. Radiant winterization requires photos of boiler, RPZ valve, and expansion tank if applicable.
10. Steam winterization requires photos of the boiler.
11. Photo showing all toilet lids taped shut.
12. All photos of items winterized must show MCS' Winterization Posting in correct places with the company name and completion date.
13. Photo of Winterization Posting in appropriate locations.
14. Photo of a de-winterization posting, when applicable.
15. Air Compressor attached to the unit.
16. Pressure Gauge holding to a minimum of 35 psi.

PHOTO EXAMPLES:



REPORTING MOLD:

When bidding to repair/replace/remediate the damage caused by the mold, it is important to provide the 'source' of the mold not only on the Damage Report but also in the comments section on the **Bid**.

DE-WINTERIZATIONS:

1. De-winterizations are ordered as needed



2. When de-winterizing a property:
 - a. Removal and disposal of all winterization postings will be necessary.
 - b. Perform a pressure test to confirm lines are holding pressure at 35 psi prior to turning system back on.
 - c. Vendors are responsible for conducting appropriate research regarding proper de-winterization procedures.
 - d. Heat should be set to 55 degrees (*when required by state or local ordinance*)
 - e. Check property after turning ON the water to ensure no leaks are present
 - f. If leaks are present, turn OFF water and re-winterize system before leaving to ensure no further breaks
 - g. Bid to repair damages
 - h. Provide clear photos supporting water is running through all water fixtures

EXPECTED COMPLETION DATE (ECD)/ REPORTING DELAYS

The Expected Completion Date (ECD) form is the request for an extension on a work order. ECDs will 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 two (2) and for no more than fourteen (14) 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.

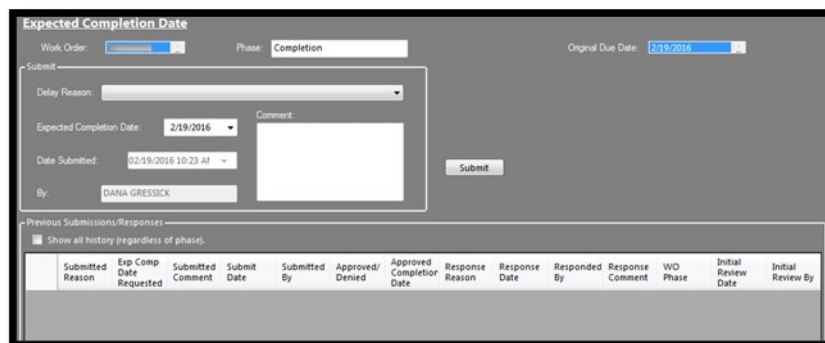
Controllable	Non-Controllable
Standard Equipment Rental	3rd Party Spec. Appt Pending
Large Scale Assignment Pending	Appt to Allow Access Sched Later



MCS Response Pending	Appt while Homeowner is Present Sched
Personal Non-Emergency	BPO Appraisal Appt Sched Later
Work Volume Delay	City Insp. Pending
Sub-Contractor Delay	City Must Complete Task
Waiting for Additional Photos	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 Scheduled Maintenance
	Permits Pending
	Work Recvd on or After Due Date

To report an Expected Completion Date:

- A. Open the Needs Completion Work Queue
- B. Right click on the specific work order
- C. Select Expected Completion Date and enter your data



ENTERING RESULTS IN VENDOR 360:

COMPLETIONS

1. By selecting a Completed date for the "Winterization" line item, the Winterization Tab will be activated and is to be completed.
 - a. This applies to all Clients and work orders that contain a Winterization line item.



2. If “Yes” is chosen in response to “Is A Licensed Plumber Needed to Repair The System?” a prompt will direct a User to provide a “Damage Report”.
3. Vendor's Comments (to MCS) will automatically populate based on information selected for “System Type” and “Number of Units Winterized”.
4. The “Winterization” form can be modified by selecting the “Winterization” button on the bottom of the Completion.
5. All completion results are to be uploaded to Vendor 360 within 24hours of the completion date.
 - a. All Winterization denials are to be addressed within 24 hours of the denial date.
6. Upload damage and violation reports within 24 hours of visiting property.

BIDS

1. State the type of winterization that is being bid in the bid comments.
2. State the number of units that are being bid.
3. Pricing ought to be in compliance with investor guidelines.
4. All bid results are to be uploaded to Vendor 360 within 24hours of the completion date.
 - All bid denials are to be addressed within 24 hours of the denial date

INVOICES

1. Vendor's Comments (to MCS) will automatically populate based on information selected for “System Type” and “Number of Units Winterized”.
2. Pricing must be in compliance with investor guidelines.
3. All invoices must be submitted within 5 days of the completion date
 - a. All invoice denials are to be addressed and resubmitted within 24 hours of the denial date

COMMON WINTERIZATION ERRORS TO AVOID

The list below was created in order to identify frequent winterization errors, in an effort to reduce mistakes made by vendors out in the field as well as in the office.

1. Incorrect/Toxic anti-freeze used
 - a. Providing a clear photo of the anti-freeze bottle to avoid denials
2. Not properly updating the Winterization tab on the Completion Screen
 - a. Fill out the form in its entirety prior to submission to avoid denials requesting adjustments.



3. Missing, inadequate and/or incorrectly dated photos
4. Winterized dirty toilet or bidding for dirty toilet
 - a. Cleaning a toilet prior to winterizing is included in the allowable
5. Failing to report that utilities are off specifically in the instance when it is necessary for utilities to remain on to keep sump pump operational
6. The system does not hold pressure, but the winterization is reported as complete
 - a. If the system does not hold pressure the winterization being performed is considered and should be invoiced as a **partial winterization**
7. Not posting appropriate signage – Reference Client Guideline Tool
8. Failing to provide bids for damages discovered at the property
9. No explanation as to why service could not be done per allowance

WINTERIZING OUTSIDE OF STANDARD SEASONS:

1. HUD Guidelines
 - a. If properties following HUD guidelines need to be winterized outside of the winterization season because freezing temperatures are forecasted in the region, vendors may automatically winterize and upload a copy of the weather report from WWW.Weather.com to document the freezing temperature forecast.
2. Client Specific Guidelines
 - a. Most clients request vendors call from site for immediate approval. If contact with a client team cannot be made, submit a bid to winterize. Enter comments justifying why a winterization is needed.

WINTERIZATION SEASON:

Follow all investor and local guidelines, along with client specifications. Be sure to complete all winterizations within the work order timeframes to ensure the property is protected from incurring any freeze damage.

Freddie Mac Winterization Schedule

Required Winterization Period	State or Territory
Not Permitted	Hawaii, Guam, Puerto Rico, U.S. Virgin Islands
Year Round	Alaska



September 1 through April 30

All other states

Fannie Mae and VA Winterization Schedule

Required Winterization Period	State or Territory
Not Permitted	Hawaii, Guam, Puerto Rico, U.S. Virgin Islands
Year Round	All other states

HUD Winterization Schedule

Required Winterization Period	State or Territory
Not Permitted	Hawaii, Guam, Northern Mariana Islands, American Samoa, Puerto Rico, U.S. Virgin Islands
Year Round	Alaska
September 1 through April 30	CO, CT, IA, ID, IL, IN, MA, ME, MI, MN, MT, ND, NE, NH, NJ, NY, OH, OR, PA, RI, SD, VT, WA, WI, WY
October 1 through March 31	AL, AR, AZ, CA, DC, DE, FL, GA, KS, KY, LA, MD, MO, MS, NC, NM, NV, OK, SC, TN, TX, UT, VA, WA, WV

Client 528, 532, 2017 and 2018 Winterization Schedule

Required Winterization Period	State or Territory
Not Permitted	Hawaii, Guam, Puerto Rico, U.S. Virgin Islands
Year Round	All other states

PRICING

Winterization Maximum Allowance

Type	HUD 2010-18	Fannie Mae	Freddie Mac
Dry Heat - 1 Unit***	\$90	\$90	\$90
Dry Heat - Additional Unit	\$50	\$50	\$50
Dry Heat - PARTIAL	\$50	\$50	\$50



Dry Heat – PARTIAL Additional Unit	\$25	\$25	\$25
Wet (Steam) Heat - 1 Unit	\$150	\$150	\$150
Wet (Steam) Heat - Additional Unit	\$90	\$50	\$50
Wet (Steam) Heat - PARTIAL	\$75	\$75	\$75
Wet (Steam) Heat – PARTIAL Additional Unit	\$37.50	\$37.50	\$37.50
Wet (Radiant) Heat - 1 Unit	\$250	\$250	\$250
Wet (Radiant) Heat - Additional Unit	\$125	\$50	\$50
Wet (Radiant) Heat – PARTIAL	\$125	\$125	\$125
Wet (Radiant) Heat – PARTIAL Additional Unit	\$62.50	\$62.50	\$62.50
Reduced Pressure Zone (RPZ) valves	\$150 (if per State or local ordinance)	Bid (if per State or local ordinance)	Bid (if per State or local ordinance)
Pools, Spas, and Hot tubs	\$200 (if per State or local ordinance)	Bid (if per State or local ordinance)	Bid (if per State or local ordinance)
Excessively Soiled Toilet (Re-winterized properties only)	n/a	\$75 per toilet	n/a
Re-verify- No Work Completed	Trip Charge	Trip Charge	Trip Charge

***Reference state pricing available in the Client/State Allowables via Vendor360

MCS WINTERIZATION POSTINGS & CHECKLIST

The following pages consist of the MCS Winterization Posting templates. Affix a posting to all items winterized including but not limited to sinks, toilets, traps, tubs, and water heaters.

This posting must also be affixed to the window closest to the front door of the property. The requested information on this form must be completed in its entirety.



WARNING

DO NOT USE PLUMBING SYSTEM

THE WATER HAS BEEN SHUT OFF TO PREVENT FREEZE DAMAGE

- **DO NOT TURN ON WATER TO THE PROPERTY**
- **DO NOT CONNECT POWER TO THE HOT WATER HEATER**
- **DO NOT USE SINKS, TOILETS, OR ANY OTHER FIXTURES**

PROPERTY WAS WINTERIZE ON ____ / ____ / ____

BY: _____

PLEASE CONTACT MCS IF YOU NEED TO REPORT A PROBLEM. PLEASE MAKE SURE YOU HAVE THE CORRECT ADDRESS AND ZIP CODE FOR THIS PROPERTY WHEN CONTACTING US AT 813-387-1100, 866-563-1100, OR FOR HEARING IMPAIRED DIAL 7-1-1.

All Clients

Revised 03/31/2023

Form P-102

Post in front window (or front door if window is not available)

❖ All Clients



WARNING

This property has been winterized. **DO NOT** turn on water; connect electricity to the water heater or use sinks and/ or toilets. Hot water tank(s) need to be refilled before energizing.

Date: _____

Freeze Damage Found: () Yes () No

Please contact MCS if you need to report a problem. Please make sure that you have the correct address and zip code for this property when contact us at (813) 387-1100, 866-563-1100, or for hearing impaired dial 7-1-1.

Contractor does NOT have sale/ rental information.

Service performed: _____

Meter Disconnect: () Yes () No

Lines Blown: () Yes () No

Kitchen Trap Replaced: () Yes () No

Tank Drained: () Yes () No

Vendor #: _____

Work Order #: _____

Form P-102a

❖ All Clients



Winterization Checklist

- ❖ It is highly recommended that a checklist is completed for each property winterized and kept in the vendors' records. This does not have to be uploaded into Vendor 360.

Winterization Checklist

It is important for each contractor to provide photo documentation which supports each step during the winterization process. Please remember to provide and illustrate in-depth photos which highlight each step on the Winterization Checklist. This will be required for all winterization orders.

<p>Property Address: _____</p> <p>Contractor that Performed the Winterization: _____</p> <p>Date: / / _____</p> <p>Broker Contacted, if REO? Yes / No</p> <p>Broker Maintaining Utilities? Yes / No</p> <p># of Units? _____</p> <p>System Type? Dry / Steam / Radiant.</p>	<p>Utilities — Meter Reading</p> <p><input type="checkbox"/> Water: On / Off.</p> <p><input type="checkbox"/> Water: Well / City.</p> <p><input type="checkbox"/> Electric: On / Off.</p> <p><input type="checkbox"/> Gas: On / Off.</p> <p>Property Frozen on Arrival? Yes* / No</p> <p><input type="checkbox"/> (*) If yes, provide a detailed description: _____</p> <p>_____</p> <p>_____</p>
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Document any pre-existing plumbing system and/or water damages to the property: _____

<p><u>Disconnecting Water Supply</u></p> <p><input type="checkbox"/> Shut water off at curb.</p> <p><input type="checkbox"/> Install zip tie correctly on main shut off valve</p> <p><input type="checkbox"/> Water meter disconnected? Yes / No</p> <p><input type="checkbox"/> Main water line plugged? Yes / No</p> <p><input type="checkbox"/> Photo documentation of the above? Yes / No</p> <p><u>Draining the System</u></p> <p><input type="checkbox"/> Shut off gas or electric to water heater.</p> <p><input type="checkbox"/> Drain water heater, outside or floor drain.</p> <p><input type="checkbox"/> Drain well or holding tanks, if applicable.</p> <p><input type="checkbox"/> Disconnect electrical wiring to well pump pressure switch, if applicable.</p> <p><input type="checkbox"/> Drain all toilet tanks and bowls.</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No.</p> <p><u>Blowing the Lines</u></p> <p><input type="checkbox"/> Close all faucets and valves.</p> <p><input type="checkbox"/> Attach compressor (5 gallon or 3.8 CFM).</p> <p><input type="checkbox"/> Build pressure to 35 PSI.</p> <p><input type="checkbox"/> Open one faucet valve at a time, hot then cold.</p> <p><input type="checkbox"/> Did air/water come out of every faucet/valve?</p> <p><input type="checkbox"/> Is all water out of the system? Yes / No.</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No.</p> <p><u>Pressure Test System</u></p> <p><input type="checkbox"/> All water is drained from system.</p> <p><input type="checkbox"/> Close all faucet and valves.</p> <p><input type="checkbox"/> Visible breaks in plumbing? Yes / No.</p> <p><input type="checkbox"/> Build pressure to 35 PSI.</p> <p><input type="checkbox"/> Pressure held for 30 Minutes? Yes / No*.</p> <p>(*) If no, provide detailed description: _____</p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No.</p>	<p><u>Adding Anti-Freeze</u></p> <p><input type="checkbox"/> Add anti-freeze to all toilets, bowls and tanks</p> <p><input type="checkbox"/> Add anti-freeze to all sink P-traps</p> <p><input type="checkbox"/> Add anti-freeze to all shower and/or tub P-traps</p> <p><input type="checkbox"/> Add anti-freeze to all floor drains</p> <p><input type="checkbox"/> Add anti-freeze to dishwasher drain</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No</p> <p><u>Stickers</u></p> <p><input type="checkbox"/> Winterization sticker on all:</p> <p style="padding-left: 20px;"><input type="checkbox"/> Toilets.</p> <p style="padding-left: 20px;"><input type="checkbox"/> Tubs and showers.</p> <p style="padding-left: 20px;"><input type="checkbox"/> Water heater.</p> <p style="padding-left: 20px;"><input type="checkbox"/> Water meter.</p> <p style="padding-left: 20px;"><input type="checkbox"/> Dish washer.</p> <p><input type="checkbox"/> Sinks.</p> <p><input type="checkbox"/> ** 659 No winterization sticker on door. **</p> <p><input type="checkbox"/> Toilet wrap installed on toilets.</p> <p><input type="checkbox"/> Photo documentation of the above? Yes / No.</p> <p><u>Follow Work Order Instruction If</u></p> <p><input type="checkbox"/> There is a fire suppression system.</p> <p><input type="checkbox"/> There is a lawn sprinkler system.</p> <p><input type="checkbox"/> There are unusual circumstances.</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No.</p> <p>.....</p> <p>In addition to all the above:</p> <p><u>If Radiant or Steam Heating System</u></p> <p><input type="checkbox"/> Drain boiler.</p> <p><input type="checkbox"/> Loosen bleeder pins to allow draining.</p> <p><input type="checkbox"/> Drain expansion tank.</p> <p><input type="checkbox"/> Blow heating loops and radiator lines.</p> <p><input type="checkbox"/> Pressure test heating system.</p> <p><input type="checkbox"/> Winterization sticker on boiler.</p> <p><input type="checkbox"/> Glycol added to boiler and heating loops? Yes/No</p> <p>(*) If no, provide detailed description: _____</p> <p>_____</p> <p><input type="checkbox"/> Photo documentation of all the above? Yes / No.</p>
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All Clients Revised 8/6/2018 P-165

All winterizations are to be completed in compliance with local ordinances