

Initial Services and Monthly Interior Services Checklist

Fannie Mae expects each property to look its best at all times and be in "market ready" condition. The steps below are all required by Fannie Mae and expected to be performed and maintained by the Field Service Company at each property:

Entry Way:

- Floor swept/mopped
- Cobwebs removed from corners/ceiling
- Baseboards, walls wiped down
- Light fixtures, switch and outlet covers wiped down
- Storm door glass cleaned

Living Areas/Bedrooms/Enclosed Porch:

- Floor swept/mopped or carpet vacuumed
- Cobwebs removed from corners/ceiling
- Baseboards, walls wiped down
- Light fixtures, switch and outlet covers wiped down
- Interior windows clean, window sills wiped off
- Door frames free of dust
- Fireplace cleaned out (if applicable)
- Ceiling fan blades clean
- Closet floors swept/mopped or carpet vacuumed

Kitchen:

- Sink cleaned
- Stove/oven, microwave, dishwasher, refrigerator cleaned (inside and out). Appliance not to be removed without Agent permission and documentation.
- Floor swept and mopped
- Interior windows cleaned, window sills wiped off
- Counters clean
- Cabinets and drawers cleaned and debris removed
- Cobwebs removed from corners/ceiling
- Baseboards, walls wiped down
- Light fixtures, switch and outlet covers wiped down
- Ceiling fan blades clean

Bathrooms:

- Floor swept/mopped or carpet vacuumed
- Cobwebs removed from corners/ceiling
- Baseboards, walls wiped down
- Light fixtures, switch and outlet covers wiped down
- Interior windows clean, window sills wiped off
- Door frames free of dust
- Sinks and faucets clean
- Toilets clean
- Tub/shower and surrounding area clean, free of any dust
- Mirrors, cabinets, drawers, shelves clean

Attic/Crawl Space:

- Free of all debris

Garage/Porches/Deck Areas/All Paved Surfaces:

- Swept free of debris
- All leaves, sticks, and any other debris removed
- Cobwebs removed from corners/ceiling, if applicable

Additional Items:

- Remove all servicer stickers and notices at initial services.
- Cover offensive interior graffiti.
- Ensure sump pump check valve is operational.
- Replacement of inoperable sump pump.
- Replacement of any missing, damaged or non-functioning light bulb.
- Ensure all smoke and CO detectors are not chirping and have batteries.
- Ensure all safety issues are addressed (see Safety Hazard Checklist).
- Provide service-dated air fresheners in all wet areas (bathroom, kitchen, laundry room, etc.).
- Provide mosquito prevention product to inoperable pools, standing, and/or stagnant water found at properties.
- Provide moisture control product in basements.

Listing Agent Checklist

When performing weekly property inspections, Listing Agents are expected to follow all Listing Agent-related items including:

- Ensure entire property is secure and locked, including padlocks on gates and outbuildings, if required.
- Ensure lockbox is present and coded correctly and additional marketing lockbox present.
- Ensure keys are present in lockbox.
- Ensure company signage and HomePath rider are posted and marketing materials are present.
- Perform weekly inspections and include date stamped photos for verification of any condition changes.
- Ensure Utilities are turned on unless not warranted or unsafe to do so.
- Ensure all debris/mailings/door drops are removed from entry way/porch area.
- Confirm interior and exterior maintenance is satisfactory.
- Follow all expectations as indicated in the Fannie Mae REO Sales Guide.

Safety Hazard Checklist

When performing services (initial and ongoing) on all Fannie Mae properties, each Field Service Company is asked to immediately check for common safety hazards that may be found in the interior or exterior. Field Services Companies are to ensure these hazards are identified and resolved. Common safety hazards the Field Service Companies are asked to remediate include:

Windows/Doors:

- Remove any broken glass.
- Secure and/or clear board any exposed windows or openings.
- Replace all missing/broken exterior doors.

Electrical Items:

- Secure or replace missing or damaged switch plates or outlet covers.
- Replace missing electrical panel covers.
- Cap all exposed wiring.
- Replace missing, broken or non-functioning light bulbs (includes décor bulbs).
- Secure loose light fixtures and ceiling fans.

Stairways:

- Replace or secure missing or broken steps.
- Replace or secure missing or loose handrails.

Floors:

- Replace or secure missing floor vent covers or open holes.
- Remove or secure all indoor trip hazards.
- Remove exposed carpet tack strips and nails.

Porch/Deck/Patio:

- Replace or secure missing or loose steps.
- Replace or secure missing or loose handrails.

Exterior:

- Fill large, open holes in ground with dirt.
- Repair any trip hazards (wiring or similar items at low level).
- Replace missing, broken or non-functioning light bulbs on first level of the exterior of the property.
- Replace missing/broken light fixtures at all exterior entries to property.
- Provide minor gutter repairs, minor deck repairs, paint over exterior graffiti, and reattach hanging shutters, when needed.
- Ensure perimeter fence is stable and all gates are locked. Provide minor fence repairs. Replacing fence is a bid item.

Pool/Spa:

- Ensure hot tub/spa is drained and covered if no fence is present. (This is a bid item.)

Interior/Exterior Wall:

- Remove all hooks and/or nails from doors, walls or ceilings within 8 feet of ground.
- Secure loose cabinets, cabinet doors, drawers or countertops.

Winterization (during season):

- Post appropriate winterization stickers and zip tie the water shutoff valve.

Additional Items:

- Cap exposed gas and/or water lines with correct type of cap and cap size.
- Install battery-operated CO and smoke detectors (per local code).
- Strap water heaters (where state or local ordinances apply).
- Secure out-buildings with padlock, if missing.

Exterior Services Checklist

Fannie Mae expects each property's exterior to be in compliance with local codes and ordinances year round, as well as the exterior to look its best to remain competitive in the market. Exterior services include:

- Removal of trash/debris.
- Cut grass and remove clippings from sidewalks, driveways and lawns (front, back, and sides).
- Knock down, remove, and treat weeds as needed in all rock-scaped areas.
- Trim weeds/overgrowth from fence lines, foundation of home/other structures, driveways and flower beds without damaging existing plants or flowers.
- Edge driveways, walkways and sidewalks.
- Remove all non-decorative vegetation attached to structure (including hanging vines).
- Trim all shrubs and small ornamental trees on entire property to appropriate levels for the structure, and ensure overgrown shrubs are trimmed from all exterior entrances and walkways.
- Remove all shrub and grass clippings, fallen leaves, dead shrubs/plants/small ornamental trees from the property.
- Clear all walkways and sidewalks of clippings and dirt.
- Ensure all debris/mailings/door drops/cobwebs are removed from all entry ways/porch areas.
- Ensure all real estate signage is properly secured and showing appropriately.

NOTE: Agents must direct and provide approval to the Field Services Company on all properties with greater than one (1) acre of lawn on the frequency of service needed for the acreage.

Snow Removal Checklist

Fannie Mae expects all snow removal to be in compliance with all local codes and ordinances. Snow removal service includes:

- Remove snow/ice from all entries and paths to the property.
- Remove snow/ice from steps, driveway, and walkways, including sidewalk in front of property and ensure access to parking area (garage, carports, etc.). Snow/ice may not be pushed up to the property or garage blocking access.
- Remove snow/ice from access area to oil/propane tanks if present.
- Apply salt or melting agent on all cleared areas including steps, driveway, and walkways, including sidewalk in front of property.