

Property Maintenance and Management: Property Preservation Matrix and Reference Guide

Effective Date: 9/1/2011

I. Property Preservation Matrix

As indicated in the *Servicing Guide*, Part VIII, Section 106: Property Maintenance and Management, throughout the foreclosure process the servicer is responsible for performing all property maintenance functions to ensure that the condition and appearance of the property are maintained satisfactorily.

Servicers should refer to the Property Preservation Matrix below for property preservation allowable reimbursement amounts. Where the cost of the contemplated preservation work exceeds these amounts, the request will be submitted via HomeTracker®, the preferred method for all over allowable reimbursement amounts. If the servicer does not have access to HomeTracker, the servicer must submit a *Property Preservation Request for Repair* (Form 1095) with supporting photographic documentation via e-mail to property_preservation@fanniemae.com.

All pertinent supporting information and documentation that would assist in making a sound and complete property preservation decision should be included. Photos should be submitted as attachments to each applicable line item.

Color photos must be submitted as attachments to each applicable line item per the following requirements:

- Submitted photos must pertain to the applicable bid line item.
- A maximum of five attachments per line item is allowed.
- Photo dimensions must be a minimum of 1051 x 1500 dpi.
- Date and time stamp are required on each photo.
- Before and after photos should be available upon request.
- In cases where damages are found, interior and exterior photos detailing property conditions are required.

All bids are expected to be within the allowable reimbursement amounts unless extraordinary conditions warrant bid modification. If these conditions exist, the bid must be submitted with a description and photos to support the request. All bid line items not identified in the Matrix below will be reviewed for approval. To facilitate the review of the bids, the use of an industry standard based cost estimator tool is useful although not required. The estimates, photos, and any supporting documentation should be uploaded as attachments in HomeTracker.

As noted above, HomeTracker is the preferred method for all over allowable reimbursement requests. This application was specifically designed to facilitate communication between Fannie Mae and servicers to streamline work processes. HomeTracker allows servicers to search property information, submit requests, receive responses, track history, and print requests for files.

**Table A:
PROPERTY PRESERVATION MATRIX**

Property Preservation Type	Comments
Securing	
Knob lock or Knob Lock with Deadbolt	Maximum \$60 each
Padlock or Padlock with Hasp	Maximum \$40 each
Slider Lock	Maximum \$25 each
Window Lock	Maximum \$25 each
Boarding	Maximum \$0.90/UI
Security Door	Maximum \$250/per door
Cover Dryer Vent	Maximum \$25.00/1 max per unit
Repair Garage Door	Maximum \$100/max per unit
Pool/Hot Tub/Spa Fence/Lanai Securing	Maximum \$400 total
Lawn Maintenance	
Initial Lawn Maintenance and Desert Landscaping (Less than 12" height)	Less than 10,000 sq ft - Maximum \$100
	10,001 - 15,000 sq ft - Maximum \$150
	15,001 - 25,000 sq ft - Maximum \$175
	25,001 - 35,000 sq ft - Maximum \$200
	35,001 - 43,560 sq ft - Maximum \$225
Re-cut Lawn Maintenance and Desert Landscaping	Less than 10,000 sq ft - Maximum \$80
	10,001 - 15,000 sq ft - Maximum \$100
	15,001 - 25,000 sq ft - Maximum \$125
	25,001 - 35,000 sq ft - Maximum \$150
	35,001 - 43,560 sq ft - Maximum \$175
Trees/Shrubs/Vines	Maximum \$250 per calendar year
Trees/Shrubs/Vines (HI & FL)	Maximum \$500 per calendar year
Winterization	
Dry Winterization	Maximum \$100 for first unit
Wet/Steam Winterization	Maximum \$150 for first unit
Radiant Winterization	Maximum \$250 for first unit
Additional Unit Any Type of Winterization	Maximum \$50 each
Health and Safety	
Cleaning Refrigerator or Stand-Alone Freezer	Maximum \$100 each
Cleaning Toilet	Maximum \$75 each
Capping Wires	Maximum \$1 each
Capping Gas/Water/Sewer	Maximum \$25 each
Extermination	Maximum \$100 per calendar year
Debris	
Debris Removal	Maximum \$40/cu yd
Move Exterior Debris	Maximum \$20/cu yd
Roof Issues	
Roof Replacement	See Guide below
Patch/Repair (active leak only)	Maximum \$2.00/sq ft, maximum total cost \$800
Chimney Cap	Maximum \$250/per cap/ 2 max per unit
Additional Service Items	
Sump Pump	Maximum \$300
Utility Transfers and Shut Off	Maximum \$75 for one time shut off/transfer fee of each
Vacant Property Registration (VPR)	Actual cost to register per local requirement
Snow Removal	Maximum \$75 each clearing, maximum property cap of \$375 per calendar year
Address Posting	Maximum of \$50
Emergency Funds	Maximum \$500

II. Property Preservation and Management Reference Guide

Specific servicer requirements for preforeclosure property preservation are as follows:

Securing

As noted in Announcement SVC-2011-08: *Delinquency Management and Default Prevention*, if the property is vacant, the servicer must perform property inspections.

The servicer should initiate securing with any report of vacancy. Contact information should be posted at the time of initial securing, if required by local ordinance.

Securing allowable reimbursement amounts should be utilized only if existing windows/doors are inoperable or are not present. **Do not** submit bids to replace doors, replace windows, or reglaze windows unless local ordinance prohibits boarding. When local code differs from Fannie Mae requirements, servicers must submit a copy of the local code with any securing bids to validate the bid.

Lock Changes (Knob/Pad/Slider/Window Locks)

Servicers are required to secure a rear or a secondary door for access on vacant properties, including the main dwelling and all outbuildings. Only one lock is allowed to be changed on main dwellings for access. The main entrance should be rekeyed, if it is the only option for gaining access. In the event the main dwelling becomes unsecure or servicer's lock(s) are changed, proceed with re-securing to gain access.

If the property is a condo and cannot be rekeyed within the allowable reimbursement amount, the condo association must be contacted for access and to obtain a copy of the key in Fannie Mae's allowable cost. For special circumstances, submit two bids simultaneously.

Garage doors must be secured with existing locks when possible. If they cannot be secured with existing locks, secure within the allowable reimbursement amount.

Slider locks and window locks must be placed if existing locks are inoperable or are not present on the main level and where accessible.

The allowable reimbursement amount for locks includes the removal and replacement of the lock.

Boarding

Properties must be boarded to prevent vandalism where required by local ordinance or when exterior openings are unsecurable or broken. The boarding allowable reimbursement amount does not include the cost of a padlock or padlock/hasp. Boarding is measured by calculating united inches (UI). To calculate UI, add length and width (for example, a 25x60 window is 85 UI).

The allowable reimbursement amount should be used for the following instances:

- Windows
- Slider door
- Garage door
- Pet door
- Crawl space

Security Door

A security door should be utilized when an exterior door cannot be secured with the existing door and hardware. The security door should allow access. The allowable reimbursement amount includes boarding and hardware.

Cover Dryer Vent

The allowable reimbursement amount for dryer vent covers will be used only when a cover is not present.

Repair Garage Door

The allowable reimbursement amount to repair a garage door must be used in lieu of boarding when it is more cost effective. If the cost to repair exceeds the allowable but is less than boarding, the servicer should submit a bid for the repairs with all necessary information.

Pool/Hot Tub/Spa Fence/Lanai Securing

Securing is defined as the confirmation that all fences, lanai, and gates are intact, secured, and a minimum of four feet high. If the fence, lanai, or gate cannot be repaired within the allowable reimbursement amounts, a bid to repair or replace must be submitted.

- When an above ground pool cannot be secured per Fannie Mae guidelines, a bid to tarp should be submitted.
- If an in ground pool cannot be secured per Fannie Mae guidelines, a bid to cover with a polypropylene safety cover anchored to the pool deck should be submitted. At the same time a bid to board the pool should be submitted.

The allowable reimbursement amount should be used for the following instances:

- Fence repair
- Lanai
- Gates
- Posts
- Pickets
- Chain links
- Gate locking mechanism

Lawn Maintenance

Initial Lawn Maintenance and Desert Landscaping

Initial lawn maintenance can be performed on lots up to one acre (43,560 square feet) where grass is less than 12" on more than 51% of the lot. It is at the servicer's discretion to either complete a perimeter or full lot cut on lots over 15,000 sq ft. Perimeter is defined as 100 x 150 or 15,000 sq ft. and will be completed from front view of the property to the street.

Oversized lots (more than 43,560 sq ft): If perimeter cuts are not acceptable due to local ordinance, a bid for initial full lot, subsequent cuts for the season, and a copy of the local ordinance dictating only full lot cuts are accepted should be submitted simultaneously for prior approval. If neighboring properties/businesses are within close proximity to property, a bid for initial full lot, subsequent cuts for the season, and a photo documentation of neighboring properties/businesses within close proximity should be submitted simultaneously for prior approval.

Desert landscaping should be performed within the allowable when landscapes are rockscaped or low maintenance landscaping. This should include pulling and spraying of weeds, removing tumbleweeds, and trimming grass where necessary.

Initial lawn maintenance and initial desert landscaping should be completed within 10 calendar days of the property being reported vacant or of grass cut season starting, whichever comes later.

In areas that allow year round initial/year round re-cuts, only one initial cut will be allowed. All other states are allowed one initial lawn/desert landscaping per calendar year.

The yard and its surroundings should be in model condition upon completion of the yard maintenance. The grass cut allowable includes but are not limited to the following:

- Edging

- Minimal leaf removal
- Incidental debris/trash
- Clearing of all grass cut clippings

Initial Lawn Maintenance and Desert Landscaping Schedule

- Initial grass cuts and desert landscaping will be completed during **any month** of the year in the following states/territories:

AL, AZ, CA, FL, GA, HI, LA, MS, NM, NV, SC, TX, Guam, Puerto Rico and Virgin Islands

- Initial grass cuts and desert landscaping will be completed between **April 1 and October 31** in the following states/territories:

AR, CO, CT, DC, DE, ID, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, MT, NE, NH, NJ, NY, NC, ND, OH, OK, OR, PA, RI, SD, TN, UT, VT, VA, WA, WV, WI, WY.

- Initial grass cuts will be performed from **June 1 to September 30** in the state of:

AK

Refer to Table B: GRASS CUT SCHEDULE.

Re-cut Lawn Maintenance and Desert Landscaping Schedule

Re-cuts should be completed in the allowable based on lot size to be cut. Prior approval is required for any re-cuts outside of the grass schedule:

- Re-cuts will be completed **year round maximum once per month** in AZ, NM and NV
- Re-cuts will be completed **year round maximum twice per month** in CA, FL, HI, Guam, Puerto Rico and Virgin Islands.
- Re-cuts will be completed from **March 1 to November 30 maximum twice per month** in AL, GA, LA, MS, SC and TX.
- Re-cuts will be completed from **June 1 to September 30 maximum twice per month** in AK.
- Re-cuts will be completed **April 1 to October 31 maximum once per month** in CO, UT and WY.
- Re-cuts will be completed **April 1 to October 31 maximum twice per month** in AR, CT, DE, ID, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, MT, NE, NH, NJ, NY, NC, ND, OH, OK, OR, PA, RI, SD, TN, VT, VA, WA, WV, WI and DC
- Re-cuts for desert landscaping, rockscaped or low maintenance landscaping should be performed bi-monthly

Refer to Table B: GRASS CUT SCHEDULE.

Trees/Shrubs/Vines

Trees/shrubs/vines should be trimmed when affecting condition or access to the property from street view only. This includes trimming shrubs and trees, removing clippings, removal of dead plants/limbs, removal of vines on main dwelling, and saplings near foundation. Initial trees/shrubs/vines allowable should be performed within 30 days of first time vacancy report.

Note: Bid to remove trees should only include removal to the stump, not removal of the root system.

**Table B:
GRASS CUT SCHEDULE (excludes desert landscaping)**

State	Abbreviation	Initial Cut			Re-cuts						
		Any Month	April 1 to Oct 31	June 1 to Sept 30	All Year 1x/month	All Year 2x/month	April 1 to Oct 31 1x/month	April 1 to Oct 31 2x/month	March 1 to Nov 30 2x/month	June 1 to Sept 30 2x/month	
Alabama	AL	X								X	
Alaska	AK			X							X
Arizona	AZ	X			X						
Arkansas	AR		X					X			
California	CA	X				X					
Colorado	CO		X				X				
Connecticut	CT		X					X			
Delaware	DE		X					X			
Florida	FL	X				X					
Georgia	GA	X							X		
Hawaii	HI	X				X					
Idaho	ID		X					X			
Illinois	IL		X					X			
Indiana	IN		X					X			
Iowa	IA		X					X			
Kansas	KS		X					X			
Kentucky	KY		X					X			
Louisiana	LA	X							X		
Maine	ME		X					X			
Maryland	MD		X					X			
Massachusetts	MA		X					X			
Michigan	MI		X					X			
Minnesota	MN		X					X			
Mississippi	MS	X							X		
Missouri	MO		X					X			
Montana	MT		X					X			
Nebraska	NE		X					X			
Nevada	NV	X			X						
New Hampshire	NH		X					X			
New Jersey	NJ		X					X			
New Mexico	NM	X			X						
New York	NY		X					X			
North Carolina	NC		X					X			
North Dakota	ND		X					X			
Ohio	OH		X					X			
Oklahoma	OK		X					X			
Oregon	OR		X					X			
Pennsylvania	PA		X					X			
Rhode Island	RI		X					X			
South Carolina	SC	X							X		
South Dakota	SD		X					X			
Tennessee	TN		X					X			
Texas	TX	X							X		
Utah	UT		X				X				
Vermont	VT		X					X			
Virginia	VA		X					X			
Washington	WA		X					X			
West Virginia	WV		X					X			
Wisconsin	WI		X					X			
Wyoming	WY		X				X				
District of Columbia	DC		X					X			
Guam	GU	X				X					
Puerto Rico	PR	X				X					
Virgin Islands	VI	X				X					

Winterization

Winterizations are required to be completed within 7 calendar days of the property being reported vacant or winterization season starting, whichever ever comes later. Servicers will be held accountable if required timeframe is not met. Properties should be winterized only once. The servicer must submit bids when the property needs to be re-winterized if the initial winterization is deemed to be no longer effective. Winterizations include shutting off the water source at the curb. If not possible to shut off at curb, then shut off at the main interior water supply. Winterization also includes a complete draining of all plumbing and heating systems and system check. For properties where water services and utilities are shared with other units, such as condominiums, the utilities should be maintained. The water service should also be maintained if needed for wet winterizations. Fannie Mae **will not** approve de-winterization.

- Winterizations are allowed during **any month of the year** in the following state:

AK

- The following states must be winterized from **September 1st to April 30th**:

CO, CT, IA, ID, IL, IN, MA, ME, MI, MN, MT, ND, NE, NH, NJ, NY, OH, OR, PA, RI, SD, VT, WA, WI, WY

- The following states must be winterized from **October 1st to March 31st**. Properties below 2000 ft in elevation may be winterized at the servicer's discretion. Servicers will be held accountable for properties below this elevation which are not winterized and experience freeze damages.

AL, AR, AZ, CA, DC, DE, FL, GA, KS, KY, LA, MD, MO, MS, NM, NC, NV, OK, SC, TN, TX, UT, VA, WV

- Winterizations are **not** required in the following states and territories:

HI, Guam, Puerto Rico, Virgin Islands

Refer to Table C: WINTERIZATION SCHEDULE.

Table C: WINTERIZATION SCHEDULE

State	Abbreviation	Winterizations			
		All Year	Sept 1 to April 30	Oct 1 to March 31	Not Required
Alabama	AL			X	
Alaska	AK	X			
Arizona	AZ			X	
Arkansas	AR			X	
California	CA			X	
Colorado	CO		X		
Connecticut	CT		X		
Delaware	DE			X	
District of Columbia	DC			X	
Florida	FL			X	
Georgia	GA			X	
Guam	GU				X
Hawaii	HI				X
Idaho	ID		X		
Illinois	IL		X		
Indiana	IN		X		
Iowa	IA		X		
Kansas	KS			X	
Kentucky	KY			X	
Louisiana	LA			X	
Maine	ME		X		
Maryland	MD			X	
Massachusetts	MA		X		
Michigan	MI		X		
Minnesota	MN		X		
Mississippi	MS			X	
Missouri	MO			X	
Montana	MT		X		
Nebraska	NE		X		
Nevada	NV			X	
New Hampshire	NH		X		
New Jersey	NJ		X		
New Mexico	NM			X	
New York	NY		X		
North Carolina	NC			X	
North Dakota	ND		X		
Ohio	OH		X		
Oklahoma	OK			X	
Oregon	OR		X		
Pennsylvania	PA		X		
Puerto Rico	PR				X
Rhode Island	RI		X		
South Carolina	SC			X	
South Dakota	SD		X		
Tennessee	TN			X	
Texas	TX			X	
Utah	UT			X	
Vermont	VT		X		
Virgin Islands	VI				X
Virginia	VA			X	
Washington	WA		X		
West Virginia	WV			X	
Wisconsin	WI		X		
Wyoming	WY		X		

Health and Safety

Cleaning Refrigerator or Stand Alone Freezer

The allowable reimbursement amount for cleaning includes the removal of all perishables from both the refrigerator and freezer or stand alone freezer(s), in addition to wiping down of the appliance's interior and exterior.

Cleaning Toilet

The allowable reimbursement amount for cleaning the toilet should be used only when both waste is present and when the property requires winterization. This allowable also includes cleaning with a toilet brush and wiping down exterior. Fannie Mae will not approve bids to remove and cap toilets.

Cap Wire and Gas/Water/Sewer

The allowable reimbursement amount to cap bare wires should only be used when the electric meter is present.

It is required the gas/water/sewer lines to be capped if the lines are uncapped or open regardless of utility status.

Extermination

The allowable reimbursement amount for extermination should only be used to eliminate rodents, wasps, hornets and bees with over the counter products. Multi-housing units can use allowable for roaches. Fleas may only be exterminated when the infestation prohibits access to the property. Allowable is per calendar year.

Note: Do not submit bids to replace damaged/missing handrails or outlet covers.

Debris

Servicers should consult their legal department prior to using any debris allowable. If bids are submitted to Fannie Mae, servicers should provide acknowledgment in the comment section of the bid approval from the servicer's legal department to remove personal property. A cubic yard is defined as 3' x 3' x 3' or 27 cubic feet and is measured by volume not weight or content.

Refer to Table D: DEBRIS TABLE.

Allowance for Debris Removal is Limited

Interior:

The allowable reimbursement amount for interior debris removal is restricted to raw garbage and perishable items. Examples of interior debris that is not authorized to be removed include:

- Gas cans
- Propane tanks
- Pressurized tanks
- Household cleaners
- Miscellaneous pesticides
- Pool chemicals or cleaning agents
- Antifreeze
- Toiletries
- Medicine/syringes
- Paint thinner
- Canned goods
- Paint cans
- Oil
- Alcohol
- Tires

Exterior:

The allowable reimbursement amount for exterior debris removal is limited to raw garbage, perishable items, and to non-personal property items that are in the way of the lawn maintenance. Non-personal property items are defined as items that have been exposed to the elements and are not intended for exterior use. Examples of non-personal property items include:

- Fallen tree limbs

- Refrigerator/freezer
- Broken or deteriorated furniture

Note: Items located inside outbuildings or garages are not considered exterior debris.

Move Exterior Debris

Fannie Mae allowable for moving exterior debris is limited to items considered to be personal property which obstructs lawn maintenance. These items should be moved to a secure location such as a shed, garage or interior of the property.

Examples of personal property **not** to be moved include:

- Picnic tables
- Swing Sets
- Trampolines
- Dog houses
- Bird baths
- Patio furniture
- Grills
- Stacked bricks
- Fireplace wood
- Vehicles
- Building materials

Note: Trash receptacles must be moved out of street view after all contents have been removed.

Examples of items to measure cubic yards:

**Table D:
DEBRIS TABLE**

This table is used as a general guide when considering the volume of debris.		
Quantity	Item	Cubic Yard
5	Automobile tires	1
1	Book case (5 shelves)	2
1	Couch	2
1	Dresser or chest of drawers	2
1	Dryer	1
6	Full trash bags	1
4	Lawn or dining chairs	1
1	Mattress and box spring	4
1	Office desk	2
125	Paint cans (one gallon)	1
1	Recliner	1
1	Refrigerator	2
2	Trash cans	1
1	Washing machine	1

Bids to address unusual items or extremely heavy items that can not be converted to cubic yards should be submitted through the bid process prior to removing.

Roof Issues

When an active leak is discovered, appropriate measures must be taken to preserve the property by stopping the leak.

- **Do not** submit bids for inactive leaks
- **Do not** patch/repair any detached structures
- **Do not** tarp flat roofs

The following information must be included with any roofing bids submitted:

- Dimensions of the affected area
- Location of damage
- Dollar amount of bid to complete work
- Full photo documentation including interior and exterior photos where leak is present
- Whether an insurance claim has been filed

Roof Replacement

Fannie Mae does not encourage replacing roofs prior to sale, but in cases where the servicer determines that this is necessary, a first and second bid is required simultaneously.

Patch/Repair (active leak only)

When the cost to patch/repair a roof exceeds the allowable, a bid to tarp and a bid to patch must be submitted simultaneously, unless it is a flat roof which requires only a bid to patch. Bid for patch/repair can include the seal/coat and repair of chimneys.

Chimney Caps

When a chimney cap is not present a maximum quantity of two chimney caps may be placed.

Additional Service Items

Sump Pumps

If an existing sump pump is used to keep basements or crawl spaces dry, check the sump pump to make sure it is operational. The sump pump should be plugged into a power source; the electricity to the property should be turned on and transferred into the servicer's name. If the sump pump is inoperable, the servicer may use the allowable to repair or replace the pump, plumbing or electric lines to the sump pump. Do not submit bids to dig a crock and install a sump pump if one did not previously exist.

Utility Transfers

If utilities are shared or are required to operate a sump pump, servicers must transfer the utilities into their name during pre-foreclosure proceedings within 10 calendar days of initial securing. The allowable includes verification utilities are transferred/connected/disconnected, wait time to meet with utility company, if necessary and verification that the sump pump is operational.

Water is required to be shut off curbside, regardless of winterization. If not possible to shut off at curb due to damages, then shut off at the main interior water supply. Bids are required to repair shut offs curbside.

Vacant Property Registration (VPR)

If local ordinance requires a vacant property to be registered, servicers should follow requirements. Reimbursement will be provided only for the registration fee.

Snow Removal

Properties are allowed to be cleared of snow and ice during the winter season for access and when required by local ordinance. When submitting bids, please include all of the following information:

- Reason for snow removal (either access or local ordinance only)
- Dimensions of right of ways to be cleared
- Location to be cleared (driveway, sidewalk, etc.)
- Height or approximate thickness of snow or ice
- Method of removal (shoveled, plowed, products to be used)

Address Posting

Allowable reimbursement amounts should be used only in cases where house numbers are missing and to meet local code.

Emergency Repairs

The emergency allowable should be used only when an immediate response is necessary to prevent damage. *Example: Pumping a basement.* Gradual or progressive deterioration or lack of property maintenance does not qualify as an emergency.

Most items that have been previously considered as an emergency repair have been addressed in the allowable matrix and guidelines. The following are examples when the emergency allowable should **not** be used:

- Thawing
- Cure code violations
- Cases where damages have already occurred
- Cases where property is already exposed to the elements

Additional Information

Code Violations

If code violations are issued to a property, the servicer must submit the following:

- A bid to correct the code violations if amounts exceed or is not included in Fannie Mae's allowable
- A legible copy of the violation
- A notation in comments section if any fines or liens are accumulating

Properties in Bankruptcy

Servicers should consult with their legal department when addressing preservation issues for vacant properties in bankruptcy. For each reported vacancy during bankruptcy, servicers must notify the debtor's attorney and ask to proceed with property preservation.

Properties in Loss Mitigation

Servicers are reminded of their responsibility to maintain vacant properties. Should a servicer choose not to perform maintenance during loss mitigation activities, for each reported vacancy, the servicer must contact the borrower or a legally responsible party for the mortgage note to confirm that the property is being maintained.

Discoloration

Any discoloration identified at the property must be submitted to Fannie Mae within 10 days of discovery. Do not submit bids to test discoloration, remediate or install dehumidifiers. Only submit bids to treat discoloration. Bids must include the following:

- Source or cause of the discoloration (moisture is **not** a valid cause or source)
- Area affected in square feet
- Exact method of treatment to be used
- Specific location of the discoloration (if in garage/shed note if it is attached to the main dwelling)

Demolition or Condemnation

If a servicer receives notification from a municipality regarding legal proceedings about the possible demolition or condemnation of a Fannie Mae preforeclosure property, certain steps should be taken to ensure that Fannie Mae's interests are protected. All of the following information should be uploaded into a Property Preservation Request:

- Provide copies of demolition notices and violations from the municipality

- Provide two demolition bids and two repair bids simultaneously
- Attach actual inspections including photos labeled
- Respond to all of the following information in attachments:
 - List of ALL inspections completed including inspection completion date and occupancy status. (List should look like: Occupied 07/25/2011, occupied 08/26/2011, and vacant 09/22/2011)
 - Date of last occupied
 - Date of property first time vacant.
 - Date property was initially secured after vacancy
 - Date damages were discovered
 - Date of loss (if different from date of discovery)
 - Date of winterization and if system held pressure
 - Eyeball estimate of damages
 - Cause of the damages
 - Status of Foreclosure sale (if sale is set, provide date)
 - Date insurance claim was filed and status of insurance claim
 - If insurance claim was not filed or denied, explain why and attach denial letter
 - If insurance funds were received, advise dollar amount of funds received and if Report of Hazard Insurance Loss (Form 176) has been submitted to hazard_loss@fanniemae.com
 - Date the servicer first received any notice the property was either being condemned or demolished.
 - Hearing information:
 1. Date and time of hearing
 2. Does the servicer have counsel to represent them at the demolition hearing?
 3. If the hearing has passed, was servicer's counsel present?
 4. What was the outcome of the hearing? Example: Demolish Order has been approved, city will proceed or hearing has been rescheduled at counsel's request.
 5. Has the city obtained the permits for the demolition? If so, when?
 6. What is the scheduled date for demolition to begin?
 - Provide city code enforcement name, phone number and e-mail address and other relevant contact information

Note: Servicers should be prepared to submit an interior/exterior BPO and full loss analysis upon request. Property Cost Management will review and forward the all necessary information to the National Servicing Organization, who will then provide direction to the servicer.

This document is intended for use when considering preservation of vacant properties and the mortgage loan is delinquent. If servicers have questions about this process or about access to HomeTracker, contact the Property Cost Management team at property_preservation@fanniemae.com

If the mortgage loan is current or the property is occupied, servicers should contact their Servicing Portfolio Manager, Servicing Consultant, or the National Servicing Organization's Servicer Solution Center at 1-888-FANNIE5 (888-326-6435) with any questions.