

Exhibit "A"

Property Preservation Requirements by the City of Reading Property Maintenance Division

Completion of Work

Timeframes

Completed Work Documentation

Work Completion Failures

Hazardous Materials

Hazard Overview

- PMD Work Order Statement

Our Mission

At PMD, the team's mission is to ensure the quality of our property maintenance Services throughout the default process to eliminate community blight and protect housing values.

- Our Goal

Our goal is for the servicer to provide services to maintain each property to a level of living standards quality and to adhere to local codes and City Ordinance requirements. In addition, we strive to:

- Be a good neighbor.
- Support neighborhood stabilization.
- Minimize PMD's exposure to potential property damage and liability and/or code violations.
- Partner with servicers to ensure they provide quality services.

Property Preservation practices are part of its overall neighborhood stabilization efforts.

The servicer is required to maintain the exterior of the property as needed.. PMD provides the servicer with allowable thresholds (timeframe) in order to perform work orders preservation, and securing.

- **Timeline and Completion Schedules**

Service Calendar Days Measure Initial Securing/cleaning 48 hours.

Initial Services

Over Allowable Bids 48 hours

Over Allowable Completion of Work 48 hours PMD Response

Report Completion of Work 1 day from Work Completion Date

Report Correction of Failed Work Completion 24 hours Failed Work Completion Date

## Exhibit “A”

### Service/Property Preservation Vendor Expectations

In addition to complying with the core performance expectations, critical functions, and metrics presented in this Property Maintenance Guide, PMD expects the following from all servicers:

- Provide high quality goods, services, procedures and processes.
- Perform services in a fiscally responsible manner.
- Deliver timely and accurate goods and services.
- Provide the highest possible standards of business ethics and professional courtesy.
- Provide professional customer service.
- Strive for continuous improvement.
- Comply with all applicable laws and codes.

### General Photo Requirements

In addition to the servicer’s own photo requirements, PMD requires the following:

- Date-Time stamped photos.
- Photos must remain clear at a normal dimension.
- Photos must be in color (to review).
- Bid photos should be no older than 3 calendar days from the date the bid is submitted.
- Before, during and after photos should be taken from the same perspective and angle to show progression of work.
- Only submit photos associated with the service requested.
- Limit duplicate photos when possible.
- Front, rear and side views should be taken from a distance far enough away that the entire view of the property can be seen.
- Do not submit photos sideways or upside down.
- If providing a link to photos, the link must directly take the reviewer (no log in required) to the photos of the selected service only.

Note: It is recommended to limit photos to only four per page. All photos/videos provided must meet PMD system of record requirements.

- **Completed Work Documentation**

All work completed within the allowable must have before, during, and after date and time stamped photos and any supporting documentation made available to PMD upon request. Refer to Section 2: Technology and Photos, as well as Section 5: Initial Securing and Initial Services and Section 6: Ongoing Services in this PMD Guide for further photo documentation guidance. When PMD requires the servicer to provide work completion results, the following information must be provided via detailed invoice when reporting completion of the work order:

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- Dates work was started and completed.
- Scope of work completed with a line by line description of work.
- Complete view (side by side, date-time stamped, photos of the entire area where work order took place) of before, during, and after photos. During photos must include removal (haul away) photos of all materials removed, if applicable.
- Included photos must be clearly labeled identifying before, during, and after.

### Technology and Photos

- During photos must include removal/haul away photos of all existing/old materials, if applicable, i.e. Debris shown in truck beds, dumpsters, trailers, etc.
- Photos of any damages that cannot be addressed within allowable.

### Important:

All actual property photos supplied by the servicers must be date and time stamped.

## Initial Services

The following services must be completed within fourteen (2) calendar days from the approval date.

- Initial Services: Property Exterior
  - Exterior Debris and Solid Waste Removal
  - Yard Services
    - Trim Trees / Shrubs / Vines
    - Tree Removal
    - Snow Removal
    - Graffiti Removal

## Initial Securing

Rekey / Lock Changes (Knob / Padlock / Slider / Window Locks / Lockboxes/

Secure Detached Structure

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A detached structure is described as a building that is not directly attached to the main building; something that is not affixed to the main property. Examples of detached structures include a shed, garage, or barn.

### Expectations

- All detached structures must be secured with existing locks when possible or by adding a padlock.
- Missing or inoperable doors must be replaced using the Exterior Door / Door Jamb Allowable.
- Area around the detached structure must be cleared of vegetation and debris.

Most damage that would prevent securing of the detached structure can be addressed utilizing an allowable.

Any damage preventing securing of the structure that cannot be completed within an allowable should have a bid submitted via email within two (2) calendar days from discovery of the damage.

## Initial Securing and Initial Services

### Boarding

The servicer must ensure properties are boarded with plywood to prevent vandalism when exterior non-window openings are not otherwise securable. Boarding is measured in united inches (UI). To calculate UI, add length and width (e.g., a 36 inch x 60 inch window is equal to 96 UI). The servicer may utilize the Graffiti Removal Allowable to paint the plywood boards according to local ordinance/codes standards.

The Boarding Allowable may be used for plywood in the following instances:

- Crawl spaces-Windows & Doors in General
- Pet doors
- Severely fire damaged / pre-demolition properties

- Completion of Work

### Work Completion Failures

When PMD reviews servicer work completion and determines work is either unsatisfactory, incomplete, or the photos do not support work completion, the servicer must remedy deficiencies noted and provide results via email within two (2) calendar days of PMD's response/notice of unsatisfactory work. PMD reserves the right to pursue remedies per the City Ordinance Servicing Guide when the servicer has not met the required timeframes or the work is deficient. Any property may be subject to audit. The servicer/contractor and/or the servicer's vendor contractor must provide any documents and/or additional information as requested by PMD two (2) calendar days.

## Debris and Personal Property Cubic Yard Matrix

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Quantity	Item	Cubic Yard
5	Automobile tires	1
1	Book case (5 shelves)	2
1	Couch (3 seat)	2
1	Dresser or chest of drawers	2
1	Dryer	1
6	Full lawn size trash bags	1
4	Lawn or dining chairs	1
1	Mattress or box spring (queen)	2
1	Office desk	2
125	Paint cans (one gallon)	1
1	Recliner	1
1	Refrigerator	2
2	Trash cans	1
1	Washing machine	1

Note: Bids to address unusual items or extremely heavy items that cannot be converted to cubic yards should be submitted via email to PMD prior to removing.

- Standard window size 30"x64" (bid per job not per hour)
- Standard door size 32"x80" (bid per job not per hour)
- Padlock Installation (bid per job not per hour)
- Medium Yard size City of Reading between 0.1 acre 0.4
- Medium Lot size City of Reading 0.4 acre to 0.8
- Standard fee per hour \$30.00 (removal solid waste)
- Yard maintenance fee per hour \$30.00 (weeds/high grasses) collection and disposal including debris.
- Combination fee per hour \$30.00 (solid waste/yard maintenance)

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Important:

Throughout this Property Maintenance Guide, it is not possible to provide guidance or expectations on every possible situation a servicer may encounter. Property Maintenance Division expects the servicer to notify the PMD office immediately of any situation if unsure of how to handle.

