



# WOLVERINE REAL ESTATE SERVICES, INC.

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TEL. 248.586.9779

## *VENDOR INSPECTION MANUAL*

*Procedures & Protocol*

### **Acknowledgement of Wolverine Real Estate Services Guidelines**

All field representatives are required to understand and comply with investor regulations, such as Conventional, FNMA, FHA, VA, FHLMC and REO guidelines, as well as local, state and Federal laws and Wolverine policies.

1. By signing below you indicate that you have read the Wolverine Real Estate Services manual and you will train your team and crew on our policies
2. You understand that Wolverine Real Estate Services may require a background check on your company and the employees and subcontractors utilized in field services.
3. You indicate that you understand and will comply by Conventional, FNMA, FHLMC, FHA, VA, HUD and REO guidelines
4. Your represent that while providing your services to Wolverine Real Estate Services, you will comply with all applicable local, state and federal laws, ordinances, rules and regulations.
5. You shall not violate any laws or regulations governing fair lending, which include but are not limited to the Fair Housing Act, Equal Credit Opportunity Act, The Home Mortgage Disclosure Act, The Fair Debt Collection Practices Act, and The Community Reinvestment Act.

Representative Name \_\_\_\_\_

Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Property Inspection Services**

Wolverine Real Estate Services delivers a variety of services while emphasizing excellent customer service to our clients. The following is a partial list of the types of inspection services:

- Property Condition and Occupancy Inspections (Exterior)
- Direct Interview Inspections
- Bankruptcy Inspections
- Interior Inspections
- Sale Date Inspections
- FNMA Form 30 Inspections
- Insurance Loss and Home Improvement Inspections
- Commercial Property Inspections
- Eviction Inspections
- Pre-Conveyance Inspections
- Appraisal Inspections
- REO Inspections
- Disaster Inspections
- Rush Inspections
- Appraisals
- BPO's

## Description of Services

### 1. Property Condition and Occupancy Inspections (Exterior)

Inspector will perform a drive by inspection to verify occupancy and condition of property. This inspection is performed from the vehicle unless property appears vacant or damaged. If the property is vacant the inspector will check for any damages to the property, any visible code violations posted on the property, open or unsecured doors / windows, and any debris/ hazardous or emergency conditions or personals visible at the property.

### 2. Direct Interview Inspections

Inspector will perform an interview inspection. The inspector will go to the door and attempt to interview the occupant at the property. They will try to provide full names and contact information will be provided with the inspection results. The inspector will only advise the reason he/she is at the property if the occupant identifies themselves as the mortgagor. If no one answers at the property a call back card will be left in a sealed envelope taped to the door. If property is vacant the inspector will check for any damages to the property, any visible code violations posted on the property, open or unsecured doors / windows, hazardous or emergency conditions, and any debris or personals visible at the property.

### 3. Bankruptcy Inspections

Inspector will perform a drive by inspection to verify occupancy and condition of property. This inspection is performed from the vehicle unless the property appears to be vacant or damaged. **Based on the client's guidelines**, If the property is vacant the inspector will check for any damages to the property, any visible code violations posted on the property, open or unsecured doors / windows, and any debris or personals visible at the property.

### 4. Interior Inspections

Inspector will perform an interior inspection. The inspector will inspect the exterior and interior of the property. An overall observation on the condition of the home will be evaluated with extensive photos that will be defined in the order on a client by client basis. The inspector will be looking for any damages to the property; if debris was left at the property; all walls are removed of hardware; if property is in broom swept condition and if all appliances and mechanicals are at property. When leaving the property they will make sure windows and doors are secure.

### 5. Sale Date Inspections

Inspector will perform a drive by inspection to verify occupancy and condition of property on the specified date provided by the client. If property is vacant the inspector will check for any damages to the property, any visible code violations posted on the property, open or unsecured doors / windows, and any debris or personals visible at the property.

## **6. Insurance Loss and Home Improvement Inspections**

Inspector will verify that the requested repairs are complete. If the repairs are not finished, they will note the percentage of the service completed and provide a list of what still needs to be done on the property. The inspector has 24 hours to schedule an appointment with given contact.

## **7. Eviction Inspections**

Inspector will verify if property is still occupied 72 and 24 hours before scheduled eviction. Inspection will be completed like a property inspection (see above)

## **8. Appraisal Inspection**

Inspector will provide information to be used by an appraisal firm, including condition of the property, site influences and photographic evidence of the address verification/front of house/down both directions of street/ and site influences.

## **Property Inspection Required Steps**

When in the field to complete an Inspection, ensure the following protocol is followed and all findings are appropriately document in text and/or photos.

- Record the location of home, type, exterior condition of home and yard, and home specs as requested on results form
- Look for signs that gas, electric and water are on and note your findings
- If home is occupied, knock on the door in an attempt to contact borrower listed on your order (unless bankruptcy)
- If someone is home, identify yourself and request to speak with the borrower or co-borrower
- If the borrower is not available, attempt to obtain the names and contact information for all occupants of the home and leave the lenders phone number with the person with whom you spoke. DO NOT discuss loan status with anyone other than borrower or co-borrower. Ask for telephone number and reason for delinquency.
- Never accept payments from a customer!!!
- If no one is home, leave a door letter as specified on your work order. The letter should be in a sealed envelope taped to the door
- If home is unoccupied, follow lender specific instructions on your work order or call Wolverine if needed
- Note the results on your form, always note the name of the person with whom you spoke and note their relationship to the borrower as well as any additional information that you acquired from your conversation with them
- Verify the entire form is completely filled out
- Correct photos must be uploaded within 24 hours of the completed inspection

## **Determining Occupancy**

It is important that you accurately determine the occupancy of each property. You should not enter a property that you have determined is occupied. Additionally, it is important that Wolverine provides its clients with the correct information regarding the occupancy status of each property. In most cases, our clients know very little about the property including its occupancy status. Please use every means available to you to determine this. These include:

- Checking to see if utilities are on
- Looking for visible personal items
- Speaking with a neighbor, mailman, etc. (obtain the name/address of the person with whom you spoke)
- Making direct contact with occupant (obtain the name of the occupant)
- Looking for signs that the property is not being maintained (Examples include tall grass, debris in yard, a buildup of mail and/or handbills, etc.)

## **Guidelines for Determining Condition of Home**

When reporting the condition of a home, it is important to remember the following definitions:

- Good: Normal wear and tear visible, but well maintained; still attractive, desirable and useable.
- Fair: Normal to minor deterioration apparent as a result of age and/or neglect; less attractive but useable
- Poor: Signs of deterioration obvious; undesirable and marginally useable

### **Photo Specifics**

Photo requirements vary greatly depending on the type of inspection and the client ordering the service. At a minimum, the following will be included on all inspection returns.

- Two (2) exterior home photos
- One (1) address verification
- Letter or calling card on the door (if applicable)
- One photo of utility meter, if vacant
- Photos to document damages, as many as necessary
- Photos of postings, who placed the posting, and contact name and phone number, or a copy of the posting

### **The Fair Debt Collection Practices Act**

All lenders and loan servicers are required to comply with Federal Fair Debt Collection Practices Act, which protects consumers from harassment and abusive collection practices. It is your responsibility to follow these guidelines when completing a borrower interview or any work on an occupied property:

- Do not attempt to complete a field hit before 8 am or after 8 pm
- Do not attempt to complete a field hit on Sunday's or Holiday's
- Do not enter a home that is occupied
- Advise the borrower/co-borrower that you are visiting on behalf of the lender
- Refrain from using any harsh or abusive language or threaten anyone in any way
- Do not discuss any specific information about the loan with anyone other than the borrower/co- borrower
- Any correspondence left for the borrower/co-borrower MUST be left in a plain white envelope marked "CONFIDENTIAL" and addressed the borrower



## **CANCELLATIONS**

In the event that an inspection is cancelled, you will be notified by email or by fax. If you have not yet completed the assignment, you should remove it from your schedule. You will not be paid for any cancelled inspections after the cancellation notice was sent or if you do not submit completed forms and necessary photos within 24 hours of the notice of cancellation.

## **CHARGE BACK METHODOLOGY**

When errors are made on the Inspector's part or if the inspector fails to follow directions or applicable guidelines, it may be necessary to charge the work back to the inspector as well as charge the inspector for any fees incurred in having the work completed correctly. If work is not completed on time or is submitted without the appropriate photos and forms you may also be charged back for the incomplete work. In addition, you may be required to pay a penalty to cover damages suffered by the lender as a result of the delay in the service or inspection. In situations where a charge back is necessary, a notification will be sent to you with an explanation and the total dollar amount of the charge back. This will be referenced as a negative amount on your pay summary and will be deducted from your check.

## **TURNAROUND TIMES**

Turnaround times for Inspection Engagements will vary greatly depending on the type of inspection and client ordering the service. The due date, or range of dates for completing the inspection and submitting results will be clearly communicated on the outgoing order. Some assignments, such as rush inspections, loss draft inspections, sale date inspections, and appraisal inspections, will require 1-2 days turnaround time or as stated on the inspection form. Other work such as scheduled routines are due in 7-10 days. Other inspections have a due date of between 25 and 35 days of the previously completed inspection. All specific instructions will be made clear to you and if an early or rush turn time is required it will be noted on the work order. Photos that are required must be turned in within 24 hours of the completion in the field. It is critical that you keep Wolverine informed of any circumstances that may cause delays. Assignments not completed by the due date will affect your Sub-contractor rating and may result in fewer assigned inspections.