

HUD TRAINING

Initial Services- 12/26/2023



Winterizations (During Season)

24 Hours - Winterization is required; all properties must be winterized between October 1st and March 31st for Southern States. Properties in Northern territories will be winterized and/or re-winterized from September 1st to April 31st.

NOTE: CA and NV Vendors – Water Heaters require strapping year round.

Winterizations (During Season)

24 Hours - All water will be shut off at the water meter and water meter is disconnected as permitted by local codes and ordinances. If unable to disconnect, please notify 24 Asset Management.

All faucets and access points are to be opened in order to be drained and then have remaining water forcibly evacuated using compressed air

Shut all faucets, valves and access points and pressurize system to 35 PSI. Systems must hold 35 PSI for 30 minutes to pass a pressure test.

De-energize water heater, attach hose and drain into floor drain or outside. Close drain upon completion. Deposit NON-TOXIC antifreeze (propylene glycol - pink in color) in all drains, p-traps, dishwashers, toilet bowls, toilet tanks, and water collection points in the plumbing system.

****Photo documentation necessary of this entire process; photos time and date stamped**

*****Do not turn off the breakers unless the breaker is associated with an electric water heater.**

Winterizations (During Season)

-Winterization – Steps (Domestic)-

****Start****

- Take Before Photos Of Winterization/De-Winterization/Securing
- Install All Proper Signage
- Lock Windows
- Turn Off Water At Meter / or supply (well)
- Turn Off Breaker / Gas To Water Heater
- Open All Valves
- Drain Water Heater
- Hook Up Air Compressor
- Blow Lines With Air Compressor

- Close All Valves
- Pressure Test (30Minutes @ 35Psi)
- Take Photo Of Gauge @ 30 Minutes Holding 35Psi
- Estimate Repair For Failed Pressure Test
- Clean Toilets
- Remove Water From Toilet Bowls
- Cap Water Line
- Pour Anti-Freeze In All Toilets/Sinks/Bathtubs/Traps/Drains
- Put On Toilet Wraps
- Post Winterization Stickers
- Post Winterization Sign In Window

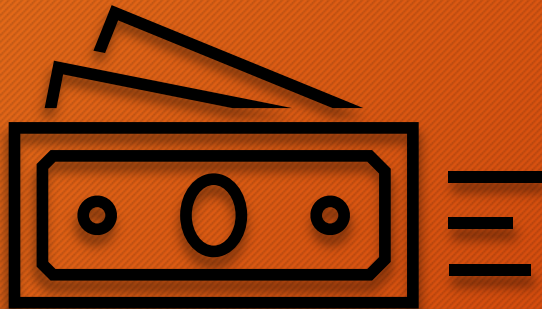
****End****

Winterizations (During Season)

-Winterization – Steps (Well System)-

- Property attached to a well system:
- Turn off the well at the breaker panel and tape switch into the off position. Disconnect the water supply between the property and the pressure tank.
- Install a hose bib on the pressure tank side, tag with “For Water Testing”
- *Winterize pump*
 - *Surface mounted- drain the pump housing*
 - *Submersible- disconnect the check valve, pump, and suction and discharge pipes*
- Winterize all fixtures
 - Water softener
 - Brine tank
 - Well water storage tank
 - Captive air tank

Winterizations (During Season)



- **-Photos Required for Payment-**
 - Toilets before and after cleaned
 - Adding Antifreeze in Traps / Drains / Tanks / Dishwasher
 - Toilet Clear Covers installed
 - Compressor and Pressure Gauge holding 35 PSI
 - Disconnecting Water Supply
 - Installing Zip Ties on Main Shut Valve / water heater
 - Draining the system
 - Draining all toilet tanks and bowls
 - Proper Signage and Stickers
 - *Any visible freeze damage*
 - *Sump pump if applicable*
 - *Date and Time stamp*

Debris Removal

72 Hours - (Properties with Excessive Debris 150 cyds+ TBD)

Interior of Property - To include basements, attics, store rooms, sheds, carports and garages. The removal and proper disposal of all debris, trash, personal effects. Call from site for approval of any freestanding appliances, floor coverings or fixtures unless they have been tagged/marked for removal.

Exterior of Property - Dispose of all debris and trash, rubble, fallen tree branches, abandoned vehicles, and any other objects such as discarded paper products, newspapers, fliers, glass, and wood.

Materials of flammable, hazardous, or environmentally destructive nature shall be removed and disposed of in accordance with EPA guidelines and local codes and ordinances.

72 Hours - Remove all trash and debris from the interior and the exterior of the property and from within all structures on the property (including, but not limited to porches, attics, garages, outlying buildings, storage sheds, decks, patios, crawl spaces, gutters, roof debris, etc.).

NOTE: In the event Contractor believes the value of the personal property exceeds \$300 or has intrinsic personal value, then contact the New Acquisitions Rep. Excessive debris must be reported at the time of HPIR completion

Debris Removal

- **START - Take Before Photos Of Debris**

- Remove Broken Light Bulb
- Remove Broken Glass Mirror
- Remove Broken Glass Window
- Remove Damaged Handrail
- Remove Damaged Subfloor
- Remove Kitchen Cabinet Debris
- Remove Debris In Bathroom Cabinets
- Remove Shower Curtains Rods
- Remove Exterior Lawn Debris/Sticks
- Remove Leaning/Dead Trees
- Remove Debris From Sheds/Outbuildings
- Sweep Out Sheds/Outbuildings Floors

- Remove Carpet Padding Scraps
- Remove Damaged Ceiling Fan
- Remove Hanging/Loose Ceiling Drywall
- Remove Damaged Blinds
- Remove Interior Debris
- Remove Stained/Soiled/Odor Damaged Carpet
- Remove Tack Strips
- Remove Curtains
- Remove Pool Debris
- Remove Debris Side Yards
- Remove Debris Yard
- Remove Debris From Crawlspace

Debris Removal

- Remove Debris Under Decks
- Remove Porch Debris
- Remove Deck Debris
- Remove Debris Garden Beds
- Remove Fallen Trees
- Bomb For Insect Infestation
- Remove Standing Water
- Remove/Cut Out Damaged Linoleum Flooring
- Remove Clothes Line Poles In Yard
- Remove Above Ground Pool With Damage As Debris
- Remove Broken Glass In In Windows
- Demo Falling Down Sheds, Barns
- Remove Any Damaged Landscape Timbers That
 - Could Be Consider A Trip Hazard
 - Remove Any Landscape Blocks That Could Be considered A Trip Hazard
 - Remove Any Loose Or Damaged Gates
 - Remove And Pump Out Any Water In Storm Shelter And Basements
 - Remove Or Repair Any Loose Cabinets, Countertops, Shelving And Doors
 - Remove Paint Or Any Kind Of Chemicals
 - Remove Swing Sets Or Porch Swings
 - Remove Damaged Deck Floor Boards
- END – Take After Photos Of Debris Removal

Trash Removal Photo Requirements

- Front view of the Home
- Address identifying markers
- Rear of Home
- Street Address (House Number)
- Each Room Interior (Before and After)
- Empty trailer photos with measurements
- Progressive load photos
- Load Shot of Trailer or Dump Truck (Each Trip)
- Attic / Basement (Before and After)
- Crawl Space (Before and After)
- Carport and Garage (Before and After)
- All Closest and Drawers Open and Clean (After)
- Dump Receipts
- Time & Date Stamps



Landscaping Initial

72 Hours - Each property will be maintained in a neat, presentable condition and make sure the lawn has a well “MANICURED” look with good curb appeal. Ensure that the property is in the “**ready to show**” condition that is required at all times. Problems should be noted during routine services should be supported with digital photographs.

Landscaping Initial Steps

- Desert landscape – trim dead plant material from cacti, remove dead cacti, fill in holes, pull weeds, clean cacti beds and pick up trash
- Snow present at time of Initial Landscape - Remove snow from all entry ways, walkways, driveways, decks and porches. Remove any visible debris. Place salt pellets to prevent slippage.
- Bare lawn – rake dirt, pull weeds and pick up trash
- Rock-scape – pull weeds, pick up trash, add deco rock to previously rocked areas and ensure liner is not visible.
- Pick up any Fruit on ground fallen from trees
- Remove Broken Glass In Yard
- Blow Roof Clean - Rake and remove leaves Lawn
- Pick up all paper and debris in yard before mowing and cut lawn at 2 ½ inches
- Trim all shrubs and make sure limbs, shrubs and branches are at least 18 inches away from touching the house or roof
- Be certain that entryway is clear of any branches from shrubs that might touch prospective buyers
- Remove all fallen limbs and excessive leaves from roof.

Landscaping Initial Steps

- Rake and remove leaves
- Remove all weeds and saplings from flowerbeds and shrubs.
- Weed-whack around the house, fences, trees, outbuildings, etc...
- Edge all flowerbeds, driveway and sidewalks **WITH BLADED EDGER – Do Not Use String Trimmers to Edge.**
- Remove all holiday lights
- Cleanout Exterior Trashcans, Place Exterior Trashcans At Rear Of Property or in the garage
- Cut Down Leaning/Dead Trees
- Remove Wasp Nests, Remove/Treat Ant Beds
- Remove Weeds/Weed Garden Beds
- Cut Vines Off Of House and Growing Through Decks, Stairs, Porches
- Remove Exposed Nails/Sharp Edges At Exterior Fencing
- Secure Loose/Hanging Gutters

Landscaping Initial Steps

-Snow Removal-

When completing initial landscaping you may come across snow during the winter season where you may complete a snow removal in leu of the initial lawn cut.

Landscaping Initial Photo Requirements

- Street Photo - Front of Home (Before & After)
- Up and Down the Street
- From Corner of Property (Before & After)
- Sides of Home (Before & After)
- Rear Lawn (Before & After)
- Meter Reading(s) Electric and Water
- Sprinkler Timer (if applicable)
- Home Address (House Number)
- Cutting Front Yard (Before, During, After)
- Action Photo Edging with Blade Edger
- Sidewalk Edges (Before & After)
- Trimming Bushes, Trees (Show 18" off home)
- Action Photo Weed whacking
- Flower Beds Free of Weeds
- Action Photo Blowing Property
- Time & Date Stamp



Initial Cleaning Service

72 Hours - All surfaces must be cleaned after Trash Removal to streak free condition. All non-painted wood surfaces in the interior are to be cleaned with a cleaning solution. *Clean any surface including woodwork, baseboards, doors, faceplates, and all air conditioning and heating vents.* Clean all shiny surfaces with appropriate cleaner as to enhance the shine. Mop floors, clean all bath & kitchen fixture and appliances. **The Property will be “Ready to Show” once complete.**

Initial Cleaning Service

72 Hours - Bathroom: Clean all kitchen and bathroom sinks, mirrors, toilets, tubs, and showers. Clean all mirrors and glass with commercial glass cleaner and don't leave streaks. Wash and clean all vanities, cabinets, counter tops, towel bars and soap dishes.

Floors: Vacuum all carpeted floors; sprinkle a carpet freshener powder prior to vacuuming. All interior uncarpeted floors must be broom swept and wet mopped appropriate cleaning solution. Other floors, i.e., garages, carports, porches, patios, decks, stoops, storage sheds, etc. are to be swept clean, removing all dust & dirt particles. Clean fireplace or wood burning stove by removing ashes, sweeping firebox and hearth and closing damper.

Ceiling: Clean all light fixtures and ceiling fans. Remove dust and cobwebs from ceiling fans, ceiling corners and all other obvious areas.

Initial Cleaning Service

72 Hours - Kitchen: Clean all appliances with appropriate cleaning solution, rinsed with water, and dried. The oven/range will be cleaned using acceptable commercial oven cleaner. The oven cleaner will be thoroughly rinsed and wiped at the end of the cleaning. The refrigerator and freezer must be cleaned and free of any mildew and built up stains. Thoroughly clean inside and outside of the exhaust vent over the stove.

Laundry Room / utility room: Clean laundry room, and HVAC closets including under and top of water heater and around furnace.

Initial Cleaning Service - Steps

Take Before Photos Of Cleaning Initial

- Remove Nails/Tacks From Wall
- Secure Loose Hanging Door
- Clean Interior Kitchen Cabinets
- Clean Exterior Kitchen Cabinets
- Clean Kitchen Sink
- Clean Kitchen Microwave
- Clean Kitchen Disposal
- Clean Kitchen Dishwasher
- Clean Kitchen Stove
- Clean Kitchen Oven
- Clean Kitchen Countertops
- Clean Kitchen Refrigerator
- Clean Kitchen Vent Hood/Fan
- Sweep Kitchen Floor
- Mop Kitchen Floor
- Clean Interior Bathroom Cabinets
- Clean Exterior Bathroom Cabinets
- Clean Bathroom Sink
- Clean Bathroom Tub
- Clean Bathroom Shower
- Clean Bathroom Toilet
- Clean Bathroom Faucets/Fixtures
- Clean Bathroom Medicine Cabinets
- Clean Baseboards
- Clean Chair Rail
- Clean Ceiling Molding

Safety Hazards

- **Electrical:** Uncapped wires are to be capped; taping of such is unacceptable and should be cited as uncapped. If wires are uncapped upon inspection and exposed, then also cite under the header, “Exposed Wires/Open Panels” under the health and safety category.
- **Trip Hazard and Sharp Edges:** Sharp Edges/Tripping - exposed gate hinges, multiple instances of protruding nails, loose edging on exterior siding, raised walkways and curled rubber matting. A part of the property and cracks and/or uneven leveling are present, instances of raised walkways, torn carpet, driveways, etc. that create an imminent danger to the safety of a person or the property. Broken window panes on garage doors must be re-glazed, ¼ inch plexi-glass may be used to remedy.

Initial Cleaning Service - Steps

- Wipe Walls
- Sweep Floors
- Mop Floors
- Vacuum Carpets
- Spot Clean Stained Carpets
- Clean Ceiling Fan
- Secure Loose Ceiling Fan
- Clean Blinds
- Clean Window Pane Interior
- Clean Window Pane Exterior
- Clean Window Sill
- Clean Ceiling Vents/Ducts
- Clean Wall Vents/Ducts
- Remove Staples/Tacks/Nails In Floor
- Bleach Clean Mold
- Kilz Mold After Bleach Clean
- Secure Curl Tie Down Loose Cable
- Clean Fireplace
- Clean Wood Stove
- Clean Window Frame
- Clean Door Frame
- Raise Low Hanging Light Fixtures
- Glue Down Lose Flooring
- Install Light Bulb
- Install Window Lock
- Secure Sliding Glass Door
- Cover Graffiti
- Kilz Water Stains
- **Take After Photos Of Cleaning Initial**

Cleaning Initial Photo Requirements

- Front of Home
- Rear of Home
- Street Address (House Number)
- Each Room Interior (Before & After)
- All Carpets Vacuumed with Vacuum lines
- All Air Fresheners Dated (Each Room)
- All Appliances Inside/Outside (Before & After)
- All Drawers/ Cabinets Inside/Outside (After)
- Sinks, Tubs, Toilets, Fixtures (Before & After)
- Fans, Baseboards, Counters Cleaned (Action & After)
- All Closets and Drawers Open and Clean (After)
- Windows Streak free and Clean (Action & After)
- Cobwebs and Dusting (Action)
- Exterior and Interior Doors Wiped Down
- Floors Mopped (Before & After)
- Time & Date Stamp



Safety Hazards

24 Hours - If 24 Asset identifies any health and safety conditions, 24 Asset will immediately issue a work order to remedy those conditions within 2 days of the inspection and update Reamsview with work orders and photographs of completion of the remedial action. Activities related to safety hazards are not included in the Initial Services, Ongoing Services, or Transactional Services, but will be completed and invoiced by Contractor as needed.

Safety Hazards

Infestation- Wasp and bee nests, mouse and rat droppings, bird droppings should be responded to with a yes - Alert- response with specific comments and accompanying photos.

Unsecured Openings/Gates- Check all entrances to crawl space and install padlock if missing. Windows that have locking mechanisms should be operable. If not, they are to be made operable. ANY WINDOW THAT IS NOT WORKING/ OR PREVENTING EGRESS IS AN ALERT/HAZARD

Active Roof Leaks/Damage - A tarp is evidence that there is or was a roof leak, or roofing material is compromised. If there is a tarp present on the roof (sheds are included), the vendor should note - Active Roof Leaks evident.

Discoloration- Mold and Mildew can grow rapidly in vacant properties. Wipe mold or mildew with bleach solution, then Kilz over stained area. Find source of mildew or mold and report to representative if not corrected. ANY PROPERTY WITH A SUMP PUMP MUST HAVE ACTIVE ELECTRIC. *If a sump pump is malfunctioning or not operational the mold and mildew can lead to thousands of dollars in damages AND AN ALERT. Breakers should be switched on for the sump pump.*

Safety Hazards

- **Unsecured Pools** – Pool covers should be built with 2x6 treated wood. Cross member beams should be spaced on 16 inch centers. 6 in x 6 in 10 gauge wire mesh should cover construction. The framing should overlap the edge of pool by 10 inches. Note: Diving boards should be removed. Slides and ladders should be boarded (**Must have approval from 24 Asset or Broker**).
- **Handrails and decks** - Guardrails. Porches, balconies and raised floor surfaces located more than 30 inches above the floor or grade below shall have guardrails not less than 36 inches in height. Open sides of stairs with a total rise of more than 30 inches above the floor or grade below shall have guardrails not less than 34 inches in height measured vertically.
- Boarding to be completed per HUD specs.

Please alert 24 Asset immediately upon notice of Health and Safety issues.