

Training Updates

TO: **Altisource® Field Services – Vendors (PFC, REO and RESI)**

FROM: **Altisource® Field Services (AFS)**

DATE: **November 2, 2018**

SUBJECT: **Altisource® Academy Training Updates – Gutter Cleaning**

Autumn is here which signifies the start of the Fall Season and the consuming of unwanted leaves throughout the yard and gutters. Effective 11/5/18, Altisource® Field Services will initiate *“Gutter Cleaning”* work orders to the vendors for all the pre foreclosure Conventional properties.

For Freddie Mac (FHLMC)/OMS and Fannie Mae (FNMA) assets, vendors are expected to create a Vendor Estimate (VE) and take prior approval from Altisource before completing the work at the property. Please schedule the gutter cleaning tasks with your regular grass cuts orders to avoid multiple trips for the exterior lawn maintenance order. Updating the communication log is key, in case you come across any issues during the property visits.

A. Gutter Cleaning Overview

Implementation Date: 11/5/18

Gutters and downspouts must be clear of leaves and debris in order to protect the property from decay, roof damage and leaks that could become a source of discoloration. If they are not cleared of debris, rainwater will fill in the gutters, overflow and eventually pull the gutters loose.

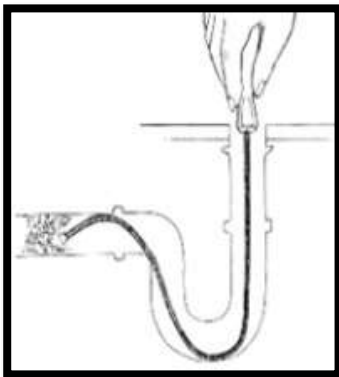
- Gutters and downspouts are to be cleared of leaves, pine straw and any debris
- Remove leaves or debris from all roof valleys



1. Steps to Perform Gutter Cleaning

A hose-end attachment specially designed for gutters may make this project a lot easier. If you need to clean from a ladder, follow these steps.

- Begin cleaning the gutter near a downspout
- Remove the large debris (leaves, twigs, etc.) with a trowel and dump it in a bucket
- To clean out finer materials, flush the gutter lengths with a hose starting at the end opposite the downspout. Alternatively, you can use a gutter-cleaning attachment on a hose. If the water doesn't drain, recheck the downspout strainer and clean as necessary
- If gutter water still doesn't drain, the downspout may be clogged, check the drain end
- If the downspout runs underground, remove it from the pipe as needed
- Install a small nozzle on the hose, and lock it at full pressure. Turn on the water and feed the hose up from the bottom of the spout. If this doesn't clear the downspout or the nozzle is too big, use a plumber's snake tool to clear the blockage



- Reattach the downspout, flush the entire gutter again
- Ensure to clean the downspout strainers

2. Gutter Repair Overview



- Ensure all downspouts are connected to the existing foundation drain or are diverted appropriately away from the foundation
- Inspect the gutters for any issues that may affect the continuous flow of water such as holes or disconnected joints
- Patch any holes present in the gutters, seal leaky corners and secure gutters that have pulled away from the house
- Gutters that have pulled away from the fascia board need to be re-secured by hammering the existing spikes back into the fascia board or adding new spikes if necessary

3. Safety Measures

- Cleaning or attempting to repair gutters from on top of the roof is not recommended
- Clean the gutters while standing firmly on a ladder
- Avoid standing on the top three rungs and don't reach past the side rail
- When working from a ladder, use one bucket for gutter debris and another for carrying tools
- Use wire hooks to attach the buckets to the ladder. Make sure the area below the gutter is clear

For any additional questions, contact your assigned POD or Customer Service at 1-866-962-6514 (select option #2).

Thank you

Atisource® Field Services (AFS)