

GLOSSARY

ACTION PHOTO	A picture showing the completion of work in motion or action, such as taking a photo while pouring antifreeze into the toilet while completing a winterization, or a "during" photo of a lawn cut.
ADJUSTED BID	The customer or investor may adjust a bid approval based upon the information submitted to justify the estimate provided.
ALCM	Auto Lawn Cut Master (or Maintenance) - This is the code to tell us that this property has been put onto the auto lawn cut system. Following the applicable investor guidelines, we can cut the lawn automatically, typically 1-2 times a month. This code allows us to properly order and track the lawn cuts for this property.
ALLOW ACCESS	We receive requests to allow access to realtors, appraisers, insurance agents, and home owners. We are provided with a contact number and call the person who requires access in order to arrange a meeting at the property. We allow entry upon meeting.
ALLOWABLE	We have investor guidelines that we must follow for the applicable loan types. These guidelines give us limits on what can be spent to do specific jobs. (i.e.: Securing, Winterizing, Boarding, Lawn cuts, etc.). Therefore, you may hear people say that something is "over the allowable." When this occurs, a bid must be submitted for approval before work can be completed. See also Regs/Guidelines below.
APPROVED BID	When a bid/estimate is submitted to the mortgage company, they will either approve or deny it. Based on this, the work will be sent to the field as approved bid work, and the agreed upon pricing will be used.
BATF	Bid After The Fact - This is used when emergent work is completed at the direction of, or in accordance with, the customer's contract/SLA. A bid is provided after the work has been completed.
BEST POSSIBLE	Completing a job to the best of the rep's ability with a legitimate amount of effort - i.e. completing a winterization with missing plumbing or inability to disconnect water service (turn off valves at individual fixtures and antifreeze to protect that portion of the system), or completing a grass cut with debris in the way (mowing around the debris, best as possible).
BID	When completing work at a property, if the cost of the work will be over the allowable pricing, the rep will submit a bid indicating what the work will cost to complete. This is then submitted to the mortgage company as an Estimate.
BLEACH SOLUTION	Bleach can be used to treat discoloration. This leaves the surface sanitized and resistant to future discoloration. Using a bleach solution is effective if the mold is growing on "non-porous materials", including tiles, bathtubs/toilets, glass, and countertops. Bleach is not as effective on porous materials such as wood and drywall. Using bleach on these materials will eliminate any surface discoloration; however it will not kill any roots that have penetrated into the porous material. A bleach solution is 1 part bleach to 10 parts water. You do not need to rinse the surface afterwards as the bleach will deter future discoloration on non-porous materials.
BOARDING	Covering openings, such as windows, doors, crawl spaces, etc. with plywood to secure a property. Boarding can also be completed on pools, hot tubs, etc. Specifications regarding required thickness, bracing, bolts, etc. can be found in investor guidelines or customer requirements.
BROOM SWEEP CONDITION	The property is free of hazardous materials, personal belongings, interior and exterior debris, dirt and dust. Broom Swept Condition is also referred to as "BSC".
BUFFALO BOX	The term "Buffalo Box" is a plumber's term referring to bygone days when the boxes providing access to the city shut-off valve (typically at the curb) were made of cast iron by a company in Buffalo, New York.
CAP WIRES	When electrical wires are exposed, they pose a threat to property as well as to people in the home. These wires are often approved to be capped to prevent damage or injury. This is accomplished with a plastic wire nut.
CASH FOR KEYS	When a mortgage company wants to avoid the process of a lengthy expensive legal proceeding, they will order a Cash for Keys. This is when an agreed amount of money is given to the borrower or occupant in exchange for the property being vacated. There may also be a requirement that the property be in broom swept condition. The contractor may be called upon to make this determination before releasing the check.
CHARGE BACKS	When work has been paid for, however it is later discovered it was not done appropriately or as advised, we may request reimbursement from the rep who performed the work.
CLIPPINGS	The remnants of the grass that has been cut. These should be removed from the property as their removal is part of the lawn cut pricing.
CODE VIOLATION	Municipalities have rules and regulations that must be followed by all properties. Should a property not be in accordance with these regulations, a code violation can be issued. These are often for overgrown/tall grass, unsecured pool, excessive debris, infestation, etc.
CONTROLLED THAW	A process whereby a property that has frozen is thawed in a way that manages the water and minimizes water damage to the property.
CONVEYANCE CONDITION (C/C)	When a property is in conveyance condition we have completed all required work following the appropriate guidelines for HUD (FHA). The property is secured, winterized, free of personal property and debris, cleaned as necessary, free of the big six damages (fire, flood, earthquake, tornado, hurricane or boiler explosion), and ready for the mortgage company to have HUD (FHA) take over and resell.

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COST ESTIMATOR (CE)	Pricing confirmation provided by third party software. Utilized by various investors to substantiate pricing for property preservation services.
COST TO DATE	The total expense to date, for both property inspections and preservation work.
CROCK HOLE	A crock hole is for a sump pump, usually 1 or 2 ft deep, located in the lowest part of the basement/foundation floor. Water will drain into the "crock hole", and the sump pump will pump the water into discharge piping which is usually run to a viable draining area outside the house.
CUBIC YARDS (CU YDS, CYDS)	Cubic yard is the unit of measure used for debris and health hazards. A cubic yard is equivalent to a 3' x 3' x 3' square, about the size of a washing machine box.
DAMAGE REPORT	A damage report is a listing and description of the damages found at a property, which can include vandalism, flood, water, etc. This typically also includes an estimate for repairs.
DEBRIS	Debris is general trash and items of minimal to no value that are left at a property (i.e.: household trash, broken furniture, abandoned clothing, toys, papers, items of no value.)
DEED IN LIEU	A disposition option where a mortgagor voluntarily deeds collateral property in exchange for a release from all obligations of the mortgage.
DEHUMIDIFIER	A device used to remove moisture to prevent the growth of mold and mildew.
DEWINTERIZE	A process completed on a winterized home that reverses the winterization, allowing the water to be turned on at the property.
DISCOLORATION	The term used for what appears to be mold/mildew, but testing has not been done to confirm.
DOMESTIC WATER	Water system in the property related to sinks, toilets, tubs, showers, etc. Does not include heating systems.
DRY WINTERIZATION	A process used to protect properties from freeze damage. All domestic lines and fixtures are drained, including toilets, tubs, dishwasher, washer, sinks, water heater, water softener, etc. Antifreeze is added to all traps, and electrical systems are shut down.
DUMP RECEIPT	When debris is removed from a property and taken to a dump facility, a dump receipt is obtained to validate that the items were in fact disposed of.
EMERGENCY ALLOWABLE (EA)	A customer can specify an Emergency Allowable. Covered within this allowable are items that can be completed without prior approval, as long as the cost for such work is justified and stays within the allowed amount. This work may include items such as: roof repairs and patches and tarping if these will prevent further damage, plumbing repairs, a controlled thaw, pumping water from a basement and replacing non-working sump pumps, trimming trees/shrubs that are touching the property and could potentially cause damage, electrical repairs, downed utility lines, delivery of oil/gas/propane to the property, etc.
ESTIMATE	A document submitted to the mortgage company or guaranteeing agency that indicates the requested work is over the allowable pricing and needs to be approved before work can completed.
EVICITION	We may be asked to assist with an eviction. We meet with a sheriff or deputy at the property. The sheriff or deputy removes the occupant from the property and dictates what, if any, items are to be removed from the property, where they are moved to, and any other work to be completed. Following this, we secure the property and conduct any other preservation work ordered by the mortgage company. This requires special handling and special paperwork as outlined under New Requests.
EXPEDITING	When results for orders are due or overdue to NFR, we make every attempt to get the results in. All methods of communication are used, including calling, faxing (when appropriate), and emailing. Every effort is made to get the results for each order.
EXTERIOR DEBRIS	Items without personal value remaining on a subject property, outside of a securable structure.
EXTERMINATING	Removal of rodents/insects by killing off the entire population.
FAST TRACK	A Chicago, IL program where the city requires the property to be secure, boarded, and free of all exterior debris to keep the property from being demolished.
FIRE REPORT	A report obtained through the fire department regarding the details of a fire at a property.
FIREARMS AND ILLEGAL SUBSTANCES	When firearms, ammunition or illegal substances are discovered on a property, the contractor is to notify local authorities immediately. The contractor is to request that the local authorities handle the relocation/disposal of items found.
GUIDELINES	See Regs/Guidelines below.
HASP	The metal piece installed on a door or opening where a padlock is installed to secure the property.
HAZARDS (H/H, Health Hazards)	Hazards are items that can cause harm to the property or people who may gain access to the property, or pose an environmental threat. (EX: poisonous or flammable materials such as pesticides, household chemicals, solvents, paint, car batteries, car parts, tires, oily water, waxes, antifreeze, pool cleaners, decaying food, or other organic matter, dead animals, animal feces, broken glass).
HOA	Homeowners Association - Often when properties are located in a gated community or are part of a condo complex, the HOA will be maintaining the exterior of the property, including cutting the lawn. In these cases, we do not need to have the property on the ALCM as the HOA is already maintaining the lawn. The HOA can be a good source of information if we are having difficulty servicing the property.

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HVA	High Vandal Area - The property is located in an area that suffers from a higher-than-average level of theft and vandalism.
HVAC	Heating, Ventilation and Air Conditioning systems.
INITIAL SECURE (INIT SEC)	An initial secure, depending on the customer and guidelines, generally means that we will secure, remove hazards, winterize, and/or cut the lawn. In most cases we do not address debris or personal property at this time, as it is addressed when we do a conveyance condition or the customer takes title to the property.
INTERIOR DEBRIS	Items without personal value remaining inside a securable structure.
K/E - (Key to Existing)	Key to Existing (this is not a common practice)- This involves making a key to the existing lock rather than changing the lock. This is done when the occupant/homeowner must still be able to enter the property with their key. Entry is gained to the property by picking the lock. A temporary lock is installed to leave the property secure while the original lock is brought to a locksmith for a key to be made. Occasionally, the locksmith meets with the rep at the property. Some reps have the ability to cut a key to existing themselves.
KEY CODE	This is determined by the cut of the key that is installed on a property. We follow the investor guidelines for customer requirements when changing the locks on properties.
KILZ	An oil-based primer used on the interior of a property to block stains from smoke, water, etc. This is often used following the treatment of mold/mildew/discoloration.
LIMITED GROWTH	When weather or time of year impact growth of grass, and therefore a cut is not necessary. It is important that the local contractor know their area and limit trips to such properties as these trip charges are not reimbursable.
LOAN TYPES	The loan type dictates which investor guidelines apply. Each type has their own set of regulations and standard pricing for securing, winterizing, etc. The most common include: FHA Federal Housing Administration, also known as HUD-Housing and Urban Development HECM Home Equity Conversion Mortgage VA Veterans Administration FNMA Fannie Mae FMAC Freddie Mac FHMLC Freddie Mac CONV Straight Conventional PMI Conventional Private Mortgage Insurance REO Real Estate Owned (also seen as CONV-REO) Rural Development
LOCK CHANGE	A term used for the securing of a property. The locks at the property are changed to match the key code specified by the mortgage company.
LOCKBOX	A lockbox is a secure repository for the keys to the property. The lockbox is put over the door knob and requires an alpha or numeric combination or sometimes an electronic card to open. The property key is stored inside the box. For some companies, we are asked to put the lockboxes on the homes. In this instance, the lockboxes are used to allow realtors and interested buyers into the property. Lockboxes that are generally found on properties prior to our initial secure are for sale and the lock box likely belongs to the realtor.
MAN HOURS	This is a term typically used with evictions or providing detailed estimates to justify bid approval. The reps can charge, and we can bill, for man hours on site for the eviction. This includes the number of people on site for however many hours they were there to complete the work as indicated by the Sherriff.
MCB	Michaelson, Connor & Boul, the M&M (management & marketing), provides approvals/denials on HUD's behalf for work that needs to be completed at the property to preserve and protect the property.
MCM	The Mortgagee Compliance Manager.
MORTGAGEE	The company that lends money to a borrower for a mortgage.
MORTGAGEE NEGLECT	Term used by HUD to identify responsibility for damage/negative impact to a property caused by the mortgage servicer (NFR's Customer, NFR, Contractor). Mortgagees will be held responsible for any damage that occurs to a property if they failed to: a. Establish contact with the mortgagor and adequately verify the occupancy status of a property; b. Initiate foreclosure within the required timeframe; c. Obtain timely and accurate property inspections; d. Promptly secure and continue to protect; or e. Promptly notify the MCM of receipt of code violations, demolition notices and/or take appropriate action.
MORTGAGOR	The owner of the property, often referred to as the borrower.
MORTGAGOR NEGLECT	Term used by HUD to identify responsibility for damage/negative impact to a property caused by the mortgagor.
NATURAL DISASTER INSPECTION	An exterior inspection to determine whether the property has sustained observable damage due to a natural disaster. These are conducted on occupied and vacant properties, current and delinquent loans.
OTC	Over The Counter - This term is often used when we are asked to perform an extermination at a property (for roaches, termites, mice, rats, etc.). When our reps perform the extermination, rather than a professional exterminator, they use over the counter products to do so.

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P&P	This stands for Preservation and Protection. Mortgage companies may ask for prior P&P completed on a certain property, meaning they want to know how much has been spent on the property to date for preservation work.
P260	Web service portal used to submit Over Allowables and Extension Requests for FHA/HUD loans to MCB.
PADLOCK	A lock used to secure doors, openings, gates, outbuildings, etc., that is often installed using a hasp to secure the property.
PCR	Property Condition Report Form completed and submitted by reps that is used to generate the completion memo that is sent to the customer. This form includes information regarding property condition, work completed, and work that is being bid.
PERIMETER CUT	Lawn maintenance completed on 15,000 sqft surrounding the buildings on the subject property. This method is typically utilized when the full lot size exceeds 15,000 sqft.
PERSONAL PROPERTY	Items left at a property that are of value or that a homeowner may return to retrieve.
PHOTOS	Photos are extremely important as they are required by most mortgage companies to justify charges for work that has been completed. Before, during, and after photos taken from the same angle are required in many cases to justify and validate that work has been completed. Photos are also required to justify estimates. Each mortgage company has their own requirements for photos; instructions to the reps are generated based on these requirements.
POLICE REPORT	A report generated when break-ins, vandalism, theft or damage occur at a property and are reported to the police who in turn arrive at the location. This report details what took place at the property and can be obtained from the police department.
POWERFIELD	A program developed by NFR that allows inspectors to receive and submit work electronically.
PRE-CONVEYANCE INSPECTION	An inspection completed prior to the conveyance of a property to determine the condition of the property.
PRE-EVICTION INSPECTION	An inspection done within 72 hours of the scheduled eviction time to determine occupancy.
PROMISE DATE	Independent Contractors can provide NFR the date the open inspection or preservation order is projected to be completed and returned to NFR.
RADIANT WINTERIZATION	Includes all steps of Dry Winterization plus: Draining of the boiler. Draining of all in floor radiant tubing. Antifreeze with heating capabilities must be added to the system to protect the seals.
RAW GARBAGE	Food and perishable items that pose an infestation risk or hazardous condition.
RECONVEYANCE	This is a term used when a property is reconveyed/rejected by the investor typically because of improper handling of the file.
REGLAZE	Reglazing is replacing the glass only in a window frame and sealing it with glazing putty to protect the property from the elements.
REGS/GUIDELINES	HUD (FHA), VA, Fannie Mae and Freddie Mac regulations have specifications for the work or service to be performed and spending limits to do specific job(s). These are the regs/guidelines that we must follow depending on the loan type. The customer holds us responsible for following these specifications or regs. There are also conventional requirements that are typically agreed upon between NFR and the customer on how they want their conventional loans handled.
REKEY	The procedure of altering a lock's internal pins thereby making the initial key no longer usable, allowing the lock to be used with a new key. Also, the industry commonly refers to changing a lock to a rekey.
REMEDiate	A term often used when mold is present. We are often asked to remediate, or treat/remove the mold by using bleach and then sealing with Kilz.
REVERSE MORTGAGE	A mortgage that enables homeowners (62 years of age and older) to convert the equity in their home into income paid to them in a lump sum, draw, and/or monthly payments without having to sell the home or give up title. The mortgage must be paid off when the mortgagor moves out of the house or passes away. FHA offers this as their Home Equity Conversion Mortgage and Fannie Mae offers the Home Keeper Mortgage.
SALES CLEAN	The cleaning of a property is preparing it for sale. All floors are vacuumed and swept, all bathroom fixtures are cleaned, counters are wiped down, windows are cleaned, all areas are left neat and clean, and two air fresheners are placed inside the property.
SCORECARD	A report generated that captures all work completed, including scoring for timeliness and accuracy.
SCREENING	NFR utilizes different types of screening: Cloth screening is a hardware strength screening that is installed to keep the rain/snow etc. from getting in. - Security screening is a metal screening that has diamond shaped holes. This prohibits entry through the window. There are quick release catches on the inside for escape in case of fire, etc.
SECURING	All access points to a property are closed and locked, either through boarding or changing a lock, so that the property is protected from unauthorized access as well as weather-related damage.
SECURITY DOOR	The installation of a wooden door to secure a property. There must be hinges installed to allow it to function as a door, as well has be secured with a padlock and hasp.
SERVICE RELEASE	When a loan or servicing rights are sold from one mortgage company to another.

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SLIDE BOLT	A lock used to secure a door that slides from the door to the jamb to prevent access to a property.
SLIDER LOCK	Locks used to secure a sliding glass door, often installed in the top and bottom tracks of the door.
SNOW REMOVAL	The act of clearing snow from driveways/walkways to access the property.
STEAM WINTERIZATION	Includes all steps of Dry Winterization plus: Draining of the boiler. Draining of all heating lines to stand up radiators. No need to add antifreeze to the boiler.
STILL NEED	When a contractor needs to send additional information or return to the property to complete additional work, a still need is set. This field is located in the status screen. This allows us to follow up to ensure the issues are resolved.
SUMP PUMP	A pump used in basements to remove standing water that has accumulated and prevent further accumulation.
SWAMP COOLER	Used in hot/dry climates to cool the air. These may be found installed on the roof of the home or on the ground.
TAR PATCH	Using liquid tar to cover and seal a leaking area of a roof to prevent further water damage to the property.
TARPING	Tarping is done when there is a leaking roof. The roof is tarped to prevent water from entering the property and causing further damage. Patching and replacement options are also provided to the customer.
TRIP CHARGE	A trip charge is a fee assessed when an independent contractor reports to a property specifically to allow access, to provide a bid, to meet the City, or because they cannot complete the preservation work requested on the order for reasons beyond their control (property newly occupied, work completed by others, etc.).
UI - UNITED INCHES	This is the length plus the width of the opening (ie: a 36" x 36" window is 72 UI). This is used for determining the cost of boarding or screening.
UNSECURE	When a property can be accessed by others, either through door, window, or other access. A pool can be unsecure as well, if there is not a locked gate around it or if it should be covered and is not.
UPDATED WORK ORDER	An updated work order is one that has additional information or direction necessary to complete that particular work order. An update section will be added to the top of the work order, notifying the rep that there is updated information with a date the update is being sent.
UTILITY TRANSFER	Placing electric, water, gas/oil services into NFR's/Customer's name to ensure no disruption of service to keep heat/sump pump/dehumidifier operational.
VACANT ACTION	An option the customer can specify while placing the inspection order which will automatically generate the preservation order if specific requirements/conditions are met at the time of the inspection.
VACANT PROPERTY INSPECTION (VPI)	A detailed interior and exterior inspection completed by the rep while at the property to perform other work, often an initial secure. Referred to as VPI.
VACANT PROPERTY REGISTRATION (VPR)	When a property is vacant, it may need to be registered with the city. This is a service that we offer the mortgage company. This includes contacting the city and providing required information as well as advancing any fees that may be required.
VACANT REVIEW COMMENTS	A statement entered on the inspection such as "No Prior Work Order, front door unsecure, basement flooded, neighbor complaint, etc." to give the customer a brief overview of what preservation work has or has not been completed.
VACANT REVIEW RECOMMENDATION	A statement entered on the inspection such as "Recommend Initial Secure, Recommend Resecure, Recommend Boarding " etc., to give the customer a suggestion of what preservation work is needed at the property.
VANDALISM	Willful or malicious destruction/defacement of property.
VEHICLE REMOVAL	Relocation/disposal of motor vehicle, boat, trailer, etc from property. This entails meeting local and state regulations as well as being done per direction of the customer.
VERIFICATION OF VACANCY	The checks performed by NFR's contractors to determine occupancy. The contractor will typically confirm with neighbors, mail carriers, potential occupants, as well as check utility status, walk around the building, etc. and report their findings.
VISQUEEN	Visqueen is a clear layer of plastic. It is sometimes used to cover a broken pane to protect the property from the elements. Visqueen can also be used to cover a pool or as a moisture barrier in a basement.
VPS	VPS refers to a 14 gauge steel panel sized to secure doors and/or windows of a vacant property. It is used in place of traditional boarding. It was developed by Vacant Property Specialists in Chicago, IL.
WET WINTERIZATION	Includes all steps of Dry Winterization plus: Draining of the boiler. Draining of all heating lines to baseboard radiators. It may be necessary to add antifreeze to the system based upon design and system layout.
WINDOW REPLACEMENT	Window replacement is replacing the glass and frame of a window which has been damaged beyond repair.
WINT - WINTERIZATION	We winterize a property by draining and blowing the plumbing lines, blowing air through the system, and adding antifreeze to traps and commodes to prevent freeze damage. There are different types of systems that would be winterized: Domestic, Wet Heat, Radiant, Steam.
WINT STICKERS	A posting placed on the entry door, water heater, and fixtures that contain water. It states to not use electrical or plumbing systems as use may result in damage to the property. The posting lists NFR's named/contact number, date of winterization, and advises of "caution" as property has been winterized and/or secured.

GLOSSARY

WORK DOCS

An NFR program used to match incoming results/paperwork from the contractor to our open preservation work order.