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Inspector & Contractor Guide Statement of Work

Purpose: *To establish uniform inspection and work standards, improve quality and maintain a high customer satisfaction level.*

Effective Date: January 1st, 2016

HUD contract: M&M 3.8

Edited March, 2017

➤ *Initial Inspection (HPIR):*

Within 24 hours after acquisition/FSM assignment date

Initial inspection (HPIR), lock change, and hazards abatement shall be completed including all uploads (photos, Inspection reports, etc...)

➤ *Initial Winterization:*

Within 24 hours after acquisition/FSM assignment date initial winterization must be completed. **Winterization should be completed by WO request only.**

➤ *Initial Services (IS):*

No Later Than 72 hours after acquisition/FSM assignment date Initial Landscaping, Initial trash removal, Initial clean /fine clean shall be completed including all uploads (photos, Inspection reports etc...)

➤ *Routine Services :*

Every 2 weeks: Property is to be inspected every 2 weeks, beginning with Initial Inspection (HPIR) date, Initial Routine Inspection, following WO due date.

Every 14 days: Routine inspection and Routine landscaping/snow removal is to be completed on the property until it is sold or removed from inventory. All uploads (photos, Inspection reports etc...) shall be submitted **on the due date.**

Parts of a HPIR (I, II & III)

Part I HPIR- Condition for Conveyance

- Verification that the property is in a condition to be conveyed to HUD.
- Obtain HOA and Condo Association information and providing it in the HPIR.
- Obtain the VIN# on manufactured home.
- Vacant lots need to be clearly identified in **Upper Case CAPS** on page one of the HPIR.
- Pay special attention to anything that is considered Mortgagee (Bank) Neglect which may be a reason for Reconveyance

Part II HPIR- Initial Inspection

- Take photos of any adverse conditions at the property as well as any Health and Safety issues that are present.
- Pay close attention to any Lead Based Paint (LBP) hazards and document when the home was built, if known. Homes built prior to 1978 may have LBP hazards.
- Perform System Testing (Electrical, Plumbing, HVAC. etc)
- Perform Full Lock change and property securing
- Perform Winterization as required

Part III HPIR- Property Condition Report

- Complete this section in full, reporting on all items which are present during initial inspection and the condition they are found in. (Appliances, Components, Meters, Roof, etc.)
- An estimate for missing and or damaged items etc. must be included in the HPIR.

*****Thorough photos are very important at this stage!**

PART I, II & III of the HPIR ARE DUE WITHIN 24 HRS

ITEMS INCLUDED IN THE HPIR

Please Note that a HPIR includes, but is not limited to the following:

- 2 HUD Approved Lock changes** – Front and back door (side door, if back door not present)
- 2 HUD Approved Padlocks** (i.e.: crawlspace and shed/outbuilding)
- Outlet and Switch covers**
- Wire Nuts (Cap and Tape)**
- Missing breaker panel blanks**
- Dryer Vent cover**
- Raise low hanging light fixtures above 6 feet**
- Cap all open water lines**
- Sign Postings** – Window “No Trespassing” Notice, Sign in Sheet
- System Testing** – Electric, Appliances, Components, Plumbing, HVAC
- Hazard abatement** – Low light fixtures, exposed wires, missing outlet covers, uncovered dryer vents, uncapped gas lines, uncapped water lines, trip hazards (inside and outside), etc.
- Window Re-glaze** – Paid Per “Special” pricing Matrix Specifications
- Interior/Exterior Handrails** – Paid Per “Special” pricing Matrix Specifications
- Guardrails** – Paid Per “Special” pricing Matrix Specifications.

All Pricing Matrices are sent to you during the on-boarding process

IDENTIFY THE PROPERTY



Mailbox/House Number -Take clear photos of the mailbox or House number to positively identify the property.

Cross Street Sign - Take clear photos of the cross street sign to positively identify the property.

If unable to identify property call PKMG from site for further direction. Use addresses to neighboring homes to identify property's possible location.

MAILBOXES



Mailbox-Take clear photos of the mailbox (if present)

If Mail is present – Lift the red flag to indicate pickup request from the post office.

If Mail box is broken and/or on the ground – Contact the office for guidance, have an estimate ready to submit for repair.

SUBDIVISIONS AND HOA



*Identify if property is within a subdivision or HOA complex and provide photographs of such with contact numbers.

*If within an HOA, provide PKMG contact information to the management office. In addition, please include the HOA office contact information on the inspection report.

*If community is gated, report it as such on the HPIR and call from site with any access issues.



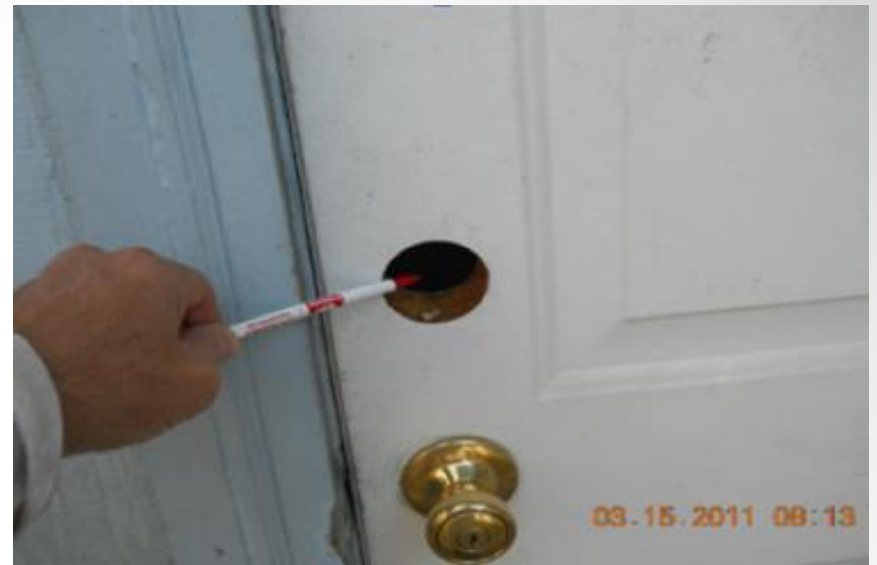
Photograph all Elevations (North, South, East, West) – Provide clear photos of all views of the property.

Curb Appeal – Provide a clear “curb view ”or “frontal view” photo of the property. This will allow us to evaluate the curb appeal.

TIP: Start your inspections at the front of the property and move towards the left. Take photos of issues as you see them and note them on your inspection form. Follow this process every time for consistent inspection results.

LOCK CHANGE & PROPERTY SECURING

*Both front and back door must be re-keyed to the same HUD approved key code.



Do not leave holes on exterior doors uncovered. A cover plate must be installed to prevent animal/weather intrusion.

DEADBOLT – Deadbolts must be disabled, removed, or re-keyed to the same key code as the door knob.

Protruding bolts on plate covers must be cut flush to prevent sharp hazard.



HUD New Acquisition Approved Key Codes:

ARKANSAS-65432
KANSAS-46637
LOUISIANA-25223
MISSOURI-64445
OKLAHOMA-23323
TEXAS-23737



Transition key codes:

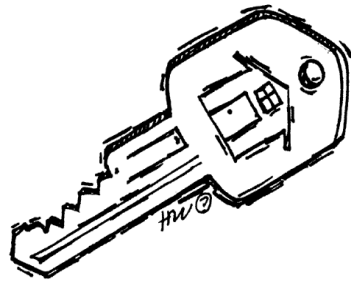
AR – 63542
LA – 76567
MO – 23737
OK – 21121
TX – 35542
KS – No Transition

SHOW CLEAR PHOTOS OF THE KEY CODES:

HUD approved Key codes:

Vary by state

HUD approved Padlocks: Vary by state



NOTICE POSTINGS


NO TRESPASSING

Case #: _____

Address: _____

City: _____

State/Zip: _____



This property is under the management of the company below, but we are not authorized to sell the property and we do not provide any sales information. When the property is available for sale, arrangements to view/inspect may be made through any Realtor of your choice.

This property may NOT be entered until it is listed for sale FOR POLICE OR FIRE EMERGENCY - CALL 911

Any condition requiring attention should be reported to:

P.K. Management Group, Inc.
 8095 NW 12th Street, Suite 400
 Doral, Florida 33126
 Visit us Online: WWW.PKMG.NET

**EMERGENCY PHONE NUMBER:
(866) 736-8714**

For Sales Information please contact a local Realtor or visit: WWW.HUDHOMESTORE.COM

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT PROPERTY ACCESS RECORD							
Name, Address & Phone of FSM						Property	
P.K. MANAGEMENT GROUP, INC.						Address	
1701 W. Northwest Highway, Suite 250, Grapevine, TX 76051						FHA	
(866) 736-8714						Case # _____	
REMEMBER TO SECURE THE PROPERTY - LOCK DOORS AND WINDOWS WHEN YOU LEAVE							
LEGEND (Please Use in the "Purpose" Column Below)							
FSM		AM/LISTING BROKERS		OTHERS		OTHERS CONTINUED	
Initial Inspection	FSM-II	Initial Inspection	AM-II	Buyer Home Insp	BHI	Hazard Inspection	HI
HPIR-1	FSM-HPIR1	Routine Insp	AM-RI	Buyer Utility	BUTO	Hazard Treatment	HT
HPIR-2	FSM-HPIR-2	Ready to Show	AM-RTS	Appraisal	AP	Hazard Clearance	HC
HPIR-3	FSM-HPIR-3	Ready to Close	AM-RTC	Termite Inspection	TI	Misc (Explain)	MSC
Routine Inspection	FSM-RI	Broker Price Opinion	AM-BPO	Termite Treatment	TT	HUD QA	HUD-QA
Winterization	FSM-WON-W			Termite Clearance	TC		
QC Inspection	FSM-QC	REALTORS		LBP Inspection	LBPI		
General WON	FSM-WON	Routine Showing	R-RS	LBPTreatment	LBPT		
Health & Safety WON	FSM-WON-H&S			LBP Clearance	LBPC		
PLEASE WRITE LEGIBLY							
DATE	NAME	REPRESENTATIVE OF	PURPOSE	COMMENTS			

Sign-In Sheet – Record the Contractor's visit on the Field Service Management (FSM) contractor's sign-in sheet located at the property. Contractor must sign in with his/her full last name and first name and company name, PKMG in the "Representative Of" box and, using the proper Legend code in the "Purpose" box – see sample above.

Window Notice and Sign-In Sheet – Proper PKMG window notices and sign-in sheet must be posted during Initial Inspection (HPIR). Post the Window Notice on front window closest to the door and the sign-in sheet in kitchen counter, if a counter present, or tape it to the kitchen wall if no counter exists

***Multi Family units – For properties that include more than one unit a window notice and sign-in-sheet must be placed in each unit.**

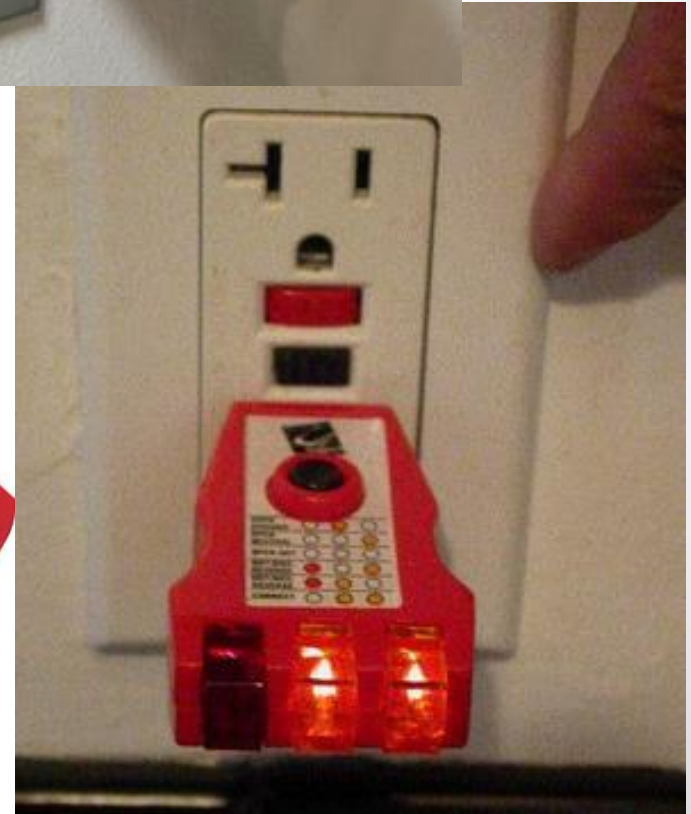
SYSTEM TESTING TOOLS



Portable Generator

Recommended Tools

- Generator with properly installed transfer switch
- Compressor
- Electricity detector



SAFETY STEPS

Portable Generators

The following recommendations are for your safety and the safety of others to prevent back-feeding of electricity to the local power grid. Prior to using a portable generator to test appliances or the electrical system you shall use all available safety measures to avoid injury or other life-threatening situations, including, but not limited to the following:

1. Confirm that electric service to the property is **NOT ON**;
2. If the electric service is **OFF**, make certain that the main breaker to the property is in the **OFF** position;
3. Confirm that all breakers in the panel are in the **OFF** position;
4. Confirm that your portable generator has a properly installed transfer switch. If your generator does **NOT** have a properly installed transfer switch you shall not connect the generator to the property's electrical system;
5. **NEVER** attach a generator directly to the electrical system of a structure unless the generator has a properly installed transfer switch. Failure to do so creates a risk of electrocution for utility workers working in, upon, or near the local power grid;
6. Never use your portable generator indoors;
7. Keep your generator dry;
8. Remember to turn off the generator before disconnecting from appliances or the electrical system;
9. Before refueling your generator remember to **shut it down**.

PROPER STEPS



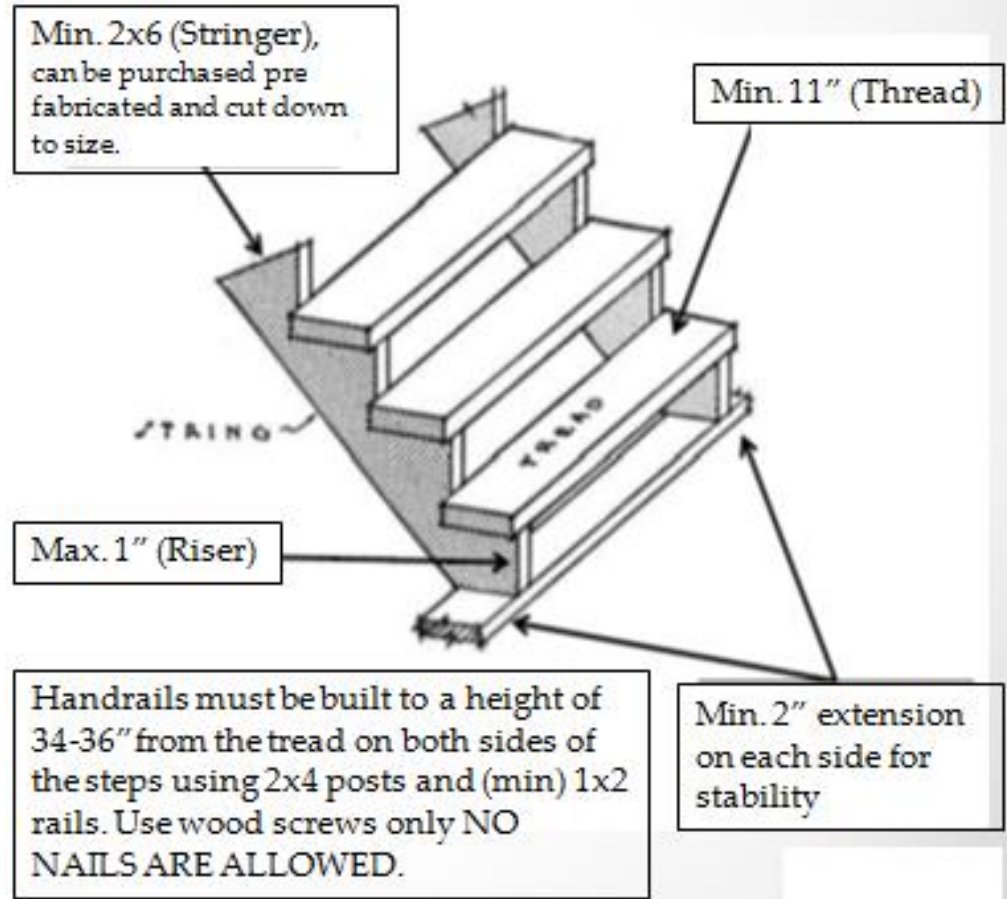
10/25/2009 20/2012

Do Not Leave gaps in between Thread.



09/21/2012 12:09

All structures must be free from any/all hazards. Missing or damaged steps must be built or repaired as to abate any trip or fall hazard. Install handrails as needed. See diagram below.



SECURING WINDOWS



Window Securing - All windows must be secured and functional, windows are not to be nailed or screwed shut. Windows must have a functional locking mechanism, if original lock is broken a new lock must be installed.

Boarding - Boarding is only a temporary measure of securing a property and boarding must be completed to HUD specs. All boarded windows and sliding glass doors must be re-glazed. There should not be any broken glass on missing glass panes, this is considered a hazard and must be addressed during HPIR.

WINDOW/DOOR BARS

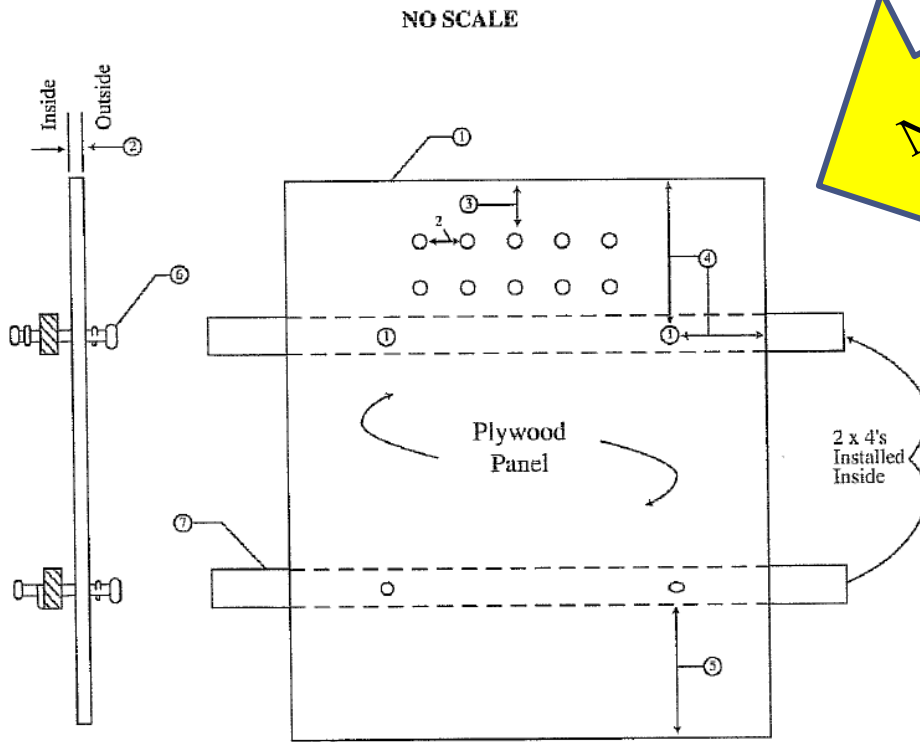


Egress - Properties that have **window bars** need to have a minimum of one bar removed per room to allow exit in the event of a fire or other emergency situations. Doors with bars need to be re-keyed or door knob disabled as to allow easy exit/access.



PROPER WINDOW BOARDING SPECS

PLYWOOD BOARDING PANEL DETAIL



- Remove ALL broken glass pieces before boarding
- Cut down any bolts that may be protruding after boarding.
- Paint exterior of plywood white

Boarded Windows -Window Boarding is only temporary. Windows must be boarded to HUD specifications as illustrated above. Only board windows with prior approval. All broken glass must be removed from window, interior, and exterior of property. Board must be painted white (primer) on outside and have ventilation holes.

WINDOW BOARDING SPECS



Protruding bolts on board ups must be cut back ½ inch to prevent sharp hazard.

GARAGE BOARDING

Garage boarding must be pre-approved before completion. Exterior must be painted white. Approvals will only be granted on specific cases, depending on property value, condition, neighborhood, etc. There must be a way of entry/exit from the garage through the home or a side door. If there is no preexisting exit a door must be built into the garage boarding for access to interior of garage.



GARAGES, SHEDS, AND OUTBUILDINGS

Garages, Sheds, and Outbuildings must be secured with a padlock. This is to be performed during the HPIR inspection. If structure is missing entry doors call from site to bid on installing plywood door(s). Supply bid for demo if structure is in bad condition.



EXTERIOR SECURING



CRAWL SPACES - Crawl spaces must be secured with an **padlock**. In cases where the crawlspace cannot be secured by any conventional means, the issue must be noted on the inspection report.

TIP: Some crawlspaces can be secured with chicken wire to prevent animals, rodents, or people from trespassing.

GATES AND FENCES -

Gates must be secured with a **padlock** on properties with a pool on site ONLY.

Securing can be done with a hasp and padlock or chain and padlock.



ROOF CONDITION

➤ Check roof for tarps or evidence of leaks/damages. Photographs of roof and ceiling condition must be provided on all properties regardless of it's condition.



TARPS: Tarps are only used as a temporary measure while bids for repairs are reviewed for approval.



ACTIVE ROOF LEAKS: Roof leaks are a Hazard and must be reported and treated as such. Any loose drywall or ceiling tiles need to be removed and area secured. **Must provide a bid to address active leak**

MOLD

- Mildew is mold in its early stages;
- Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.
- Mildew/Mold grows on: wood products, ceiling tiles, cardboard, wallpaper, carpets, drywall, fabric, plants, foods, insulation, decaying leaves and other organic materials.
- The key to mold control is moisture control. If mold is an issue in the property, **it could be due to water intrusion** caused by:
 - Flooding
 - Sewage back-up from flooding in the area
 - Plumbing or roof leaks
 - Damp basement or crawl space
 - Overflow from sinks or bathtub
 - High humidity: steam cooking, dryer vents, humidifiers

HOW TO IDENTIFY AND CONTROL

A dehumidifier is a [household appliance](#) which reduces the level of [humidity](#) in the air by extracting water from the conditioned air. Damp-Rid may also be used for moisture control.

If a dehumidifier is found inside the property you must:

- ✓ Determine if it is in good working order;
- ✓ Assess for why it is there – **Is there mildew or mold present?**;
- ✓ Alert PKMG immediately to determine if unit is debris or if electrical utilities should be activated to address the moisture issues.

Mildew vs. Mold



Dehumidifier

PROPER WINTERIZATION

2.1: Winterization:

In jurisdictions where winterization is required, all properties must be winterized between October 1st and March 31st. Properties in Northern territories will be winterized and/or re-winterized from September 1st to April 31st.

Report any issues or damages to the plumbing. Provide bid to repair damages.

Winterization Requirements:

- Water must be shut OFF at the curb (*if sump pump is present, electric must remain on*)
- Water heater and plumbing must be drained
- All faucets & valves must be opened for draining & closed at the end of the process
- Non-Toxic Antifreeze must be poured in to all toilet bowls/toilet tanks/tubs/sinks
- Toilet bowls must be wrapped to prevent usage
- Winterization notices must be posted on property to alert against plumbing usage

Winterization on Condo's/HOA:

- If water is shared, do not attempt to shut off water at the meter
- Shut off all faucets, valves and access points, then have remaining water forcibly evacuated using compressed air (air compressors rated >4 CFM (recommended)).
- Electric must be "ON" at the property and heat must be kept at 55°F – 60°F
- Non-Toxic Antifreeze must be poured in to all toilet bowls/toilet tanks/tubs/sinks
- Toilet bowls must be wrapped to prevent usage
- Winterization notices must be posted on property to alert against plumbing usage

NOTICE

THIS PROPERTY HAS BEEN WINTERIZED

**DO NOT USE THE
PLUMBING**

**PKMG - PK MANAGEMENT GROUP
1-866-736-8714
24 HOURS / 7 DAYS A WEEK**

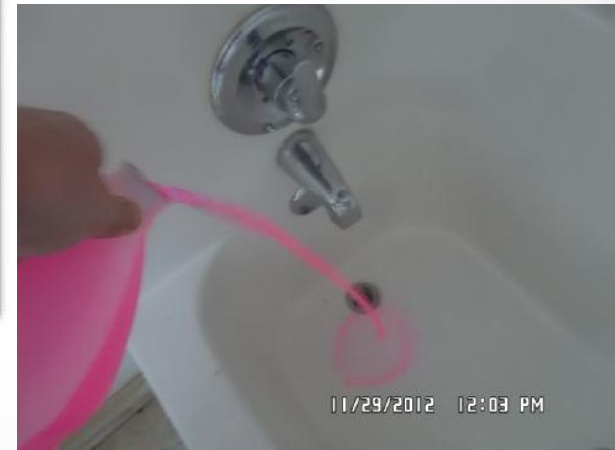
ASSET NO: _____

DATE: _____

INSPECTOR: _____

2105 Coral Way, Suite 500 • Miami, FL 33145 • Ph: 786.507.6020 • Fax: 305.558.2214

WINTERIZATION



WINTERIZATION

What is wrong with this picture?



Should the water meter be zip tied?
NO!!!



Trash Removal:

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

(DO NOT LEAVE DEBRIS/TRASH ON THE CURB)

- All trash and debris must be removed from the premises to an acceptable trash dumping area. Do NOT leave curb side for City pick up.

- If any vehicles, containers, Dumpsters, etc. are found present during the trash out a 48 Hour Notice must be posted on such and VIN # provided to PKMG.

- Note type of vehicle (color, make, model, VIN# and tag)

- For storage containers and dumpsters photograph the owning company and provide the contact number listed on the container to PKMG.

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

- You must obtain and submit Dump Receipts if the debris is being removed based upon a trash-out bid. HUD will not reimburse PKMG without a Dump Receipt and we may not be able to approve the work order.



ABANDONED VEHICLES AND CONTAINERS



2103 CORAL WAY, SUITE 500 MIAMI FL 33145 OFFICE: 786-507-6020

DATE: _____

TIME: _____

PROPERTY ADDRESS: _____

**THIS PROPERTY IS UNDER MANAGEMENT
BY PK MANAGEMENT GROUP, INC**

**THIS IS A 48HRS NOTICE TO REMOVE
YOUR VEHICLE**

**AFTER 48HRS YOUR VEHICLE WILL BE
TOWED AT YOUR OWN EXPENSE.**

TAG AND VIN NUMBER OF VEHICLE

DATE WHEN VEHICLE WILL BE REMOVED:

**Sign shall be placed on all
abandoned
Vehicles/Vessels/Containers
and bid provided to the
office for return and
removal after the 48 hours.**

Initial Landscaping/Snow Removal:

- Perform full initial lawn maintenance, to include: 10,000 Sq. Ft. grass cut, leaf removal (from yard, roof, and gutters), shrubbery and tree trimming, removal of all yard debris, and trip hazard abatement.
- Trim low hanging tree branches which obstruct any property entrance or walkway to a minimum of 8 feet above ground level, no tree limbs are to touch the roof or the house.
- Trim shrubbery under the window sills and away from walls a minimum of 18 inches away from the structure.
- Blow off roof debris and clean gutters.
- Do not leave any grass clippings on top of the lawn. Ensure all clippings are bagged and removed from the property. If blown, do not blow into adjoining properties, street or storm/sewer drains.
- All trash/debris must be removed from the site and disposed of at a refuse site (**no illegal dumping will be tolerated**).
- Snow is to be removed from all entry ways, driveways, and curb. Remove snow from public walkways consistent with local ordinances. Place commercial salt pellets on surfaces that may cause slippage.

LAWN MAINTENANCE



Property must have a manicured look for best curb appeal. Lawn must be cut, walkways and driveways edged, and shrubbery and tree limbs trimmed. Shrubbery & trees are not to be touching any structure. No debris may be left on site for later or city removal.

Overgrown



Shrubbery must be trimmed 8" away from walls and under the window sills.

Tree limbs on ground need to be removed.

Branches overhanging roofs must be trimmed back at least 18" away from property.



Proper height

09.08.2012 08:49

09/08/2012

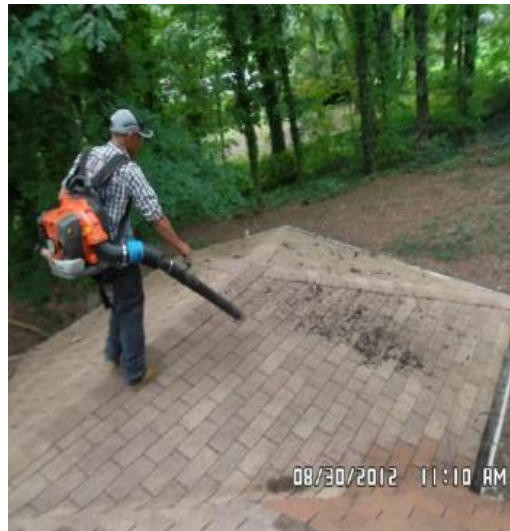
• Ver. June 2015 Above photos illustrate before Pictures, Below photos illustrate after pictures.



Trees with branches at height of less than 8 feet from the ground must be trimmed.



Roof, gutters, decks, driveways, walkways and yard must be maintained free of leaf debris.



Above photos illustrate before pictures, Below photos illustrate after pictures.

SNOW REMOVAL



Snow must be removed from all entry ways, walkways, driveways, and porches. Place salt pellets to prevent slippage.



Initial Cleaning:

- ❑ Cleaning the property includes full wipe down of all surfaces, appliances, and fixtures, broom sweeping, mopping, and vacuuming of carpets, as well as toilets, fan blades window sills. Surfaces to include, woodwork, baseboards, doors, windows, faceplates, and all air conditioning and heating vents.
- ❑ Graffiti abatement up to 50 square feet.
- ❑ Ceiling and Wall stains addressed with Kilz.
- ❑ Removal of up to 5 Cubic Yards of debris (this does not include excess lawn and vegetation;
- ❑ All cobwebs, bugs, protruding nails, graffiti, and mold must be removed/addressed.
- ❑ Cleaning is to be performed on all areas & structures: basements, attics, storage rooms, sheds, carports, outlying buildings, and garages.
- ❑ Leave **at least 1 air freshener** inside the property (preferably in the kitchen by the sign-in sheet). Write the date on the air freshener for tracking its freshness and need for replacement.
- ❑ All Hazards present during initial services must be addressed. Uncovered dryer vents, loose cables, exposed wires, protruding nails, missing railings, uncapped gas lines, uncapped plumbing lines, trip hazards, low hanging light fixtures, broken/boarded windows, etc...

CLEAN AND SANITARY

-Interior of the property must be CLEAN and SANITARY. There should not be any dust, cobwebs, dead bugs, or debris left behind. All floors must be swept and mopped, walls must be clean, free of nails, and graffiti.

-Check attic, garage, basement, porch, patio, utility room, etc and assure these areas are all free of debris and in broom swept conditions.

-Property must be serviced per **Word Order due date** to maintain sales clean condition.



CLEAN AND SANITARY

- All fixtures, fans, lights, vents, window sills, etc need to be free of dust/cobwebs.
- At least one air freshener is required per property, preferable placed in the kitchen counter by the Sign-in Sheet. Must be dated.
- During the initial clean, open all cabinets, drawers, closets and appliances to verify they are clean and free of debris.



Custodial Properties

→ Custodial Properties

- Custodial properties are **vacant properties** secured by a secretary-held mortgage or HECM, which are in default and upon inspection by HUD's servicing.
- If the property is occupied upon arrival, the vendor **shall immediately notify** PKMG and await instructions prior to taking further action.
- If the property is not occupied, Full inspection must be completed, **All** hazards must be abated and property must be secured.
- **Do Not Remove** any personal belongings at the property unless it constitutes an imminent health or safety hazard.
- All loose and scattered exterior debris should be placed in a shed/garage or piled in one section to avoid any trip hazards.
- Place proper window notice and sign-in sheet in the kitchen.

CUSTODIAL PROPERTIES

- During inspection on custodial properties **Do Not Enter** the property if occupied.
- If the property is not occupied, **All** hazards must be abated.
- Do Not Remove** personal belongings. All loose debris on the exterior should be moved in a shed/garage or piled in one section to avoid any trip hazards.
- Routine inspections and Landscaping must be completed every 14 days as usual.



- At least one air freshener is required per property, preferably placed in the kitchen counter by the Sign in Sheet. Must be dated.



Routine Services:

- Performed every 14 days, per Work Order due date, beginning with acquisition/HPIR completion date.
- **Routine Inspection Work Order CANNOT be uploaded into REAMSVIEW earlier than ONE (1) day prior to its due date. If a Routine Inspection Work Order is not fully uploaded by the due date, it may be subject to cancellation.**
- **Vendors should complete Routine Inspection Work Orders on the DUE DATE, but no earlier than TWO (2) days prior to the Work Order's due date.**
- Routine Property Inspection Report for each assigned property shall be uploaded with supporting documentation of digital photographs upon completion.
- Routine inspections require an examination of the site, building exterior, outbuildings, and building systems. Previous visits cannot be relied upon as a basis for your report, as conditions change.

Routine Services:

- Take accurate photos on each Routine Inspection, including a clear photo of the sign in sheet, all angles of the property, and any hazards or issues that need to be abated. Take a minimum of two photos per interior room which must include all walls, floor, and ceiling.
- Photograph all appliances, meters, and components present during your visit. Report any vandalism found to PKMG from site.
- Any emergency items must be immediately corrected and reported on the routine inspection form. If corrections cannot be made, then it must be reported via telephone immediately to PKMG.
- The Inspection Date, sign-in sheet date, and date/time stamps on photos must all match on each Routine Inspection.
- **Full interior wipe down.**
- **Lawn maintenance (*during grass cutting season*) must be completed during each visit.**

EXTERIOR COMPONENTS AND METERS

HVAC/AC , Electric Meter, Gas Meter, Water Meter, Gas Tanks, etc.

- Document the presence or absence of all exterior components and meters during all inspections.

-Take a picture of the water source (well or city meter) on HPIR inspections.

- Missing and or damaged meters or HVAC/AC units may indicate vandalism. PKMG must be notified immediately from site if evidence of vandalism is present.



UTILITIES

When should the power be on?

- When Sump Pumps are present

- When Dehumidifiers are present

- On HOA units that have shared water. For winterization purposes, utilities must remain on, **heat must be kept on to prevent frozen pipes**

- When buyers are testing utilities for their home inspection, usually property will be in a step 8



VIOLATIONS

1. Violations – Any posted municipal or code violations must be photographed and the posted notice must be removed, scanned, and e-mailed to PKMG within 24 hours.

CITY OF _____
CODE COMPLIANCE

NOTICE OF VIOLATION

To: JOHN Q. PUBLIC

Property Address: 1234 MAIN STREET

Date of Inspection: MAY 15, 2009

Notice of Violation of City Ord. 200 6-07-24, Section 8.1015 "Exterior Property Conditions." It shall be unlawful for any person to allow, permit, conduct or maintain real property within the City of _____ in violation of this section. **You will have ten (10) days from date of this notice to mow any high grass/weeds above 12 inches in height or remove any unsightly matter from this property in violation of the adopted ordinance. Violation could be abated by City contractor and cost assessed by lien toward the property. If you feel this notice is not valid, you have the right to appeal.**

Notice issued by: Bill Smith Code Officer



CODE COMPLIANCE

NOTICE OF VIOLATION

QC INSPECTIONS

P.K. Management Group, Inc. conducts quality control

inspections on all client assets to determine:

- Property Condition
- Vendor Performance
- Verify Quality of Initial and Routine Services



QC INSPECTIONS



- QC inspections can be randomly selected or targeted to specific criteria and/or areas.
- Determines if the property is maintained according to HUD/PKMG standards
- Identifies deficiencies in initial and routine maintenance and triggers work orders for corrections
- Must be uploaded into the system within 24 hours of inspection

CLEAN, SAFE, SECURE AND SANITARY

PHOTO CHECKLIST

HUD PROPERTY INSPECTION REPORT (HPIR) Required Photos																		
Date		FHA Case No			Bedrooms			Baths			Garage			Outbuildings				
Photos?		Subject			Photos?			Subject			Photos?			Subject				
Yes	No	N/A	Subject			Yes	No	N/A	Subject			Yes	No	N/A	Subject			
			Cross Street sign						HOA/Condo signage						Property Address#			
			Property ext: Front- <input type="radio"/> Left- <input type="radio"/> Rear- <input type="radio"/> Right- <input type="radio"/>						Roof: Front- <input type="radio"/> Rear- <input type="radio"/>						Lawn: Front- <input type="radio"/> Left- <input type="radio"/> Rear- <input type="radio"/> Right- <input type="radio"/>			
			Steps: Front- <input type="radio"/> Side- <input type="radio"/> Rear- <input type="radio"/>						Exterior door locks w/codes Front- <input type="radio"/> Rear- <input type="radio"/>						Garage door w/padlock			
			Unplugged garage door opener						Garage interior						Crawlspace door w/padlock			
			Crawlspace interior						Outbuilding/padlock						Outbuilding interior			
			Pool (w/gate padlock)						Generator (Range/Dryer)						Janitorial Services			
			Air compressor (w/Gage)						Exterior light fixtures						Exterior outlets			
			Electric meter box						Water meter						Gas meter			
			Septic/Sewer/well						Propane/Gas tanks						A/C unit (S/N, Make, Model)			
			Foundation vents						Return vent (w/paper)						Output vents (w/paper)			
			Swimming Pool						Pool Heater						Fountains			
			Hot Tub/Spa						Pond						Water heater (w/wint sign)			
			Washer hookups (capped)						Heating unit (S/N- <input type="radio"/> Make- <input type="radio"/> Model- <input type="radio"/>						Breaker panel box (w/main & WH in off position)			
			No Trespassing sign						Sign in sheet						Attic & Basement			
			Carpport area						Draining water lines						Draining water heater			
			Toilets						Sinks						Tubs			
			Thermostat (A/C-Heat)						Showerstall						Tested Outlets #()			
			Air Freshener (dated)						Appliances (Make, Model, S/N)									
			Refrigerator <input type="radio"/> Range <input type="radio"/> Hood vent <input type="radio"/> Oven <input type="radio"/> Microwave <input type="radio"/> Dishwasher <input type="radio"/> Appliance labels <input type="radio"/>															
			Winterization notice posted in front window- <input type="radio"/> Kitchen countertop- <input type="radio"/> Water Heater- <input type="radio"/> Breaker box- <input type="radio"/>															
			Pouring pink winterization fluid in Sinks- <input type="radio"/> Toilets- <input type="radio"/> Toilet tanks- <input type="radio"/> Tubs- <input type="radio"/> Shower stall- <input type="radio"/> Dishwasher- <input type="radio"/>															
			Hallway: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Living room: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Dining room: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bedroom #1: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bedroom #2: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bedroom #3: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bedroom #4: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Den: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Family room: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bathroom #1: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bathroom #2: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bathroom #3: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Bathroom #4: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Laundry room: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Stairwell: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Kitchen: 4 walls- <input type="radio"/> Ceiling- <input type="radio"/> Floor- <input type="radio"/> Fan/Light fixtures while illuminated- <input type="radio"/> Outlets w/tester- <input type="radio"/> Switches- <input type="radio"/>															
			Before, During, and After photos of all issues resolved															

EXTERIOR APPEARANCE



Exterior Appearance – QC inspector identifies any exterior deficiencies such as landscaping issues, roof debris, broken/obstructed gutters, etc. Also verifies if property appears maintained on a regular schedule (every 14 days) as required.

Window Notice, Sign-In Sheet, Property Access...



Window Notice and Sign-In Sheet - All properties must have a window notice and sign-in sheet, If the window notice or sign-in sheets are missing, you must replace them during your visit.

***Multi Family units – For properties that include more than one unit a window notice and sign-in-sheet must be placed in each unit.**

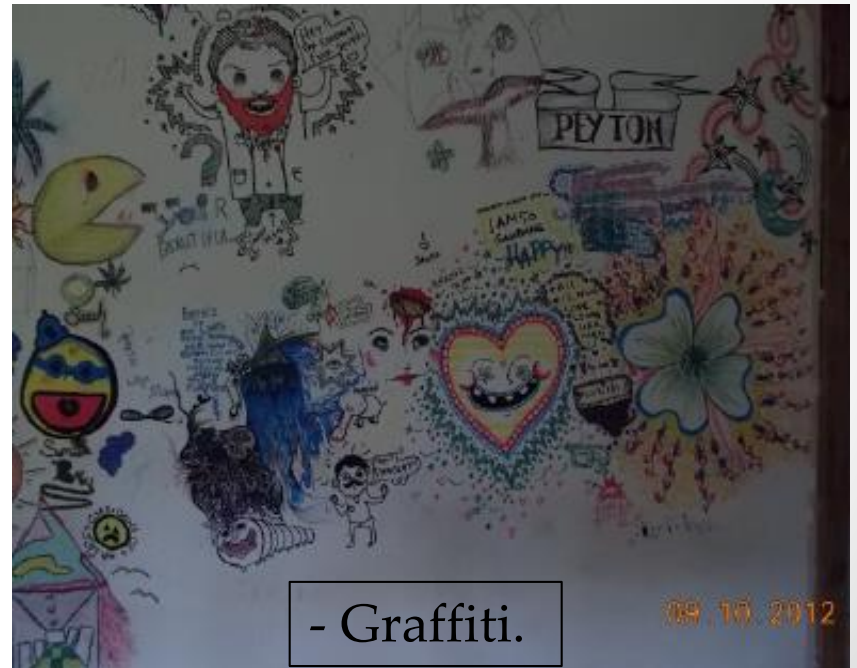
GRAFFITI



- Mural, not Graffiti.

-Graffiti is considered to be any writing that was done out of contest, and includes profanity, aggressive/offensive drawings. A mural on a kids room is not considered graffiti (on most occasions) as it was intended to be décor for the room and is considered a cosmetic repair.

-Graffiti can be treated differently in different HUD areas by specifications/directions given by the area's HUD representative. Please provide the office with photos of possible graffiti and request guidance on how to proceed.



- Graffiti.

SAFETY AND HEALTH HAZARDS AND DEFICIENCIES

Hazards - The following items must be noted on the Inspection report if present at the property and photographs provided showing the location and extent of the damage.

Broken/Boarded Windows (boarded and/or inoperable windows, broken glass, etc.)

Unsecured Doors (not secured to HUD key code)

Electrical Hazards (Uncapped wires, missing breakers/panels, exposed wiring, missing switch plates/outlet covers etc.)

Condemnable Structural Defects (large cracks on exterior walls, excessive settling, etc.)

Vandalism (Graffiti, broken windows, damaged walls, stolen pipes, etc.)

Trip Hazards (uneven surfaces, missing thresholds, etc.)

Roof/Water Leaks (water stains on ceilings indicating and active or previous roof leak, tarped roof, etc.)

Missing/Damaged Handrails (any deck or stairs with more than a 30" rise must have a handrail/guardrail installed)

Mold/Excessive Mildew (mold growing on walls, ceiling, excessive moisture and mildew in property)

Insect/Rodent/Animal Infestation (rats, mice, fleas, roaches, snakes, bats, etc.)

Unsecured Pools/Spas (all pools and spas must be secured with both a cover and controlled access via a padlocked gate)

Hazardous Odor (any odor that causes an unsafe or hazardous condition at a property such as natural gas, sewage, etc.)

Defective Stairs/Steps (stairs must be safe and have handrails)

- All Hazards are to be properly resolved, abated and remediated PRIOR TO LEAVING A PROPERTY, regardless of whether it is discovered during the HPIR, Initial Services, Routine Inspections, Special Services, Emergency Services, or lawn services

HANDRAILS / GUARDRAILS - EXTERIOR

-Handrails are required on 3 steps or more and a landing.

-Guardrails are required on elevations higher than 30'' off the ground.

-Balusters are needed on all elevations higher than 30'' off the ground, both for steps and porches for added protection.



HANDRAILS / GUARDRAILS - INTERIOR

-Handrails are required on 3 steps or more and a landing.

-Guardrails are required on elevations higher than 30'' off the ground.

-Balusters are needed on all elevations higher than 30'' off the ground, both for steps and porches for added protection.



Hazard – balusters or midrails are needed on handrail due to the height of the stairs.

POOLS / SPAS / PONDS / FOUNTAINS





Pools and Spas- All pools and spas must be shocked (chlorinated) and secured by an approved HUD cover as illustrated above by a pool tarp cover or hardcover cage (Unless otherwise directed). **Do Not** drain pools unless otherwise directed to do so. Gates and screen enclosures to the pool/spa area must be secured by an **A-389** padlock. Fountains should have the water removed to prevent mosquito infestation. Ponds should be drained, covered, and or filled in with dirt as to not pose a trip hazard.

*You must report unsecured pools from site to PKMG and document (photograph) the condition of the pool at time of inspection.



Hot Tubs – Must be drained, covered and secured. Any detached steps must be removed.



Ponds – Must be drained and covered or drained and filled in with sand/dirt.



Fountains – Must be drained, disconnected, and covered or fenced off.



EXTERIOR HAZARDS



HOLE ON GROUND - must be filled in with dirt to abate the trip hazard.



FLOOR DAMAGES - must be properly secured/repaired with plywood.



WALKWAYS / DRIVEWAYS / STEPPING STONES - must be free of trip hazards; any elevation over 2" needs to be abated.



EXTERIOR HAZARDS



EXTERIOR DEBRIS - Any and all exterior debris must be removed from the property.



CLOTHES LINES - All clothes lines must be removed from the property to abate the hazard.



HORNET/WASP NESTS - All hornet/wasp nests must be removed from the property to abate the hazard.



BEES – Please report all bee hives found. These must be abated only by Professional Exterminator/Bee Removal experts.

EXTERIOR HAZARDS



PLAY SETS - All swings, ladders, ropes, and slides need to be removed from the play set. Block off any access to the play set.



DIVING BOARDS AND SLIDES - All diving boards and slides need to be removed from pool area. **Base of diving boards must also be removed.** With exception of metal bar base, that can stay..



TRAMPOLINES - All trampolines need to be completely removed from property and properly disposed of.



ELECTRICAL HAZARDS



EXPOSED WIRES - Exposed wires need to be capped and taped.



MISSING OR DAMAGED OUTLET/SWITCH COVERS - Verify all missing or damaged outlet or switch covers are replaced and covered.



EXTERIOR OUTLET COVERS - Verify exterior outlets are covered with weather proof covers.



ELECTRICAL HAZARDS



ELECTRICAL PANELS - assure missing breaker ports are covered with blanks. Electrical panels missing front panel cover can be covered with plexi glass.



FUSE BOXES - Must be Covered properly, if cover is missing, secure with plexi glass.



BEFORE ↑
ELECTRIC METERS - exposed/missing electrical meters need to be covered with plexiglass.
↓ **AFTER**

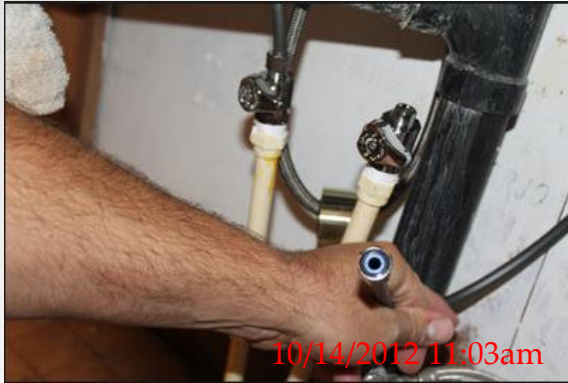


METER COVERS



METERS: With approval from the office can be covered with plexi-glass.

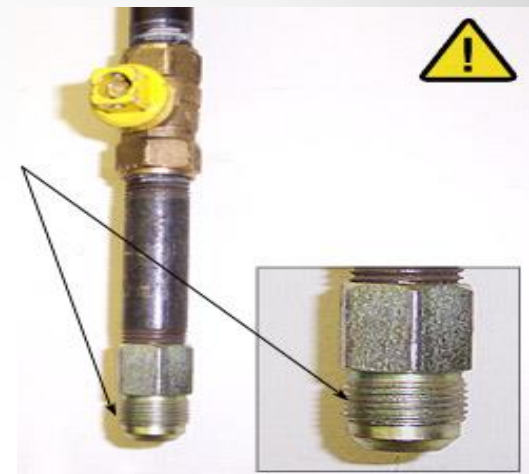
INTERIOR HAZARDS



WATER LINES - all uncapped water lines must be covered to prevent flooding if utilities are activated.



WASHER HOOKUPS - Must be capped to prevent flooding.



GAS LINES - Verify lines are capped and secured. Gas service should be off. If gas lines are not capped, please notify us immediately.



INTERIOR HAZARDS



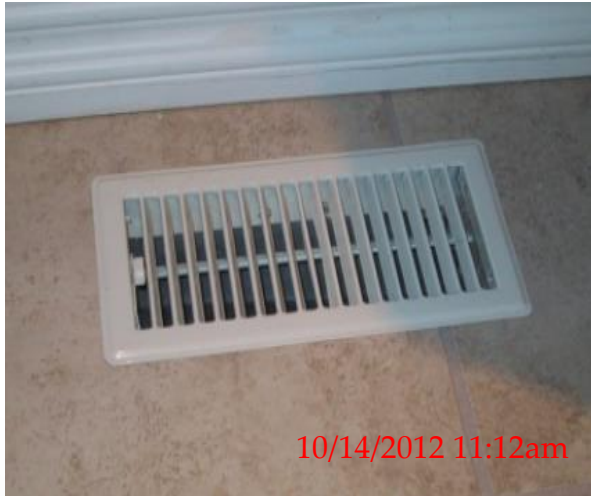
DRYER VENTS – Must be covered with cap or tape to prevent weather and/or animal intrusion.



FLOOR VENTS – Must be covered with vent cover or plywood to abate trip hazards and animal intrusion.



LOOSE CABLES - Loose coaxial cables need to be cut or neatly tied to abate trip hazards.



INTERIOR HAZARDS



HOLES IN FLOOR - must be covered to abate trip hazards. Floor must be inspected to determine it's stability.



LIFTED CARPETS/TILES /LINOLEUM FLOORING – Must be tacked down, glued down or removed to abate trip hazards.



MISSING THRESHOLDS – If missing, you must use **RED TAPE** to mark the area.



INTERIOR HAZARDS



CRACKED/BROKEN WINDOWS & SGD - must be re-glazed to abate the hazards. All broken glass pieces must be removed from property.



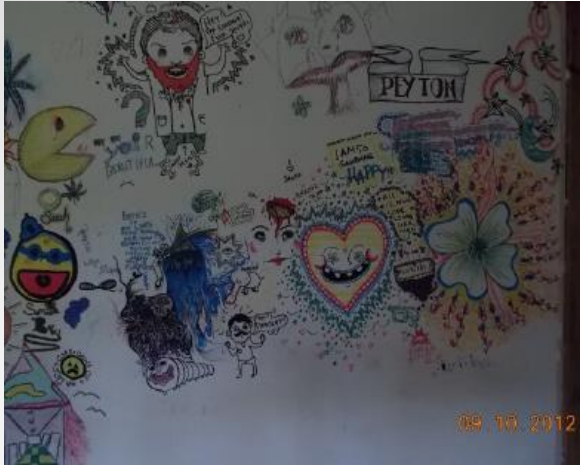
SHARP EDGES - abate the hazards by removing the item or repairing it.



LOW HANGING LIGHT FIXTURES - light fixtures need to be raised at a height greater than 6' from the ground.



INTERIOR HAZARDS



GRAFFITI – Graffiti both interior/exterior must be cleaned off or covered with paint. (Including profane words)



PROTRUDING BOLTS – Protruding bolts on cover plates and boarding need to be cut back ½ inch to abate sharp hazards.



PROTRUDING NAILS - Protruding nails need to be removed or cut flush to abate sharp hazards.



INTERIOR HAZARDS



MOLD – mold is a hazard and must be alerted on immediately. Mold must be treated, cleaned and kilzed. “Do Not Enter” notice must be posted while mold remediation is pending. Excessive mold might alert on possible re-conveyance.



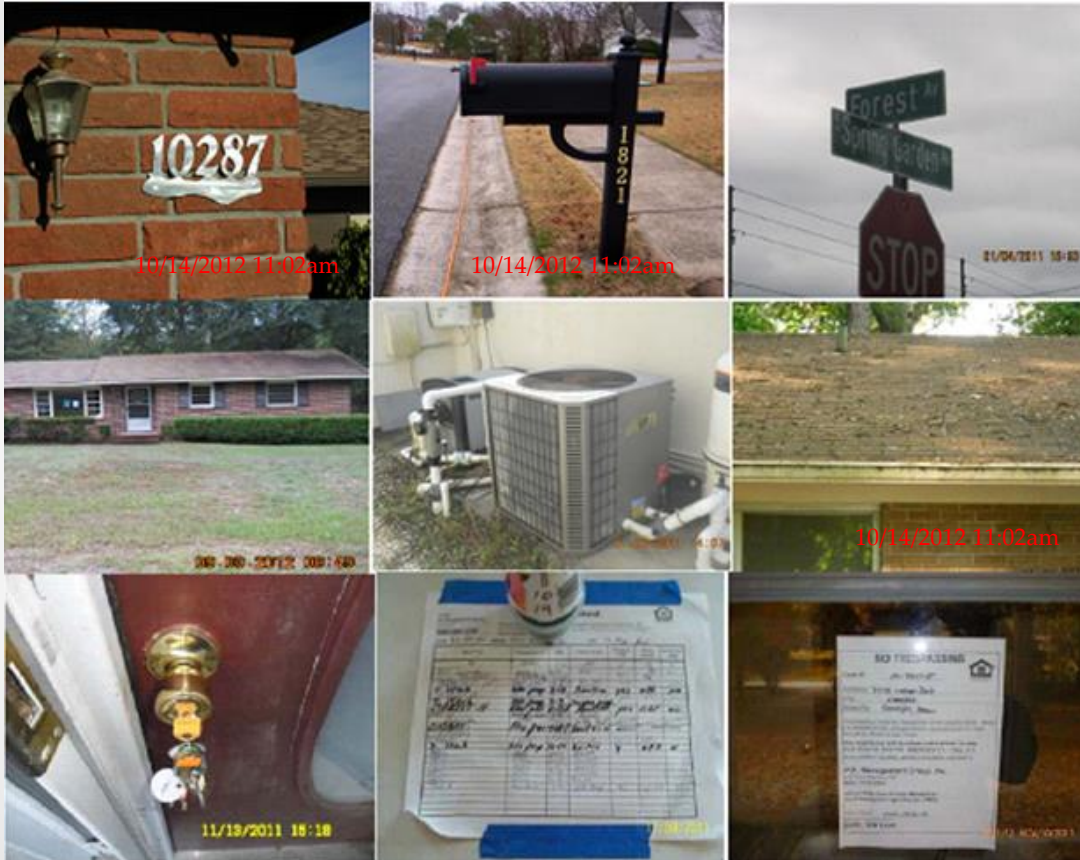
INFESTATIONS – All Infestations need to be treated to abate the hazard.



FECES – Property must be free of feces on the interior. (Including the exterior of the property)



PHOTO FORMAT



- Date and Time stamped photos
- Daylight photos only
- 640 x 480 Resolution as a minimum
- Always show BEFORE, DURING & AFTER shots

PRUVAN – Part 1

P.K. Management Group, Inc. (PKMG) is continually striving for excellence while strengthening and enhancing the relationship with our vendors. To that end, we have tirelessly worked on providing time saving options for PKMG Vendors so that Work Orders can be completed more efficiently, and, minimize the overall time required to complete the upload to PKMG while maintaining the highest possible quality.

We have integrated with **Pruvan**, a preferred mobile platform, to deliver Work Order results to our REAMSVIEW system from the field. As always, you can continue to use REAMSVIEW directly, we encourage you to try using **Pruvan** for completing PKMG work orders.

Major Benefits of using Pruvan:

Date and Time Photos: All photos are automatically date and time stamped;

Time Savings: Able to complete and upload work orders from site;

Reviews: Faster reviews of completed work orders to address any needed issues.

Flexibility: Single mobile platform usable for multiple Vendor clients.

As an incentive to try the mobile platform, **PKMG** will reimburse Vendors for their first month of use (*one device per vendor*) upon activation and initial submission.

Once you have reviewed the links and become familiar with the steps necessary, please follow the following link to create your Pruvan account at <https://pkmg.direct.pruvan.com>

PRUVAN – Con't

The setup process consists of 6 easy steps:

1. **Create your Pruvan account at <https://pkmg.direct.pruvan.com>**
2. **Choose how many devices (Phones) you will need for your business.**
3. **Download the Pruvan Mobile App for your phone from the App Store for Apple devices or the Play Store for Android**

Once you login to your new Pruvan account, you will be given links to download the mobile application for your device. There are also easy to follow instructions to make the process *super easy*.

4. **Create the integration with PKMG and the REAMSVIEW system.**

Please note that in order for the integration to work, you will need to have an active REAMSVIEW account in good standing.

5. **Training.**

Pruvan training webinars are held regularly at **3PM on Wednesdays and Fridays**. You can either sign up for our live webinars at those times or watch our on-demand webinar at any time. Go to <http://pruvan.com/webinar> to watch the training webinar. In addition, PKMG may provide specific webinars and those will be announced shortly.

6. **Start working.**

Again, all instructions can be accessed at <http://pruvan.com/pkmg> If you have any questions you can always reach the Pruvan support system at <https://pruvan.com/support/> If assistance is needed from the PKMG REAMSVIEW support team, please send an email to: Support@REASMSView.com

REMINDERS -

Any deficiency mentioned or checked off in the report must be documented by time and date stamped photographs. The location of the deficiency must be noted on the report.

All Hazards and other Issues are to be properly **resolved, abated and re-mediated** **PRIOR TO LEAVING A PROPERTY**, regardless of whether it is discovered during the HPIR, Initial Services, Routine Inspections, Special Service WO, Emergency Service WO, or Lawn Services

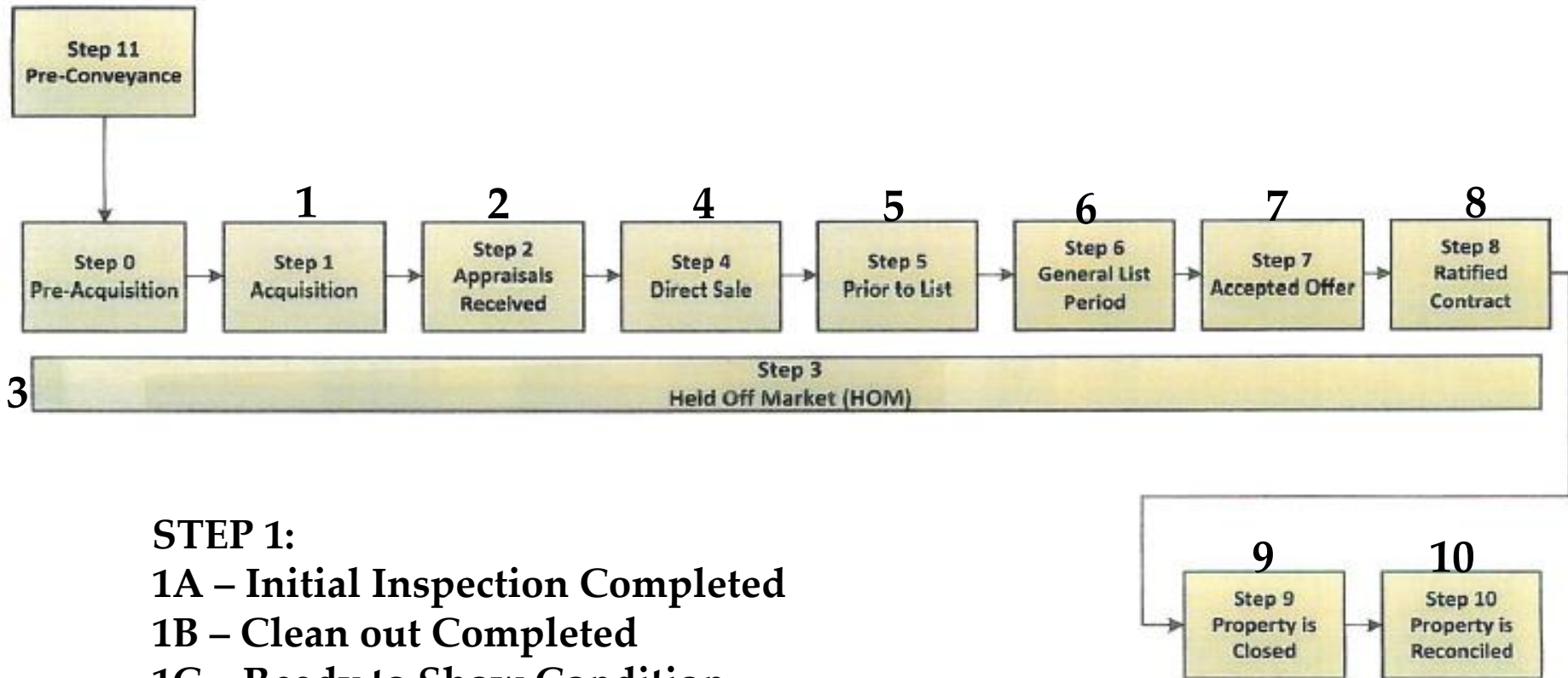
- Time and date stamped photographs of the **PKMG window notice** and **SIGN IN SHEET** are required on all inspections. If not present at time of inspection, you must replace them.
- Hazards must be well documented (photographed) and location noted on report. Notification must be made from site to PKMG.
- Double check the sign-in sheet to verify that property services are being performed every fourteen (14) calendar days.
- Reports must be uploaded within twenty four (24) hours of property inspection, especially if hazards are present.

DO NOT WAIT UNTIL THE DUE DATE TO UPLOAD YOUR REPORTS.

Most Common Recurring Issues

- ❑ No Individual photos of appliances
- ❑ No photos of appliance labels with the serial number, make, and model.
- ❑ Missing complete photographs of each interior room including ceiling, floor, and all walls.
- ❑ No photo of A/C and/or heat thermostat
- ❑ No photos of outlet tester
- ❑ No photograph of the Air Compressor and/or Generator, with properly installed transfer switch.
- ❑ Missing elevation shots of the property/home, or the big picture photo
- ❑ Not cutting carriage bolts flush with the nuts on boarded-up windows and door lock cover plates.
- ❑ Not checking and photographing the attic, basements, and crawlspaces.
- ❑ Not rolling back roof tarps and photographing the damaged area.
- ❑ Not cleaning the gutters
- ❑ Not checking and photographing inside garages, outbuildings, and sheds
- ❑ Not taking two photographs of the water heater, showing winterization notice, and drain spout
- ❑ No photograph of the tape measure to show the height of the area that needs a guardrail.
- ❑ Not replacing missing thresholds or transition strips.
- ❑ When covering graffiti, not painting the entire wall if the neutral colored paint does not match the existing color of the wall.
- ❑ Submitting photos on the HPIR, Initial Services, or Routines that are dark, distorted, and do not always have the time + date, as required.
- ❑ Not providing enough photographs
- ❑ Vendor's will note "no" in one area and "yes" in another pertaining to the same item completely contradicting themselves and entering no comments or notes regarding the matter.

M&M 3.8 – STEP PROCESS



STEP 1:

1A – Initial Inspection Completed

1B – Clean out Completed

1C – Ready to Show Condition

NOTE: Custodial Properties will ALWAYS be in a Step 1

REMEMBER:

**CLEAN
SAFE
SECURE
SANITARY**