

RIHousing

Request for Proposals Property Preservation and Maintenance Services

INTRODUCTION

RIHousing and Mortgage Finance Corporation (“RIHousing”) maintains a single-family residential loan servicing and sub-servicing portfolio of approximately sixteen thousand five hundred (16,500) single-family loans located throughout the states of Rhode Island and Maine. Through this Request for Proposals (“RFP”), RIHousing seeks proposals from qualified firms to assist it in the preservation and maintenance of this portfolio.

INSTRUCTIONS

One (1) original copy of the proposal should be submitted to RIHousing, 44 Washington Street, Providence, Rhode Island 02903-1721, **Attn: Paul Russo, Assistant Director of Loan Servicing and Asset Management. Please also direct a courtesy copy by email to: prusso@rihousing.com**. Proposals should be concise and include all attachments and work samples. Proposals should be presented on business letterhead.

Proposals must be received no later than 5:00 p.m. on Wednesday, March 7, 2018.

Respondents are advised that all submissions (including those not selected for engagement) may be made available to the public on request upon completion of the process and award of a contract(s). Accordingly, any information included in the proposal that the Respondent believes to be proprietary or confidential should be clearly identified as such.

BACKGROUND

RIHousing is a self-supporting public corporation created in 1973 to address the housing needs of low- and moderate-income Rhode Islanders. Its statutory purpose is to encourage the investment of private capital, to stimulate the construction and rehabilitation of housing for low- and moderate-income Rhode Islanders, to provide construction and mortgage loans, and to make provision for the purchase of mortgage loans and otherwise as is necessary to accomplish its purposes.

RIHousing maintains a servicing portfolio of approximately ten thousand (10,000) single-family residential properties located throughout the State of Rhode Island.

In 2017, RIHousing assumed sub-servicing responsibilities for approximately six thousand five hundred (6,500) single-family residential properties located throughout the State of Maine.

SCOPE OF WORK

Please see the Scope of Work provided at Attachment A.

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

A. General Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Name of the principal(s) of the firm.
 - b. Name, telephone number and e-mail address of a representative of the firm who is authorized to discuss your proposal.
 - c. Address(es) of all offices of the firm.
 - d. Number of employees of the firm.
2. Confirm whether, through this RFP, your firm is proposing to provide RIHousing with property preservation services in:
 - a. The State of Rhode Island;
 - b. The State of Maine; or
 - c. Both Rhode Island and Maine
3. Identify the different states in which your firm currently performs the property maintenance services.
4. If your firm conducts business in the State of Maine, does your firm have the ability to provide property preservation services throughout the state, including in its remote and/or rural areas? If so, please confirm the same. If not, please indicate which area(s) would not be covered by your services.
5. RIHousing requires its property preservation vendors to maintain current registrations and licenses to conduct business in the States of Rhode Island and Maine, as applicable. Please provide us with evidence of your firm's current registration(s) and license(s), including but not limited to your registration to perform property preservation work in the State of Maine.

B. Experience and Resources

1. Describe your firm, its capabilities, and capacity to perform the Scope of Work set forth in Attachments A-B, as applicable. Include in your response your experience and familiarity with the requirements of:
 - a. The Federal Housing Administration (“FHA”);
 - b. The Federal National Mortgage Association (“FNMA” or “Fannie Mae”);
 - c. The United States Department of Agriculture-Rural Development (“USDA-RD”); and
 - d. The United States Department of Veterans Affairs (the “VA”).
2. Indicate which principals and associates from your firm would be involved in providing services to RIHousing. Provide appropriate background information for each such person and identify his or her responsibilities.
3. Indicate which services you would perform in-house and which, if any, would require outside vendors/subcontractors. If outside vendors/subcontractors would be retained, include the following information in your response:
 - a. the name, address, telephone number, and a contact person for each outside vendor/subcontractor that you would retain;
 - b. the service(s) for which they would be retained; and
 - c. whether the vendor/subcontractor is licensed, registered, and in good standing to conduct business in the State of Rhode Island and/or Maine.
4. Please include a current client roster for businesses for whom you have performed similar work, and for each such business include the name of a contact person and a telephone number at which he/she can be reached.
5. Identify any conflict of interest that may arise as a result of business activities or ventures by your firm and associates of your firm, employees, or vendors/subcontractors as a result of any individual’s status as a member of the board of directors of any organization likely to interact with Rhode Island Housing.
6. Describe how your firm will handle actual and or potential conflicts of interest.
7. Identify any material litigation, administrative proceedings or investigations in which your firm is currently involved. Identify any material litigation, administrative proceedings or investigations to which your firm or any of its principals, partners, associates, subcontractors or support staff was a party, in their capacity as a principal, partner, associate, or employee of your firm, that has been settled within the past two (2) years.

8. Confirm that your firm, or your vendor/subcontractor, would document the work described in Attachments A and B in accordance with the documentation requirements set forth in Attachment C.
9. Describe your firm's ability to respond to and handle emergency requests in the State of Rhode Island and/or Maine.
10. Describe the technology that your firm uses in connection with its performance of property maintenance services. If your firm utilizes any particular platform or web portal, please confirm whether that platform/portal has the ability to interface with the Black Knight MSP system, and whether it is a proprietary system or provided through a third-party vendor.
11. Describe your firm's privacy and information security practices. If your firm has any policies or procedures that govern these practices, provide copies of such policies and procedures in your response to this RFP.
12. Does your firm perform background checks on the individuals who will be performing services at client locations? If so, please describe your background check procedures.

C. Fee Structure

Rhode Island

1. Successful respondent(s) who provide RIHousing with property maintenance and preservation services in Rhode Island will be compensated for their work in accordance with FHA, USDA-RD, VA, and FNMA fee schedules (as and where applicable). Copies of these fee schedules are provided at Attachments D-G.
2. It is possible that, at times, the work to be performed by the successful respondent(s) may not be addressed in Attachment A. Accordingly, please provide RIHousing with any proposed hourly rates and/or flat fee arrangements, including the costs and expenses (and amounts, if known) for which your firm proposes to be reimbursed.
3. Please provide any other fee information, applicable to property preservation services in Rhode Island, that has not been addressed in this RFP and that you wish to bring to the attention of RIHousing.

Maine

1. Successful respondent(s) who perform property preservation services in the State of Maine will be compensated for their work in accordance with the FHA, VA, and USDA-RD fee schedules set forth in Attachments D-E, as applicable. In the event that the subject property is not insured by FHA, USDA-RD, or VA, then the firm will be compensation in accordance with the schedule set forth at Attachment H.
2. Please provide any other fee information, applicable to property preservation services in the State of Maine, that has not been addressed in this RFP and that you wish to bring to the attention of RIHousing.

D. Miscellaneous

1. RIHousing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected classes. Describe your firm's affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on RIHousing's engagement and, if applicable, a copy of your Minority- or Women-Owned Business Enterprise state certification.
2. Discuss any topics not covered in this RFP that you would like to bring to RIHousing's attention.

E. Certifications

1. RIHousing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as RIHousing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, any candidate for general office, or any political party.
2. Does any Rhode Island "Major State Decision-maker," as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, "Major State Decision-maker" means:

(i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18.

3. Please include a letter from your president, chairman or CEO certifying that (i) no member of your firm has made inquiries or contacts with respect to this RFP other than in an email or written communication to **Paul Russo** (prusso@rihousing.com) seeking clarification on the Scope of Work set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after **Wednesday, March 7, 2018**, (iii) all information in your proposal is true and correct to the best of her/his knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a RIHousing employee or Commissioner, or a relative of the same, based on any understanding that such person’s action or judgment will be influenced and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.
4. In the course of providing goods or services to RIHousing, successful respondent(s) may receive certain personal information specific to RIHousing customer(s) including, without limitation, customer names and addresses, telephone numbers, email addresses, dates of birth, loan numbers, account numbers, social security numbers, driver’s license or identification card numbers, employment and income information, photographic likenesses, tax returns, or other personal or financial information (hereinafter collectively referred to as the

“Personal Information”). The maintenance of the Personal Information in strict confidence and the confinement of its use to RIHousing are of vital importance to RIHousing. Please include a letter from your president, chairman or CEO certifying that, in the event your firm is selected:

(i) any Personal Information disclosed to your firm by RIHousing or which your firm acquires as a result of its services hereunder will be regarded by your firm as confidential, and shall not be copied or disclosed to any third party, unless RIHousing has given its prior written consent thereto; and

(ii) your firm agrees to take all reasonable measures to (a) ensure the security and confidentiality of the Personal Information, (b) protect against any anticipated threats or hazards to the security or integrity of the Personal Information, and (c) maintain reasonable security procedures and practices appropriate to your firm’s size, the nature of the Personal Information, and the purpose for which the Personal Information was collected in order to protect the Personal Information from unauthorized access, use, modification, destruction or disclosure; and

(iii) when discarding the Personal Information, destroying it in a commercially reasonable manner such that no third party can view or recreate the information, electronically or otherwise.

These provisions also be incorporated into the final contract with the selected respondent(s).

F. Insurance Information

1. The successful respondent(s) will be required to indemnify and hold Rhode Island Housing harmless against any and all losses, damages, costs and/or claims arising from work performed pursuant to this RFP. Accordingly, please provide proof of insurance coverage with a company or companies licensed to provide business insurance in Rhode Island with your bid, with minimum coverage as follows:

- a. Comprehensive General Liability Insurance
 - Bodily Injury: \$1,000,000 each occurrence
\$1,000,000 annual aggregate
 - Property Damage: \$500,000 each occurrence
\$500,000 annual aggregate
- b. Workers' Compensation Insurance
 - Coverage B: \$100,000

2. In the alternative, you may provide proof of self-insurance or other

representation of financial responsibility to be considered by Rhode Island Housing, at the discretion of RIHousing.

EVALUATION AND SELECTION

A committee consisting of RIHousing employees (the “Committee”) will review all proposals and make a determination based on the following factors:

- The firm’s responsiveness to this RFP;
- Professional capacity to undertake the Scope of Work and familiarity with investor guidelines;
- Ability to perform the Scope of Work within time and budget constraints;
- Previous work experience and performance with RIHousing and/or similar organizations;
- Recommendations by references;
- Geographic areas serviced by the firm;
- The firm’s technological capabilities and information security practices;
- The firm’s minority status and the adequacy and effectiveness of the firm’s affirmative action program; and
- Other pertinent information submitted

The Committee may invite one or more finalists to make presentations.

In its sole discretion, the Committee may negotiate with one or more respondents to submit more detailed proposals on specific projects as they arise.

By this RFP, RIHousing has not committed itself to undertake the work set forth herein. RIHousing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. RIHousing reserves the right to make those decisions after receipt of responses. RIHousing’s decision on these matters is final.

After an award has been made, failure to meet all requirements of this RFP may result in a determination of default and a withdrawal of the award.

For additional information contact: Paul Russo, prusso@rihousing.com.

Attachment A

Rhode Island - Scope of Work

RIHousing maintains a servicing portfolio of approximately ten thousand (10,000) single-family residential properties located throughout the State of Rhode Island.

By responding to this RFP, Respondent certifies that it is familiar with FHA, USDA-RD, VA, and FNMA property preservation guidelines and fee schedules and agrees to be bound by the terms of the same. The successful respondent(s) will be responsible for providing the following property preservation services in the State of Rhode Island:

BOARDING

In order to prevent unauthorized entry and protect against weather damage, RIHousing boards many of its REO and vacant properties. Generally, most first floor windows and doors are boarded, as well as upper level openings that are accessible. For purposes of this RFP “accessible” means that: 1) entry is possible without the use of a ladder and 2) the opening is large enough for a person to pass through easily. Openings above the first floor that do not meet both of these tests should not be boarded unless otherwise directed. Upper story openings are typically accessible only when there are attached properties, stairwells or fire escapes. In the absence of such conditions, upper story openings shall not be boarded but must be secured. If security bars are located on windows/doors, boarding is not required. Openings too small for a person to pass through, particularly pet openings in doors, regardless of location, should be secured but not boarded, unless otherwise directed.

The following boarding and hardware specifications shall apply:

1. Boarding must be carried out with plywood fastened with minimum 2 inch drywall screws placed 8 inches apart on the perimeter, or with bolts and 2x4s. Nails may not be used. To ensure that no hazards exist, remove all broken glass from windows, as well as from the surrounding interior and exterior areas.
2. Plywood must be 1/2” thick for window openings, 5/8” thick for door openings and 3/4” thick for sliding door and French door openings. Use 5/8” or 3/4” thickness as necessary for extra-large window openings.
3. Rear doors must be boarded using 3/4” plywood.
4. The original front door of property shall be locked and remain in place. The successful respondent (s) is responsible for installing a hinged access door with a hasp and padlock.
5. A 4” x 18” opening must be cut into the plywood no more than 18” from the top to allow light penetration. If the original window has been broken or removed, a mesh screen must cover the inside cut.
6. Check the City/State variation to determine the requirements particular to the property being secured. If no requirements are provided for the property being boarded, use local codes.
7. Boarding should be priced by the united inch (length plus width).

Except as noted below, all window sashes, frames, glass and hardware must not be damaged by

the boarding installation.

All screen inserts are to be removed, marked as to location and stored in a convenient location at the property.

Where it is possible to adjust the position of the sashes to accommodate the boarding specifications listed above, the sashes are to remain in the frame.

Where the sashes cannot be adjusted to accommodate the boarding specifications listed above, the sashes must be removed from the frames and stored within the property. This includes all stationary lights secured by stops.

Where items must be removed from the frame and stored, the items shall be clearly marked as to the area from which they were removed.

All items are to be stored on edge and braced to prevent accidental tipping, sliding, etc. In no instance may any storage item be laid flat.

Hinged windows must be completely removed from the frame and stored the in the fashion described above. If possible, the hinge pins should be removed and stored with the item.

Panels may not be nailed to wood frame windows.

WINTERIZATION

The successful respondent(s) will be responsible for winterizing REO and vacant properties between September 1 and April 30. Properties should not be winterized between May 1 and August 31. Exceptions to these winterization time periods, if any, will be addressed at a later date. Properties should be winterized only once. A property may be re-winterized only if the initial winterization is deemed to be no longer effective and prior approval has been obtained from RIHousing. The winterization process must include a thorough and complete draining of all plumbing and heating systems. Use of air pressure to clear systems and, in some cases, adding antifreeze to systems are acceptable methods, provided that the effect prevents freeze-ups.

The main interior water supply must be shut off. If a shut-off of the property's interior water supply is not possible, the water to the property must be shut off at the curb. In either case, the water meter must be disconnected and left at the property unless the City or County ordinance requires return of the meter to the water company in order to avoid further water charges. The disconnected feed pipe leading from the main water valve must be plugged. Tags, labels, or warning signs must be affixed to all items winterized and must include the date of winterization and the name, address, and telephone number of the firm that performed the work. For properties with wells, the pump (if not submersible) and tank must be drained. All winterization must be performed in accordance with state and local codes, ordinances and regulations and, where applicable, FHA, USDA-RD, VA or Fannie Mae guidelines.

HOMES WITH DRY HEAT SYSTEMS - The hot water heater and all domestic supply and distribution piping must be thoroughly drained. All faucet and valves must be opened in the

process and then closed after draining is completed. Water must be blown out of the lines with pressurized air. Only kitchen sink and bathtub hot water faucets may be left open. Adequate amounts of antifreeze (ethylene glycol) are to be placed in all fixture traps of drains, sinks, showers, toilet bowls and tanks, washer drains, dishwashers, clothes washers, etc. Any water softeners, storage tanks, and/or roof mounted air coolers must be drained. If private water, drain tank and pump system. Close fireplace damper, plug dryer vent, and close and lock all windows and doors. Post signs in kitchen and bathrooms that read "Property has been winterized, do not use plumbing." Post signs on water heaters to show date property was winterized. Report any visible signs of damage to plumbing or utilities.

In regard to heating systems fuel sources:

- (A) Natural gas - turn gas off.
- (B) Propane / Oil - check fuel level and shut off.
- (C) Electric - Turn OFF, remove or turn off main breakers and all breakers to water heaters, appliances, air conditioner, etc. An exception to this is in the case of a sump pump.

HOMES WITH WET HEAT SYSTEMS - The winterization requirements outlined in Homes with Dry Heat Systems apply. In addition, the house boiler system must be thoroughly drained. All radiator vents are to be opened in the process, bleeder pins must not be removed from the radiators.

HOMES WITH RADIANT HEAT SYSTEMS - The winterization requirements outlined in Homes with Dry Heat Systems apply. In addition, winterization must include a thorough draining of the heater. Radiant heat piping must be drained and blown dry by compressed air pressure and an adequate amount of antifreeze is to be put in the radiant piping.

SUMP PUMPS - Where there is an existing sump pump used to keep basements or crawl space dry, the electricity at the main breakers must remain on and the electricity to that breaker only must remain on to assure that the property is not damaged by flooding. Check to make sure the sump pump is operable and operating. Contact RIHousing for guidance if the existing pump does not work or if a sump pump appears to have been removed.

RIHousing should be contacted for directions on maintaining water services to houses where a community water service is involved and on utility services to townhouses, duplexes, attached dwellings in PUDs, and condominiums where such services must be left on due to homeowners association or party wall requirements.

Unless otherwise instructed by RIHousing, in condominiums and attached dwellings in PUDs, water services and utilities should remain on if the systems are shared with other units.

NOTE - Occasionally a property will already have had the electricity turned off. On these occasions a generator may be needed to power the compressor to blow the lines.

LOCK CHANGES

At times, RIHousing is in need of licensed locksmiths to perform various locksmithing services at its vacant properties. These services may include, but are not limited to, picking or drilling locks, changing locks to match the RIHousing's REO Master Key (the "Master Key"), and/or occasionally providing a separate pass key or keys, securing of slider doors, and installing hasps and RIHousing Master Padlocks (the "Master Padlocks") on garage doors and outer buildings.

Most lock changes will need to be completed within a 3 to 5-day span. Occasionally, depending on conditions, a request will be made to respond within a 2-3-hour time span.

Occasionally, the technician may be directed to perform additional services on site as circumstance requires. The technician will maintain sufficient materials and supplies to perform additional lock changes.

Typically, a new lock, keyed to the Master Key, will be installed at each entry door; either a dead bolt, locking hand set, or hasp and padlock. Detached garage doors and outbuildings should be secured with a Master Padlock and hasp. Occasionally, doors with locks within the property may need to be disabled. Automatic garage door openers must be unplugged and the garage doors must be secured, typically with a padlock installed in the door track.

DEBRIS REMOVAL

The successful respondent(s) will be responsible for debris removal services at RIHousing's vacant properties. The work entails complete interior and exterior clean-out (including attic, basement, crawl spaces, garages, etc.) and proper disposal of refuse (including dead animals) and abandoned personal effects, such as furniture, clothing, dishes and utensils. If directed by RIHousing, clean-out may include removal of shabby or torn carpet, and/or cracked or torn linoleum. Each interior room, garage (attached or detached), shed, barn, utility room, and other structure located on the property must be left in broom clean condition.

All free-standing appliances such as refrigerators, air conditioners, washers and dryers, etc., and all light fixtures, ceiling fans, mantels, wall mirrors, and fireplace gas logs must be left in the property unless otherwise directed. Refrigerators and stoves must be cleaned of all organic material and other debris.

Debris must be physically removed from the property. Disposal must meet state and municipal requirements. Special care, if so directed by state and municipal law, is to be taken in the disposal of appliances and other scrap metals, such as air conditioning units, washers, dryers, refrigerators, mattresses, automobile tires, batteries, computers and electronic components (such as printers and monitors), and household hazardous waste (HHW). HHW products are frequently identifiable by labels marked CAUTION, DANGER, WARNING, or POISONOUS. Questions regarding hazardous waste removal procedures should be directed to local health or environmental departments.

PROPERTY INSPECTIONS

RIHousing requires inspections of its vacant and delinquent properties on at least a monthly basis. During winter months, weekly inspections may be required if the heat is to remain on. On occasion, RIHousing will request spot inspections, which must be performed within twenty-four (24) hours of such request.

A sign-in sheet is required to remain at the property to document all visitors. The sheet must include date, time, company name, individual's name of each visitor. Inspections must cover interior and exterior portions of the property. The inspector must ensure that all windows are secure and doors are locked. All newspapers, mail, phone books and the like must be removed from the mailbox, porch, steps, and driveway. The inspector must notify RIHousing of (and deliver or forward) all water, sewer, tax, gas and electric bills. Inspectors must ensure that yard maintenance or snow removal is being performed, and immediately report any signs of overgrown lawns or unremoved snow. Electric main breakers should be off except for breakers that control sump pumps, dehumidifiers, or heat in the winter. Inspectors must report immediately break-ins, broken windows, roof leaks, basement water and anything out of the ordinary. Inspectors need to meet police at the property and receive a police report if the property has been broken into and damage, theft or vandalism occurred. Inspectors must be able to temporarily secure windows and doors to prevent entry.

YARD MAINTENANCE

Yard maintenance includes cutting the lawn (initial and subsequent cutting), weeding, sweeping all paved areas (sidewalks, driveways, patios, etc.), and removing all lawn clippings, cuttings, and incidental debris (newspapers, flyers, bottles, etc.). These services are included in the cost for initial cut and recut and are not to be claimed as separate expenses unless otherwise indicated. All debris must be removed. Trimming shrubs, spring cleanup, fall cleanup, gutter cleaning (at RIHousing's direction only) and snow removal will be listed as separate costs.

Grass should typically be cut twice a month between April 1 and October 31. Cutting once a month may be sufficient depending on the level of rainfall during the summer seasons. Grass should not be cut between November 1 and March 31 unless prior written approval is obtained. Grass and weeds must be cut to the edge of the property line and to a maximum of two inches. Grass and weeds must be trimmed around foundations, bushes, trees, and planting beds. Also, grass and weeds must be trimmed flush with fences and other construction.

RIHousing may occasionally require additional services such as, shrubs trimming and cuttings removed, spring cleanup in conjunction with the initial cut of the season, fall cleanup after the last re-cut of the season, and gutter cleaning. These services are optional and will be requested by RIHousing when needed.

Snow must be removed from the sidewalks, entry walk and porch following an accumulation of 3 inches or more. Local codes and ordinances governing the removal of snow or ice must be followed. Driveways must be cleared sufficiently to allow at least one vehicle to enter, unless otherwise instructed (e.g., commercial buildings).

PROPERTY CONDITION ESTIMATES

Upon First Time Vacancy, the vendor will be required to provide an estimate itemizing any work or repairs needed for the property to meet all of the following conditions:

- The property is undamaged by fire, flood, earthquake, hurricane, tornado, boiler explosion (if a condominium)
- The property is secured and, if applicable, winterized;
- The property has no conditions that can cause any further deterioration to it
- All health and safety repairs have been completed
- All insured damages including theft and vandalism are repaired per the scope of work indicated on the insurance documents;
- Interior and exterior debris are removed, with the property's interior maintained in "Broom-swept" Condition;
- The property's lawn is maintained, and all vehicles and any other personal property are removed from the property in accordance with state and local requirements

Attachment B

Maine - Scope of Work

RIHousing maintains a sub-servicing portfolio of approximately six thousand five hundred (6,500)-single-family residential properties located throughout the State of Maine.

By responding to this RFP, Respondent certifies that it is familiar with FHA, USDA-RD, and VA property preservation guidelines and fee schedules and agrees to be bound by the terms of the same. The successful respondent(s) will be responsible for providing the following property preservation services in the State of Maine:

BOARDING

In order to prevent unauthorized entry and protect against weather damage, RIHousing boards many of its REO and vacant properties. Generally, most first floor windows and doors are boarded, as well as upper level openings that are accessible. For purposes of this RFP “accessible” means that: 1) entry is possible without the use of a ladder and 2) the opening is large enough for a person to pass through easily. Openings above the first floor that do not meet both of these tests should not be boarded unless otherwise directed. Upper story openings are typically accessible only when there are attached properties, stairwells or fire escapes. In the absence of such conditions, upper story openings shall not be boarded but must be secured. If security bars are located on windows/doors, boarding is not required. Openings too small for a person to pass through, particularly pet openings in doors, regardless of location, should be secured but not boarded, unless otherwise directed.

The following boarding and hardware specifications shall apply:

8. Boarding must be carried out with plywood fastened with minimum 2-inch drywall screws placed 8 inches apart on the perimeter, or with bolts and 2x4s. Nails may not be used. To ensure that no hazards exist, remove all broken glass from windows, as well as from the surrounding interior and exterior areas.
9. Plywood must be 1/2” thick for window openings, 5/8” thick for door openings and 3/4” thick for sliding door and French door openings. Use 5/8” or 3/4” thickness as necessary for extra-large window openings.
10. Rear doors must be boarded using 3/4” plywood.
11. The original front door of property shall be locked and remain in place. The successful respondent (s) is responsible for installing a hinged access door with a hasp and padlock.
12. A 4” x 18” opening must be cut into the plywood no more than 18” from the top to allow light penetration. If the original window has been broken or removed, a mesh screen must cover the inside cut.
13. Check the City/State variation to determine the requirements particular to the property being secured. If no requirements are provided for the property being boarded, use local codes.
14. Boarding should be priced by the united inch (length plus width).

Except as noted below, all window sashes, frames, glass and hardware must not be damaged by the boarding installation.

All screen inserts are to be removed, marked as to location and stored in a convenient location at the property.

Where it is possible to adjust the position of the sashes to accommodate the boarding specifications listed above, the sashes are to remain in the frame.

Where the sashes cannot be adjusted to accommodate the boarding specifications listed above, the sashes must be removed from the frames and stored within the property. This includes all stationary lights secured by stops.

Where items must be removed from the frame and stored, the items shall be clearly marked as to the area from which they were removed.

All items are to be stored on edge and braced to prevent accidental tipping, sliding, etc. In no instance may any storage item be laid flat.

Hinged windows must be completely removed from the frame and stored the in the fashion described above. If possible, the hinge pins should be removed and stored with the item.

Panels may not be nailed to wood frame windows.

WINTERIZATION

The successful respondent(s) will be responsible for winterizing vacant properties. Properties should be winterized only once. A property may be re-winterized only if the initial winterization is deemed to be no longer effective and prior approval has been obtained from RIHousing. The winterization process must include a thorough and complete draining of all plumbing and heating systems. Use of air pressure to clear systems and, in some cases, adding antifreeze to systems are acceptable methods, provided that the effect prevents freeze-ups.

The main interior water supply must be shut off. If a shut-off of the property's interior water supply is not possible, the water to the property must be shut off at the curb. In either case, the water meter must be disconnected and left at the property unless the City or County ordinance requires return of the meter to the water company in order to avoid further water charges. The disconnected feed pipe leading from the main water valve must be plugged. Tags, labels, or warning signs must be affixed to all items winterized and must include the date of winterization and the name, address, and telephone number of the firm that performed the work. For properties with wells, the pump (if not submersible) and tank must be drained. All winterization must be performed in accordance with state and local codes, ordinances and regulations and, where applicable, FHA, USDA-RD, or VA guidelines.

HOMES WITH DRY HEAT SYSTEMS - The hot water heater and all domestic supply and distribution piping must be thoroughly drained. All faucet and valves must be opened in the process and then closed after draining is completed. Water must be blown out of the lines with

pressurized air. Only kitchen sink and bathtub hot water faucets may be left open. Adequate amounts of antifreeze (ethylene glycol) are to be placed in all fixture traps of drains, sinks, showers, toilet bowls and tanks, washer drains, dishwashers, clothes washers, etc. Any water softeners, storage tanks, and/or roof mounted air coolers must be drained. If private water, drain tank and pump system. Close fireplace damper, plug dryer vent, and close and lock all windows and doors. Post signs in kitchen and bathrooms that read "Property has been winterized, do not use plumbing." Post signs on water heaters to show date property was winterized. Report any visible signs of damage to plumbing or utilities.

In regard to heating systems fuel sources:

- (A) Natural gas - turn gas off.
- (B) Propane / Oil - check fuel level and shut off.
- (C) Electric - Turn OFF, remove or turn off main breakers and all breakers to water heaters, appliances, air conditioner, etc. An exception to this is in the case of a sump pump. In such instances the main breaker should remain ON and only the sump pump breaker should remain on.

HOMES WITH WET HEAT SYSTEMS - The winterization requirements outlined in Homes with Dry Heat Systems apply. In addition, the house boiler system must be thoroughly drained. All radiator vents are to be opened in the process, bleeder pins must not be removed from the radiators.

HOMES WITH RADIANT HEAT SYSTEMS - The winterization requirements outlined in Homes with Dry Heat Systems apply. In addition, winterization must include a thorough draining of the heater. Radiant heat piping must be drained and blown dry by compressed air pressure and an adequate amount of antifreeze is to be put in the radiant piping.

SUMP PUMPS - Where there is an existing sump pump used to keep basements or crawl space dry, the electricity at the main breakers must remain on and the electricity to that breaker only must remain on to assure that the property is not damaged by flooding. Check to make sure the sump pump is operable and operating. Contact RIHousing for guidance if the existing pump does not work or if a sump pump appears to have been removed.

RIHousing should be contacted for directions on maintaining water services to houses where a community water service is involved and on utility services to townhouses, duplexes, attached dwellings in PUDs, and condominiums where such services must be left on due to homeowners association or party wall requirements.

Unless otherwise instructed by RIHousing, in condominiums and attached dwellings in PUDs, water services and utilities should remain on if the systems are shared with other units.

NOTE - Occasionally a property will already have had the electricity turned off. On these occasions a generator may be needed to power the compressor to blow the lines.

LOCK CHANGES

At times, RIHousing is in need of licensed locksmiths to perform various locksmithing services at its vacant properties. These services may include, but are not limited to, picking or drilling locks, changing locks to match the RIHousing's REO Master Key (the "Master Key"), and/or occasionally providing a separate pass key or keys, securing of slider doors, and installing hasps and RIHousing Master Padlocks (the "Master Padlocks") on garage doors and outer buildings.

Most lock changes will need to be completed within a 3 to 5-day span. Occasionally, depending on conditions, a request will be made to respond within a 2-3-hour time span.

Occasionally, the technician may be directed to perform additional services on site as circumstance requires. The technician will maintain sufficient materials and supplies to perform additional lock changes.

Typically a new lock, keyed to the Master Key, will be installed at each entry door; either a dead bolt, locking hand set, or hasp and padlock. Detached garage doors and outbuildings should be secured with a Master Padlock and hasp. Occasionally, doors with locks within the property may need to be disabled. Automatic garage door openers must be unplugged and the garage doors must be secured, typically with a padlock installed in the door track.

DEBRIS REMOVAL

The successful respondent(s) will be responsible for debris removal services at RIHousing's vacant properties. The work entails complete interior and exterior clean-out (including attic, basement, crawl spaces, garages, etc.) and proper disposal of refuse (including dead animals) and abandoned personal effects, such as furniture, clothing, dishes and utensils. If directed by RIHousing, clean-out may include removal of shabby or torn carpet, and/or cracked or torn linoleum. Each interior room, garage (attached or detached), shed, barn, utility room, and other structure located on the property must be left in broom clean condition.

All free-standing appliances such as refrigerators, air conditioners, washers and dryers, etc., and all light fixtures, ceiling fans, mantels, wall mirrors, and fireplace gas logs must be left in the property unless otherwise directed. Refrigerators and stoves must be cleaned of all organic material and other debris.

Debris must be physically removed from the property. Disposal must meet state and municipal requirements. Special care, if so directed by state and municipal law, is to be taken in the disposal of appliances and other scrap metals, such as air conditioning units, washers, dryers, refrigerators, mattresses, automobile tires, batteries, computers and electronic components (such as printers and monitors), and household hazardous waste (HHW). HHW products are frequently identifiable by labels marked CAUTION, DANGER, WARNING, or POISONOUS. Questions regarding hazardous waste removal procedures should be directed to local health or environmental departments.

PROPERTY INSPECTIONS

RIHousing requires inspections of its vacant and delinquent properties on at least a monthly basis. During winter months, weekly inspections may be required if the heat is to remain on. On occasion, RIHousing will request spot inspections, which must be performed within twenty-four (24) hours of such request.

A sign-in sheet is required to remain at the property to document all visitors. The sheet must include date, time, company name, individual's name of each visitor. Inspections must cover interior and exterior portions of the property. The inspector must ensure that all windows are secure and doors are locked. All newspapers, mail, phone books and the like must be removed from the mailbox, porch, steps, and driveway. The inspector must notify RIHousing of (and deliver or forward) all water, sewer, tax, gas and electric bills. Inspectors must ensure that yard maintenance or snow removal is being performed, and immediately report any signs of overgrown lawns or unremoved snow. Electric main breakers should be off except for breakers that control sump pumps, dehumidifiers, or heat in the winter. Inspectors must report immediately break-ins, broken windows, roof leaks, basement water and anything out of the ordinary. Inspectors need to meet police at the property and receive a police report if the property has been broken into and damage, theft or vandalism occurred. Inspectors must be able to temporarily secure windows and doors to prevent entry.

YARD MAINTENANCE

Yard maintenance includes cutting the lawn (initial and subsequent cutting), weeding, sweeping all paved areas (sidewalks, driveways, patios, etc.), and removing all lawn clippings, cuttings, and incidental debris (newspapers, flyers, bottles, etc.). These services are included in the cost for initial cut and recut and are not to be claimed as separate expenses unless otherwise indicated. All debris must be removed. Trimming shrubs, spring cleanup, fall cleanup, gutter cleaning (at RIHousing direction only) and snow removal will be listed as separate costs.

Grass should typically be cut twice a month between April 1 and October 31. Cutting once a month may be sufficient depending on the level of rainfall during the summer seasons. Grass should not be cut between November 1 and March 31 unless prior written approval is obtained. Grass and weeds must be cut to the edge of the property line and to a maximum of two inches. Grass and weeds must be trimmed around foundations, bushes, trees, and planting beds. Also, grass and weeds must be trimmed flush with fences and other construction.

RIHousing may occasionally require additional services such as, shrubs trimming and cuttings removed, spring cleanup in conjunction with the initial cut of the season, fall cleanup after the last re-cut of the season, and gutter cleaning. These services are optional and will be requested by RIHousing when needed.

Snow must be removed from the sidewalks, entry walk and porch following an accumulation of 3 inches or more. Local codes and ordinances governing the removal of snow or ice must be followed. Driveways must be cleared sufficiently to allow at least one vehicle to enter, unless otherwise instructed (e.g., commercial buildings).

PROPERTY CONDITION ESTIMATES

Upon First Time Vacancy, the vendor will be required to provide an estimate itemizing any work or repairs needed for the property to meet all of the following conditions:

- The property is undamaged by fire, flood, earthquake, hurricane, tornado, boiler explosion (if a condominium)
- The property is secured and, if applicable, winterized;
- The property has no conditions that can cause any further deterioration to it
- All health and safety repairs have been completed
- All insured damages including theft and vandalism are repaired per the scope of work indicated on the insurance documents;
- Interior and exterior debris are removed, with the property's interior maintained in "Broom-swept" Condition;
- The property's lawn is maintained, and all vehicles and any other personal property are removed from the property in accordance with state and local requirements

INSURANCE LOSS INSPECTIONS

Insurance loss inspections may be required to verify that repairs and rehab work are successfully completed prior to the release of insurance funds. Often, these properties are occupied. The vendor will be required to schedule an appointment with the homeowner. The vendor will survey the extent of the damage, the completed percentage of the repairs, and the borrower's satisfaction with the repairs. Vendor must provide a progress report, including photos, as well as alerts about work not being completed as scheduled.

Attachment C

Documentation Requirements

The successful respondent(s) and its vendor/subcontractors will be responsible for providing RIHousing reports with photographic evidence of conditions at each inspection. The purpose of the reports and photographs is to document: 1) changes in condition from one inspection to the next; and 2) changes that represent conditions before and after work is performed.

All reports and photographs must be digital, in color, and with a date stamp on the image. Reports and Photographs must be submitted to RIHousing electronically.

PROPERTY INSPECTIONS

For regular property inspection intervals, photographs must be taken of:

1. The street name;
2. The front of the property showing the house number (vacant properties must show all four corners of the house);
3. Any changes recognized from the previous regular inspection, such as debris/litter, graffiti, damage, changes in security, etc.; and
4. The sign-in sheet, after signing in and entering any notes about changes in condition.

DEBRIS REMOVAL

The goal of debris removal photographs is to identify the quantity of materials considered debris, as well as the condition of various areas of the property. Accordingly, vendors/subcontractors who perform debris removal must produce the related report and photographs and submit them as standard practice:

1. The street name;
2. The front of the property showing the house number;
3. Each of the areas from which debris is to be removed, before the debris is collected including interior and exterior. Plan to take photos from the same vantage point in the area after the debris has been removed;
4. Each disposal container when empty (pickup, trailer, dump truck, dumpster, roll-off container, etc.). Include the measurements and ID number on the disposal container;
5. Each disposal container when filled (pickup, trailer, dump truck, dumpster, roll-off container, etc.). Include the ID number on the disposal container; and
6. Each of the areas from which debris was removed. Take photos from the same vantage point in the area(s) where the original photos were taken.

The vendor/subcontractor must also provide RIHousing with copies of all receipts, weigh bills, invoices or other documentation from the legal disposal facility or disposal when required.

OTHER WORK AT THE PROPERTY

When work is being performed (other than debris removal), photographs must be taken of:

1. The street name;
2. The front of the property showing the house number;
3. Conditions related to the scope of work before work has started. Plan to take photos from the same vantage point in the area after the work is completed;
4. Any changes recognized since leaving the site during a given work assignment that were not included in your scope of work, such as debris/litter, graffiti, damage, changes in security, etc.; and
5. Conditions related to the scope of work after the work is complete. Plan to take photos from the same vantage point in the area before the work was started.

Attachment D

Federal Housing Administration Fee Schedule

APPENDIX - MAXIMUM PROPERTY PRESERVATION ALLOWANCES

A. Property Preservation Allowances

CLAIM SUBMISSION AND DOCUMENTATION COSTS	
Maximum Property Preservation Allowance	\$5,000
Photographs	Maximum \$30 per property
Local Requirements (Vacant Property Registration)	Actual cost to register and comply with all VPR ordinance requirements (provide supporting documentation)
INSPECTIONS	
Initial Inspection	\$20/\$15 per each additional unit
Occupancy Inspections	\$20/\$15 per each additional unit
Vacant Inspections (Ongoing) <ul style="list-style-type: none"> • Initial Vacant Property Inspection (One time) • Ongoing Inspections 	\$35/\$15 per each additional unit \$20/\$15 per each additional unit
SECURING THE PROPERTY	
Emergency Contact Information Posting	
Emergency Contact Posting including Address Posting	\$10 one time reimbursement
Lockbox, including duplicate HUD coded keys	\$40 one time reimbursement
Locksets	
Lockset replacement – Front or Main Entranceway	\$60 per door/door set
Lockset replacement - other than above	\$20 each
Re-keying	\$10 per keyhole
Padlock/Hasp Installation	\$40 each
Doors	
Replace Exterior Door – Pre-Hung Steel	\$800 each
Replace Overhead Door	\$800 single bay door \$1,000 double bay door
Repair Overhead Door	\$100 maximum per property
Glazing/Windows	
Re-Glazing	\$1.50 per United Inch (U.I.) (Length (in.) of one side + Width (in.) of one side = Total U.I.)
Window Lock Replacement	\$5 each; maximum \$50 per property
Door slider lock, anti-lift blocks, security bars	\$25 each
Boarding/Securing of doors and windows	
Boarding/Securing Materials	\$.90 per U.I.
Swimming Pools, Spas, and Hot Tubs	
Swimming Pool Securing – In-ground	Maximum \$1,250 for all work, including cover installation

Swimming Pool Securing -Above ground	Maximum \$500 for all work, including cover installation
Spa and Hot-tub Securing	Maximum \$50 for all work, including cover installation
Swimming Pool Draining	Maximum \$300 per property
Above Ground Swimming Pool Removal	Maximum \$500 per property
Swimming Pool Maintenance	Maximum \$100 monthly
Winterization	
Dry Winterization	Maximum \$100 each unit
Wet/Steam Winterization	Maximum \$150
Wet/Steam Winterization – additional unit	Maximum \$90
Radiant Winterization	Maximum \$250
Radiant Winterization – additional unit	Maximum \$125
Reduced Pressure Zone (RPZ) Valves	Maximum \$150, where required by state or local law
Swimming Pools and Spas	Maximum \$200 per property per 12-month period
Re-winterization	\$50 each occurrence
Utilities, Power Supply, Water Supply, Gas Supply	
Electricity, Gas, Oil, Propane, Water and Sewer	Actual cost - one time shut off/transfer fee as assessed by local utility entities
Water well closing and disconnection	\$80 for all work required – one time shut-off per property
Initial water line pressure testing	\$20
Wire Capping	\$1 each; maximum \$25 per property
Water, Sewer, or Gas Capping	\$15 each ; maximum \$90 per property
Smoke Detectors – when required by AHJ	\$15 each
CO2 Monitor – when required by AHJ	\$25 each
Roof Assembly Repair	
Temporary Roof Repair/Tarping	Maximum \$600 per property
Permanent Roof Repair/Patching	Maximum \$1,000 per property
Chimney Capping	Maximum \$100 each
Foundation Drainage Systems and Basements	
Basement Water Pumping	Maximum \$500 per property
Gutter Cleaning and Repair	\$1 per linear foot (LF); Maximum \$100 per property
Gutter Replacement (missing sections only)	\$4.70 per LF; Maximum \$400 per property
Molds, Fungus, Discoloration and Related Moisture Damage and Organic Growth	
Dehumidifier Purchase and Installation	Maximum \$250 each
Absorbent Moisture Desiccants	\$20 each; maximum \$100 per 12 month period
Mold Treatment including Medium Removal, mold inhibitor chemicals, mold inhibiting paints	\$300 Maximum per property
Sump Pumps	
Sump Pump Replacement/Installation	Maximum \$300 per property
Sump Pump Repair	Maximum \$50

Debris Removal, Cleaning, and Minor Repair	
Debris Removal, Interior and Exterior	Maximum \$1,250
Debris Removal, Interior and Exterior – additional waste	\$50 per cubic yard (CY)
Broom Swept Cleaning	\$50
Refrigerator and Freezer Cleaning	\$50
Toilet Cleaning	\$50
Clothes Dryer Vent Cover Installation	\$ 20 each
Pest Extermination (professional services with documented need)	Maximum \$300 (provide payment evidence)
Pest Extermination (Over-the-counter products)	\$30 each; maximum \$90 per 12 month period
Dead Animal Removal	\$50 per occurrence
Vehicle/Boat Removal	Maximum \$210 per vehicle
Fencing Repair	\$300 for all work required
Handrails	\$10 per lineal foot (LF) Maximum \$200 per property
Carpet Removal including removal of tack strips	\$.20 per square foot (SF) Maximum \$400 per property
Demolition of Dilapidated/Unsafe Outbuildings and Sheds	\$1.00 per square foot; Maximum \$400 per property
Professional reports (Hazardous material identification and testing) - Reimbursement for positive results only	Maximum \$1,100 per property
Police and Fire Reports	\$20 each
Personal Property Storage	
Storage and disposition	Maximum \$300 per property
MAINTENANCE	
Yard Maintenance	
Initial Desert Landscaping Maintenance	Maximum \$300
Re-Cut Desert Landscaping Maintenance	Maximum \$200 per 12 month period
Grass Cuts	Refer Attachment B
Tree Trimming	Maximum \$250 per 12 month period
Shrub Trimming	Maximum \$200 per 12 month period
Snow Removal	
Snow/Ice Removal	Maximum \$75 per occurrence
Utilities	
Utility Costs	Actual costs as invoiced by power and utility entities

B. Winterization Schedule

Required Winterization Period	State or Territory
All Year	Alaska
September 1 through April 30	Colorado; Connecticut; Idaho; Illinois; Indiana Iowa; Maine; Massachusetts; Michigan; Minnesota; Montana; Nebraska; New Hampshire; New Jersey; New York; North Dakota; Ohio; Oregon; Pennsylvania; Rhode Island; South Dakota; Vermont; Washington; Wisconsin; Wyoming
October 1 through March 31	Alabama; Arizona; Arkansas; California; Delaware; Florida; Georgia; Kansas; Kentucky; Louisiana; Maryland; Mississippi; Missouri; Nevada; New Mexico; North Carolina; Oklahoma; South Carolina; Tennessee; Texas; Utah; Virginia; West Virginia; Washington, DC
Winterization not required	Hawaii; Guam; Northern Mariana Islands; American Samoa; Puerto Rico; U.S. Virgin Islands

C. Grass Cut Schedule

State or Territory	Initial Cut (1 - 10,000 sf)	Initial Cut (10,001 sf - 20,000 sf)	Re-cuts (1 - 10,000 sf)	Re-cuts (10,001 sf - 20,000 sf)
NOTE: Add \$25 for each additional 10,000 sf for properties greater than 20,000 sf				
ALL YEAR: ONCE PER MONTH				
Arizona	\$75	\$95	\$70	\$90
Nevada	\$90	\$110	\$85	\$105
New Mexico	\$85	\$105	\$80	\$100
ALL YEAR: TWICE PER MONTH				
California	\$100	\$120	\$95	\$115
Florida	\$85	\$105	\$80	\$100
Hawaii	\$110	\$130	\$105	\$125
Guam, MP, AS	\$110	\$130	\$105	\$125
Puerto Rico	\$110	\$130	\$105	\$125
U.S. Virgin Islands	\$85	\$105	\$80	\$100
APRIL 1 TO OCTOBER 31: ONCE PER MONTH				
Colorado	\$85	\$105	\$80	\$100
Utah	\$85	\$105	\$80	\$100
Wyoming	\$85	\$105	\$80	\$100
APRIL 1 TO OCTOBER 31: TWICE PER MONTH				
Arkansas	\$70	\$90	\$65	\$85
Connecticut	\$100	\$120	\$95	\$115
Delaware	\$95	\$125	\$90	\$120
Idaho	\$100	\$120	\$95	\$115

State or Territory	Initial Cut (1 - 10,000 sf)	Initial Cut (10,001 sf - 20,000 sf)	Re-cuts (1 - 10,000 sf)	Re-cuts (10,001 sf - 20,000 sf)
Illinois	\$85	\$105	\$80	\$100
Indiana	\$85	\$105	\$80	\$100
Iowa	\$85	\$105	\$80	\$100
Kansas	\$85	\$105	\$80	\$100
Kentucky	\$85	\$105	\$80	\$100
Maine	\$100	\$120	\$95	\$115
Maryland	\$100	\$120	\$95	\$115
Massachusetts	\$100	\$120	\$95	\$115
Michigan	\$85	\$105	\$80	\$100
Minnesota	\$85	\$105	\$80	\$100
Missouri	\$85	\$105	\$80	\$100
Montana	\$85	\$105	\$80	\$100
Nebraska	\$85	\$105	\$80	\$100
New Hampshire	\$100	\$120	\$95	\$115
New Jersey	\$100	\$120	\$95	\$115
New York	\$100	\$120	\$95	\$115
North Carolina	\$85	\$105	\$80	\$100
North Dakota	\$85	\$105	\$80	\$100
Ohio	\$85	\$105	\$80	\$100
Oklahoma	\$85	\$105	\$80	\$100
Oregon	\$100	\$120	\$95	\$115
Pennsylvania	\$95	\$115	\$90	\$110
Rhode Island	\$100	\$120	\$95	\$115
South Dakota	\$85	\$105	\$80	\$100
Tennessee	\$85	\$105	\$80	\$100
Vermont	\$100	\$120	\$95	\$115
Virginia	\$95	\$115	\$90	\$110
Washington	\$100	\$120	\$95	\$115
West Virginia	\$95	\$115	\$90	\$110
Wisconsin	\$85	\$105	\$80	\$100
Washington DC	\$95	\$115	\$90	\$110
MARCH 1 TO NOVEMBER 30: TWICE PER MONTH				
Alabama	\$70	\$90	\$65	\$85
Georgia	\$85	\$105	\$80	\$100
Louisiana	\$85	\$105	\$80	\$100
Mississippi	\$85	\$105	\$80	\$100
South Carolina	\$85	\$105	\$80	\$100
Texas	\$85	\$105	\$80	\$100
JUNE 1 TO SEPTEMBER 30: TWICE PER MONTH				
Alaska	\$100	\$120	\$95	\$115

Attachment E

USDA-RD Fee Schedule

APPENDIX - MAXIMUM PROPERTY PRESERVATION ALLOWANCES

A. Property Preservation Allowances

CLAIM SUBMISSION AND DOCUMENTATION COSTS	
Maximum Property Preservation Allowance	\$5,000
Photographs	Maximum \$30 per property
Local Requirements (Vacant Property Registration)	Actual cost to register and comply with all VPR ordinance requirements (provide supporting documentation)
INSPECTIONS	
Initial Inspection	\$20/\$15 per each additional unit
Occupancy Inspections	\$20/\$15 per each additional unit
Vacant Inspections (Ongoing) <ul style="list-style-type: none"> • Initial Vacant Property Inspection (One time) • Ongoing Inspections 	\$35/\$15 per each additional unit \$20/\$15 per each additional unit
SECURING THE PROPERTY	
Emergency Contact Information Posting	
Emergency Contact Posting including Address Posting	\$10 one time reimbursement
Lockbox, including duplicate HUD coded keys	\$40 one time reimbursement
Locksets	
Lockset replacement – Front or Main Entranceway	\$60 per door/door set
Lockset replacement - other than above	\$20 each
Re-keying	\$10 per keyhole
Padlock/Hasp Installation	\$40 each
Doors	
Replace Exterior Door – Pre-Hung Steel	\$800 each
Replace Overhead Door	\$800 single bay door \$1,000 double bay door
Repair Overhead Door	\$100 maximum per property
Glazing/Windows	
Re-Glazing	\$1.50 per United Inch (U.I.) (Length (in.) of one side + Width (in.) of one side = Total U.I.)
Window Lock Replacement	\$5 each; maximum \$50 per property
Door slider lock, anti-lift blocks, security bars	\$25 each
Boarding/Securing of doors and windows	
Boarding/Securing Materials	\$.90 per U.I.
Swimming Pools, Spas, and Hot Tubs	
Swimming Pool Securing – In-ground	Maximum \$1,250 for all work, including cover installation

Swimming Pool Securing -Above ground	Maximum \$500 for all work, including cover installation
Spa and Hot-tub Securing	Maximum \$50 for all work, including cover installation
Swimming Pool Draining	Maximum \$300 per property
Above Ground Swimming Pool Removal	Maximum \$500 per property
Swimming Pool Maintenance	Maximum \$100 monthly
Winterization	
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Wet/Steam Winterization	Maximum \$150
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Reduced Pressure Zone (RPZ) Valves	Maximum \$150, where required by state or local law
Swimming Pools and Spas	Maximum \$200 per property per 12-month period
Re-winterization	\$50 each occurrence
Utilities, Power Supply, Water Supply, Gas Supply	
Electricity, Gas, Oil, Propane, Water and Sewer	Actual cost - one time shut off/transfer fee as assessed by local utility entities
Water well closing and disconnection	\$80 for all work required – one time shut-off per property
Initial water line pressure testing	\$20
Wire Capping	\$1 each; maximum \$25 per property
Water, Sewer, or Gas Capping	\$15 each ; maximum \$90 per property
Smoke Detectors – when required by AHJ	\$15 each
CO2 Monitor – when required by AHJ	\$25 each
Roof Assembly Repair	
Temporary Roof Repair/Tarping	Maximum \$600 per property
Permanent Roof Repair/Patching	Maximum \$1,000 per property
Chimney Capping	Maximum \$100 each
Foundation Drainage Systems and Basements	
Basement Water Pumping	Maximum \$500 per property
Gutter Cleaning and Repair	\$1 per linear foot (LF); Maximum \$100 per property
Gutter Replacement (missing sections only)	\$4.70 per LF; Maximum \$400 per property
Molds, Fungus, Discoloration and Related Moisture Damage and Organic Growth	
Dehumidifier Purchase and Installation	Maximum \$250 each
Absorbent Moisture Desiccants	\$20 each; maximum \$100 per 12 month period
Mold Treatment including Medium Removal, mold inhibitor chemicals, mold inhibiting paints	\$300 Maximum per property
Sump Pumps	
Sump Pump Replacement/Installation	Maximum \$300 per property
Sump Pump Repair	Maximum \$50

Debris Removal, Cleaning, and Minor Repair	
Debris Removal, Interior and Exterior	Maximum \$1,250
Debris Removal, Interior and Exterior – additional waste	\$50 per cubic yard (CY)
Broom Swept Cleaning	\$50
Refrigerator and Freezer Cleaning	\$50
Toilet Cleaning	\$50
Clothes Dryer Vent Cover Installation	\$ 20 each
Pest Extermination (professional services with documented need)	Maximum \$300 (provide payment evidence)
Pest Extermination (Over-the-counter products)	\$30 each; maximum \$90 per 12 month period
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Personal Property Storage	
Storage and disposition	Maximum \$300 per property
MAINTENANCE	
Yard Maintenance	
Initial Desert Landscaping Maintenance	Maximum \$300
Re-Cut Desert Landscaping Maintenance	Maximum \$200 per 12 month period
Grass Cuts	Refer Attachment B
Tree Trimming	Maximum \$250 per 12 month period
Shrub Trimming	Maximum \$200 per 12 month period
Snow Removal	
Snow/Ice Removal	Maximum \$75 per occurrence
Utilities	
Utility Costs	Actual costs as invoiced by power and utility entities

B. Winterization Schedule

Required Winterization Period	State or Territory
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C. Grass Cut Schedule

State or Territory	Initial Cut (1 - 10,000 sf)	Initial Cut (10,001 sf - 20,000 sf)	Re-cuts (1 - 10,000 sf)	Re-cuts (10,001 sf - 20,000 sf)
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ALL YEAR: TWICE PER MONTH				
California	\$100	\$120	\$95	\$115
Florida	\$85	\$105	\$80	\$100
Hawaii	\$110	\$130	\$105	\$125
Guam, MP, AS	\$110	\$130	\$105	\$125
Puerto Rico	\$110	\$130	\$105	\$125
U.S. Virgin Islands	\$85	\$105	\$80	\$100
APRIL 1 TO OCTOBER 31: ONCE PER MONTH				
Colorado	\$85	\$105	\$80	\$100
Utah	\$85	\$105	\$80	\$100
Wyoming	\$85	\$105	\$80	\$100
APRIL 1 TO OCTOBER 31: TWICE PER MONTH				
Arkansas	\$70	\$90	\$65	\$85
Connecticut	\$100	\$120	\$95	\$115
Delaware	\$95	\$125	\$90	\$120
Idaho	\$100	\$120	\$95	\$115

State or Territory	Initial Cut (1 - 10,000 sf)	Initial Cut (10,001 sf - 20,000 sf)	Re-cuts (1 - 10,000 sf)	Re-cuts (10,001 sf - 20,000 sf)
Illinois	\$85	\$105	\$80	\$100
Indiana	\$85	\$105	\$80	\$100
Iowa	\$85	\$105	\$80	\$100
Kansas	\$85	\$105	\$80	\$100
Kentucky	\$85	\$105	\$80	\$100
Maine	\$100	\$120	\$95	\$115
Maryland	\$100	\$120	\$95	\$115
Massachusetts	\$100	\$120	\$95	\$115
Michigan	\$85	\$105	\$80	\$100
Minnesota	\$85	\$105	\$80	\$100
Missouri	\$85	\$105	\$80	\$100
Montana	\$85	\$105	\$80	\$100
Nebraska	\$85	\$105	\$80	\$100
New Hampshire	\$100	\$120	\$95	\$115
New Jersey	\$100	\$120	\$95	\$115
New York	\$100	\$120	\$95	\$115
North Carolina	\$85	\$105	\$80	\$100
North Dakota	\$85	\$105	\$80	\$100
Ohio	\$85	\$105	\$80	\$100
Oklahoma	\$85	\$105	\$80	\$100
Oregon	\$100	\$120	\$95	\$115
Pennsylvania	\$95	\$115	\$90	\$110
Rhode Island	\$100	\$120	\$95	\$115
South Dakota	\$85	\$105	\$80	\$100
Tennessee	\$85	\$105	\$80	\$100
Vermont	\$100	\$120	\$95	\$115
Virginia	\$95	\$115	\$90	\$110
Washington	\$100	\$120	\$95	\$115
West Virginia	\$95	\$115	\$90	\$110
Wisconsin	\$85	\$105	\$80	\$100
Washington DC	\$95	\$115	\$90	\$110
MARCH 1 TO NOVEMBER 30: TWICE PER MONTH				
Alabama	\$70	\$90	\$65	\$85
Georgia	\$85	\$105	\$80	\$100
Louisiana	\$85	\$105	\$80	\$100
Mississippi	\$85	\$105	\$80	\$100
South Carolina	\$85	\$105	\$80	\$100
Texas	\$85	\$105	\$80	\$100
JUNE 1 TO SEPTEMBER 30: TWICE PER MONTH				
Alaska	\$100	\$120	\$95	\$115

Attachment F

VA Fee Schedule

DESCRIPTION OF SERVICE	MAXIMUM ALLOWANCE
Property Inspections	
Initial property inspection	\$25
Monthly property inspection	\$25
Securing	
Initial securing of the property	\$230
Re-securing of property	0
Temporary roof repairs	\$460
Securing in-ground swimming pools	\$1,210
Securing above-ground swimming pools	\$460
Securing hot tubs or spas	\$60
Maintenance of pools, spas, and hot tubs	\$115
Debris Removal	
Amount paid per cubic yard	\$60
Max allowable for 1 unit	\$690
Max allowable for 2 units	\$865
Max allowable for 3 units	\$1,035
Max allowable for 4 units	\$1,210
Vehicle Removal	\$245
Boarding	
Windows with 1/2" plywood or polycarbonate/clearboard	\$740
Doors with 5/8" plywood or polycarbonate/clearboard	\$345
Other openings with 3/4" plywood or polycarbonate/clearboard	\$460
Equipment Repair or Replacement	
Sump pump repair	\$60
Sump pump installation	\$460
Pumping water from basement	\$1,725
Water well (pump, tank, and lines)	\$180
Septic system maintenance	\$780
Hazard Abatement	0
Utilities	
Electricity	\$900
Gas	\$900
Oil	\$1,800
Propane	\$1,800
Water and sewer	\$2,250
Winterization	
Dry heat – 1 unit	\$160
Dry heat – additional units	\$85
Wet heat – 1 unit	\$230
Wet heat – additional units	\$145
Radiant heat – 1 unit	\$290

Appendix H: Property Preservation Requirements and Fees

Radiant heat – additional units	\$145
Reduced Pressure Zone (RPZ) Valves	\$220
Pools, Spas, and Hot Tubs	\$460
Yard Maintenance	
Initial cut up to 5,000 s.f.	\$115
Initial cut 5,001 to 10,000 s.f.	\$145
Initial cut 10,001 s.f. or larger	\$175
Re-cut up to 5,000 s.f.	\$90
Re-cut 5,001 to 10,000 s.f.	\$100
Re-cut 10,001 s.f. or larger	\$125
Trim Shrubs	\$50
Snow Removal	\$70

Attachment G

Federal National Mortgage Association Fee Schedule

Property Preservation	
Description	Maximum Reimbursement Amount
A. Securing	
Knob lock or Knob lock with deadbolt	\$60 each
Padlock or Hasp and Padlock	\$40 each
Slider lock/Window lock	\$25 each
Boarding	\$0.90/unit inches (UI)
Clearboarding	Small (≤ 72 UI) = \$185 Large (> 72 UI) = \$285
Repair/Replace Windows	Standard ($\leq 36'' \times 36''$) = \$150 Large ($> 36'' \times 36''$) = \$200 Life of loan cap = \$600
Security Door	\$250/door
Repair/Replace Exterior Door	\$350 for the life of the mortgage loan
Repair/Replace Exterior Door Jamb	\$300 for the life of the mortgage loan
Cover Exterior Dryer Vent	\$25 each — 1 per unit for the life of the mortgage loan
Repair Garage Door	\$100/door for the life of the mortgage loan
Pool Covers	\$1,200 for the life of the mortgage loan
Repair/Replace Fence/Gate/Lanai	\$400 for the life of the mortgage loan
B. Yard Service	
Initial Grass Cut and Desert Landscaping (Less than 12" height)	For the life of the mortgage loan: Less than 10,000 sq ft — \$100 each 10,001 — 15,000 sq ft — \$150 each 15,001 — 25,000 sq ft — \$175 each 25,001 — 35,000 sq ft — \$200 each 35,001 — 43,560 sq ft — \$225 each
Grass Re-cut and Desert Landscaping	Per instance: Less than 10,000 sq ft — \$80 each 10,001 — 15,000 sq ft — \$100 each 15,001 — 25,000 sq ft — \$125 each 25,001 — 35,000 sq ft — \$150 each 35,001 — 43,560 sq ft — \$175 each
Trim Trees/Shrubs/Vines	\$250/calendar year (\$500/calendar year HI & FL)
C. Winterization	
Dry Winterization	\$100 for the first unit for the life of the mortgage loan

Defined Expense Reimbursement Limits	
Wet/Steam Winterization	\$150 for the first unit for the life of the mortgage loan
Radiant Winterization	\$250 for the first unit for the life of the mortgage loan
Additional unit of any type of winterization	\$50 each for the life of the mortgage loan
Re-Winterize	\$50 each /calendar year
D. Health and Safety	
Cleaning Refrigerator and Stand Alone Freezer	\$100 each
Moisture Control	\$50 per product install\$300/calendar year
Address Discoloration	\$2/square foot\$300 for the life of the mortgage loan
Cleaning Toilet	\$75 each\$375 maximum for the life of the loan
Capping Wires	\$1 each
Capping Gas/Water/Sewer Lines	\$25 each
Extermination	\$100/calendar year
Install/Repair/Replace Exterior Handrails	\$10/linear foot, \$200 for the life of the mortgage loan
Repair/Replace Steps	\$150 for the life of the mortgage loan
E. Raw Garbage, Perishable Debris, and Personal Property	
*Combined maximum of 10 cubic yards for the life of the mortgage loan	
Raw Garbage and Perishable Debris – Interior/Exterior	*\$40/cubic yard
Move Personal Property – Interior/Exterior	*\$20/cubic yard
Dead Vermin/Animal Removal	\$75 for the life of the mortgage loan
Roof Cleaning	\$50/cubic yard\$100/calendar year
F. Additional Allowable Items	
Address Posting	\$50 for the life of the mortgage loan
Chimney Cap	\$250/cap – 2 per unit for the life of the mortgage loan
Clean Gutters	\$1/linear foot, \$100/calendar year
Repair/Reattach Gutters	\$2/linear foot, \$150/calendar year
Snow Removal	\$75 each clearing, \$375/calendar year
Repair/Replace Sump Pump	\$300 for the life of the mortgage loan
Utility Transfers and Shut Off	\$75 for one time shut off/transfer fee of each
Utility Service	\$2,000 per initial utility service\$200 per service per month for the life of the mortgage loan
Police/Fire Report	\$50 for the life of the mortgage loan
Emergency Pump Water	\$500 for the life of the mortgage loan
Graffiti Removal	\$200 for the life of the mortgage loan
Repair/Replace Fascia	\$8/linear foot\$160 for the life of the mortgage loan
Repair/Replace Soffits	\$10/linear foot\$200 for the life of the mortgage loan
Plumbing Services	\$150 for the life of the mortgage loan
G. Damaged Properties	
Patch/Repair Roof	\$2/sq ft., \$800 for the life of the mortgage loan
H. Code Violations	
Code Violations/Citations	\$1,000 per fine/fee/lien\$3,000 for the life of mortgage loan
I. Registration	
Property Registration	Actual cost to register per local requirement
Foreclosure Expenses	
Publication Placement	\$35 per foreclosure referral

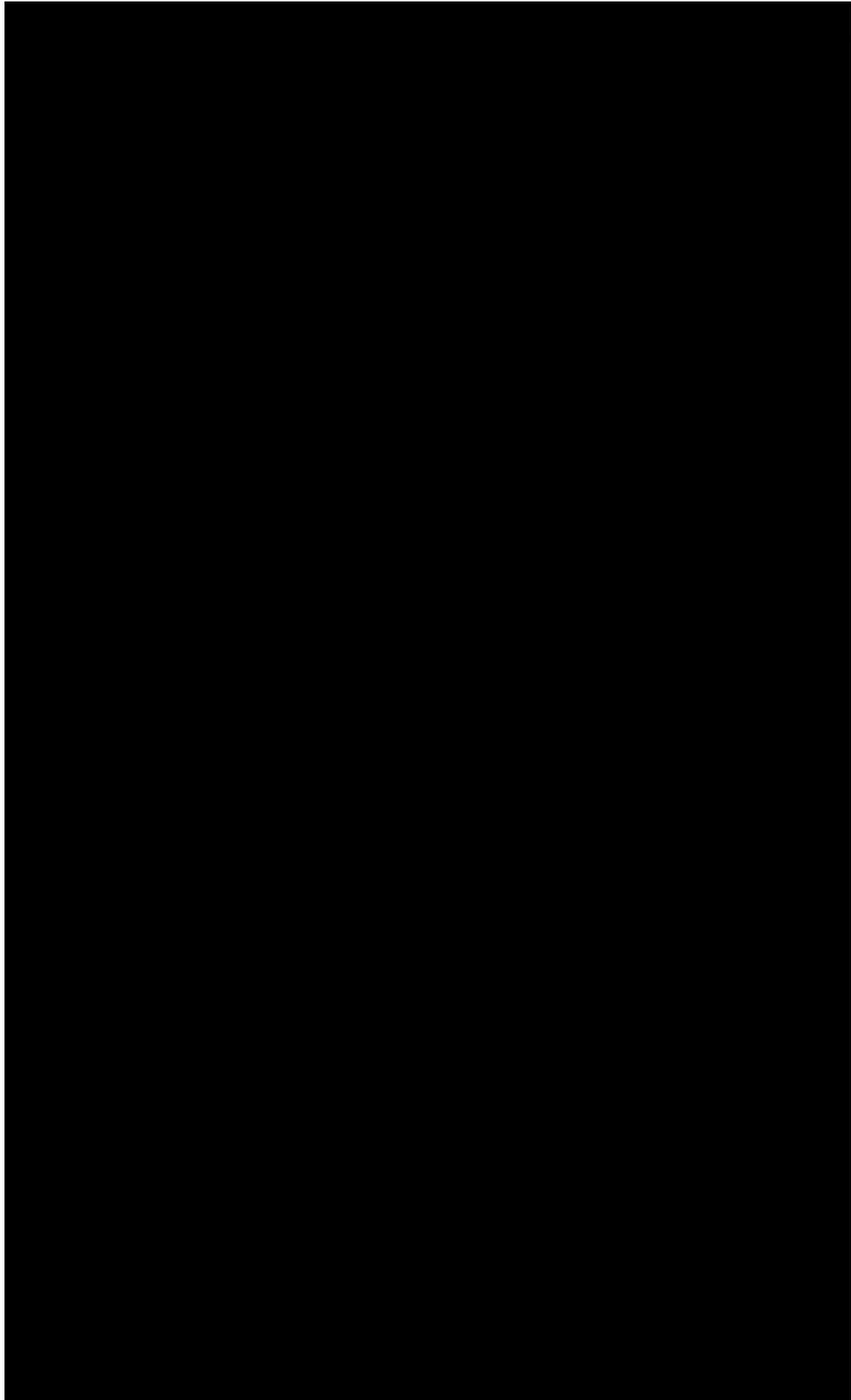
Defined Expense Reimbursement Limits

Posting Notice of Foreclosure Sale

\$75 per foreclosure referral for the following counties in the State of California:

- Los Angeles
- Orange
- Riverside
- San Diego
- San Bernardino

\$125 per foreclosure referral for all other counties in the State of California



Attachment H

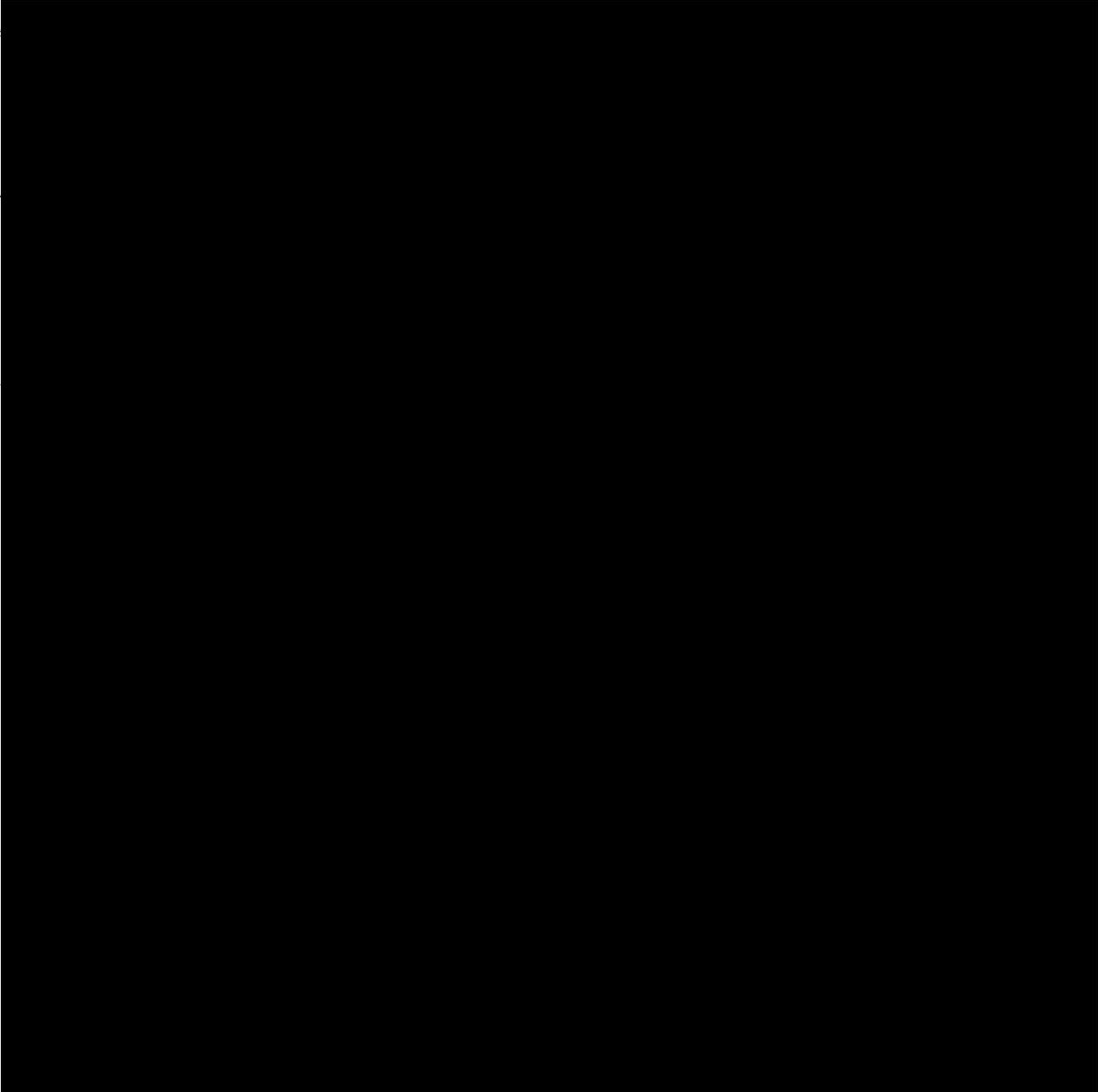
Fee Schedule – Maine Properties

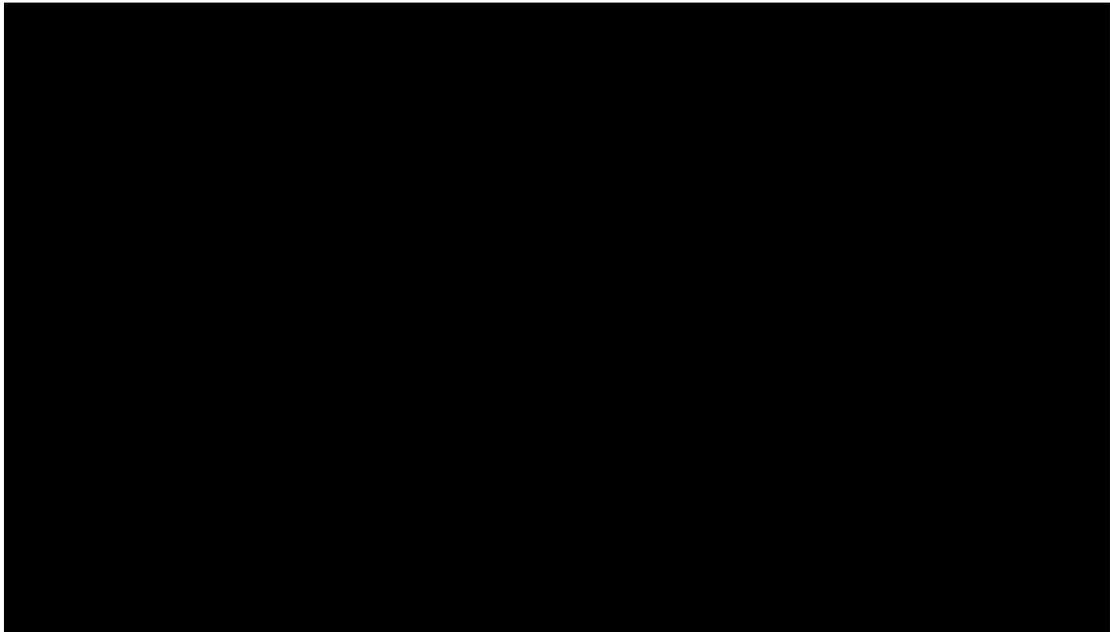
**Expense Reimbursement Maximum Fee Schedule
Effective January 1, 2017**

Inspections	<p>\$20 - Occupancy Inspection.</p> <p>\$30 - Vacant Property Inspection – Map & Lot and Assessed Value is cited, and a write-up is provided that verifies occupancy, and briefly addresses the overall condition of the property.</p> <p>\$35 – Initial Vacant Property Inspection – This should be a more in-depth inspection and should detail any property problems of significant concern.</p> <p>Additional inspections per month should be documented for reasons, e.g. concern about vandalism. The Authority will reimburse up to a maximum of 12 inspections.</p> <p>Mortgage insured or government insured loans are reimbursed in accordance with the insurer’s respective guidelines.</p>
Photos	<p>\$30 maximum - for photo confirmation of preservation and protection of the property.</p>
Non-Hazardous Debris/ Personal Property	<p><u>RD Guaranteed Loans Only:</u> \$2,500 maximum - for non-hazardous debris/personal property removal.</p> <p><u>Mortgage Insured and HUD/VA Guaranteed Loans:</u> The Authority will reimburse the expenses for non-hazardous debris removal that are reimbursed by the Mortgage Insurer/Guarantor.</p> <p><u>All SELF/Uninsured Loans:</u> \$50 - per cubic yard for debris removal; \$15 per unit for tire removal; not to exceed \$750 unless prior written approval is received from the Authority.</p> <p>A written request and estimate must be submitted to the Authority for prior approval to remove vehicles, appliances and pest infestation.</p>
Grass Cutting	<p>\$55 - for initial mowing for lawns 0-5000 square feet. \$100 - for initial mowing for lawns 5001 to 10,000 square feet. \$120 - for initial mowing for lawns 10,001 to 15,000 square feet. 15,000 square feet or more will approve higher cost only with documented reason approved by the Authority.</p> <p>\$50 - for each additional mowing for lawns 0-5000 square feet; and \$75 - for all other lawn sizes (maximum of 3 mowing per month) including trimming.</p>
Snow Plowing	<p>\$55 - per storm; higher cost only with documented reason approved by the Authority.</p>



Winterization	\$460 - for forced hot water systems. \$190 - for forced hot air systems. \$130 - for electric heat where only the water is drained & pipes protected. \$250 - for installation of a sump pump (only in instances where one existed on the premises).
Septic Repair	\$300 – allowance for repairs to septic system.
Pumping Basement	\$1,000 – allowance for pumping water from basement.
Vacant Property Registration	\$250 – for a municipality requirement to register a vacant property.
Boarding of Windows/Doors	\$65 - for any type window or door.
Lock Change/Securing	\$50 - for deadbolt, \$50 - for padlock, \$35 - for re-keying.



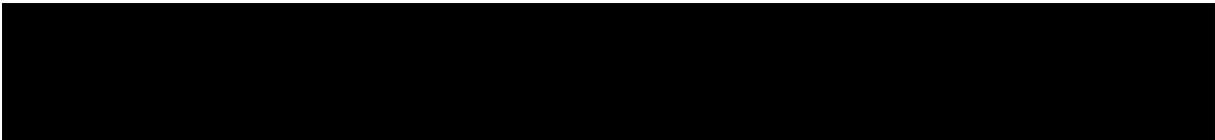


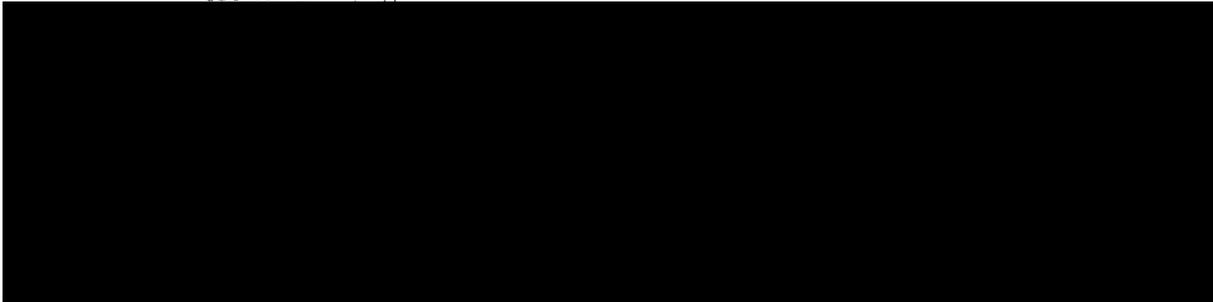
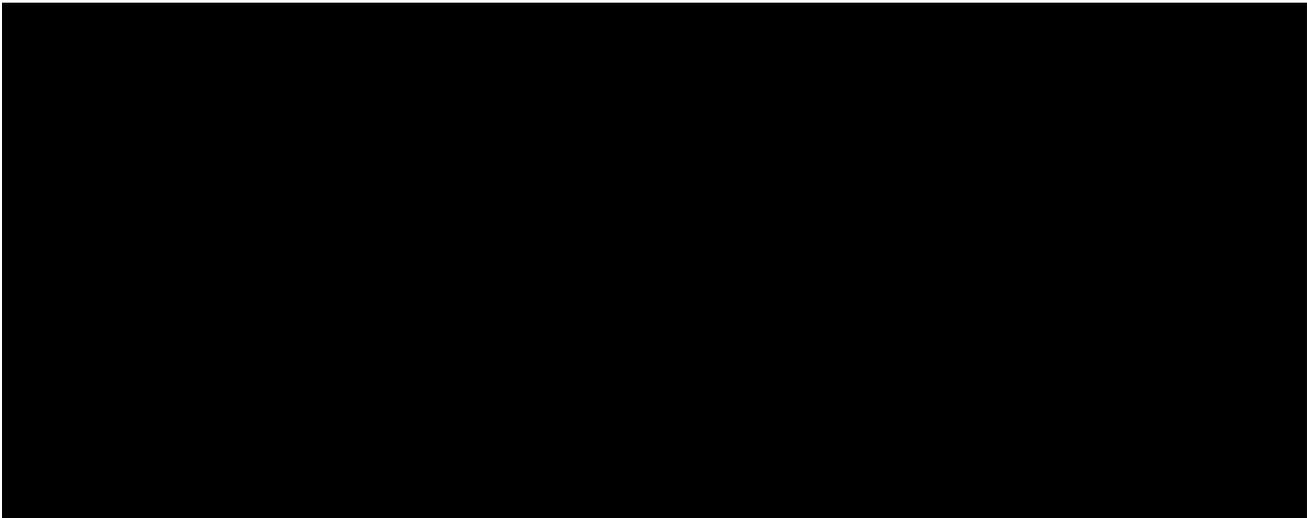
3. Property Inspections and Preservations

- a. **Inspections.** The Authority will only reimburse for up to a maximum of 12 visits. Inspections are only reimbursable for the Authority's self-insured loans. Otherwise, the Servicers must adhere to the Mortgage Insurer guidelines regarding reimbursement.
 - i. Occupancy Inspections. The Authority will reimburse \$20 for occupancy inspections.
 - ii. Vacant Property Inspections. The Authority will reimburse \$30 for a vacant property inspection, which must include the map & lot #, assessed value, verification of occupancy and a brief description that describes the overall condition of the property.
 - iii. Initial Vacant Property Inspection. The Authority will reimburse \$35 for an initial vacant property inspection, which should be more in-depth and provide details of any property problems that could substantially hinder marketability.

- b. **Non-Hazardous Debris/Personal Property.** For RD Loans only, the Authority will reimburse up to a maximum of \$2,500 for non-hazardous debris and/or personal property removal prior to the foreclosure/auction sale. For Mortgage Insured and HUD/VA Guaranteed Loans, the Authority will reimburse the Servicer for the debris removal expenses reimbursed by the MI/Guarantor. For SELF/Uninsured Loans, the Authority will pay \$50 per cubic yard for the removal of non-hazardous debris and/or personal property, and \$15 per unit for tire removal not to exceed \$750, unless prior written approval to exceed the limit is given by the Authority. Any request for removal of vehicles, appliances and/or pest infestation should be submitted to the Authority in writing and accompanied by an estimate.

- c. **Grass Cutting.** The Authority will reimburse based upon the following square footage.
 - i. Lawns of 0 – 5000 square feet - \$55 for the initial mowing.
 - ii. Lawns of 5001 – 10,000 square feet - \$100 for the initial mowing.
 - iii. Lawns of 10,001 – 15,000 square feet - \$120 for the initial mowing.
 - iv. Lawns of 15,000 square feet or more will need to be approved by the Authority. Supporting documentation must be included in the request.
 - v. Additional Mowing. The Authority will reimburse \$50 for lawns of 0-5000 and \$75 for all other lawn sizes for each additional mowing with a maximum of 3 mowing per month including trimming.



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- d. **Snow Plowing.** The Authority will reimburse \$55 per storm. Higher costs must be approved by the Authority. Supporting documentation must be included in the request.
 - e. **Photos.** The Authority will reimburse up to a maximum of \$30 for photo confirmation of the preservation and protection of the property.
 - f. **Winterization.** The Authority will reimburse the following:
 - i. Forced hot water systems - \$460
 - ii. Forced hot air systems - \$190
 - iii. Electric heat - \$130 where only the water is drained and the pipes are protected.
 - iv. Sump pump - \$250 for the installation of a sump pump only in instances where one previously existed on the premises.
 - v. Septic system repairs - \$300
 - vi. Pump basement – \$1,000 for pumping water from a basement.
 - g. **Vacant Property Registration.** The authority will reimburse \$250 for a municipality's requirement to register a vacant property.
 - h. **Boarding of Windows and Doors.** The Authority will reimburse \$65 for any type of window or door.
 - i. **Lock Change.** The Authority will reimburse \$50 for deadbolt, \$50 for padlock and \$35 for re-keying.
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