



Altisource[®]

YOUR ONE SOURCE™

PFC Discoloration Remediation Guidelines

Property Preservation and Inspection
July 2015

Contents

- Process Improvement- Treat and Seal
- Process Improvement- Move Personal Property
- Discoloration Remediation- Light Density
 - Applying Solution
 - Applying Sealant
 - Disclaimer Label
 - Photo Documentation
- Discoloration Remediation- “Medium” Density
 - Small Scale Demolition
- Discoloration Remediation- Heavy Density
- Discoloration Remediation Work Quality Issues

Process Improvement – Treat and Seal

The “Bleach and Seal” method is being modified as improvement opportunities have been identified. Any solution designated as an “anti-microbial” agent will suffice for treating discoloration. Therefore, we will refer to this process as “Treat and Seal” rather than “Bleach and Seal,” although bleach also qualifies as an anti-microbial agent.

New Process:

- Separate the treat and seal activities into separate work items
- Conventional portfolio: There is a standard priced pre-approved line item limited to spray antimicrobial solution to remediate discoloration 1,000 sq ft.
- Pre-approved line items reduce bid time delays and expedites remediation
- Treating can be performed 2 or 3 times before sealer is applied or wall board is removed

Process Improvement – Treat and Seal

Spray Antimicrobial Solution
Spray Antimicrobial Solution - N/S
Paint One Coat Sealer
Paint One Coat Sealer - N/S
Remove Hazardous Drywall
Remove Hazardous Drywall - N/S
Remove Wet Carpet and Pad
Remove Wet Carpet and Pad - N/S
Dry Carpet and Pad Removal
Dry Carpet and Pad Removal - N/S
FHLMC Spray Antimicrobial Solution and Wipe Surface
FHLMC Remove Hazardous Drywall - N/S
FHLMC Remove Wet Carpet and Pad - N/S
Move Personal Property

- Line items without the N/S refer to a pre-approved and standard priced work item
- Line items with N/S designation refer to bids or non-standard priced orders
- Previously these items may have all been grouped together in a discoloration bid and performed at the same time
- Now the expectation is for vendors to perform more antimicrobial treating as a separate activity and painting of the sealer without bid approvals
- *Debris Removal up to 5 CY* is available for ongoing preservation activities and can be used in combination with *Move Personal Property* as additional rooms in the house need work

Process Improvement- Move Personal Property

- **Old Process:** *Move Personal Property* was limited to 10 CY allowable
- Problem: This allowable was used for the exterior on priority and the remaining balance was applied towards the interior
- Problem: There was little to no opportunity for the vendors to properly protect the personal property prior to remediating discoloration without enduring time delays in the bid process
- Problem: Too much work needed immediately with the Initial Services was delayed and out of sequence for the vendors
- **New Process:** The *Move Personal Property* line item is now pre-approved for vendors
- Solution: This work item now utilizes a 60 CY allowable
- Solution: When issued with the Initial Services, it will allow most properties to be properly serviced inside and out to clear debris and properly protect personal property
- This is available as a pre-approved work item limited to 4 uses per year to address discoloration growth in additional rooms as needed

Process Improvement- Move Personal Property (Conv.)

- The 60 CY allowable is to be used for the interior of the property in any room with discoloration. The intent for the interior is to assist vendors with accessibility to walls in treating discoloration and to improve air circulation in the home to retard discoloration.
- Move furniture and electronics into the center of the room. Clothes and soft items are to be bagged and placed in the center of the room. Consolidating the personal property into the center of the room allows it to be covered, which better protects the owner's vested interests. Cover the personal property with lightweight (1-mil or better) plastic drop cloths to prevent any damages from over spraying of antimicrobial solutions for the discoloration remediation treatments.
- Photos are a vital requirement of this order. Provide "Before" and "After" photos that clearly show all items. Provide clear photos of the tape measure to document length, width and height in each location. Document all rooms (where personals have been moved) individually and label accordingly. This allows for a better defense against claims. Avoid moving interior personal items to the exterior of the property.

Move Personal Property



Contractors are to move the furniture, electronics and other personal property into the center of the room before undertaking discoloration remediation



Arrows point to clear lines where the discoloration has begun to appear. This is early stage low density discoloration treatable with “Treat and Seal”. A painter’s drop cloth is to be used to protect carpet when sealing with appropriate primer.

Move Personal Property



When a room is determined to have discoloration, the expectation is to move personal property into the center of the room so a preservation contractor is able to walk around the room perimeter and spray/treat the walls and ceiling with antimicrobial solution. Thin painters plastic is to be used to cover and protect the personal property from any overspray during the remediation.

Move Personal Property



Vendor erred when they moved the items in the cabinets to the center of the room since no discoloration was present in this room.



Handling personal property in this inappropriate manner causes exposure to Altisource and the vendor for a claim.

Discoloration Remediation- Light Density

- Be prepared to use the new pre-approved *Spray Antimicrobial Solution* work item to treat surface discoloration on walls and ceilings when performing the Interior Initial Services or reoccurring grass cuts.
- Photograph each room requiring discoloration treatment from 2 opposite corners and include as much of the floor and ceiling as possible.
- One *Discoloration Disclaimer Label* is to be installed in every treated room.
- Every room in the house is to be photographically recorded, documented and labeled with the room name whenever any treatment for discoloration is performed.
- Grass cutting crews can bring beneficial productivity while on site by spraying interior discoloration on a re-occurring basis two or three times in order to repeatedly kill more and more spores with each treatment before painting with an approved sealer or cutting out wallboards.
- Summertime now becomes a very aggressive season to fight discoloration growth.

Discoloration Remediation- Applying Solution



Provide close up and full room views of discoloration.

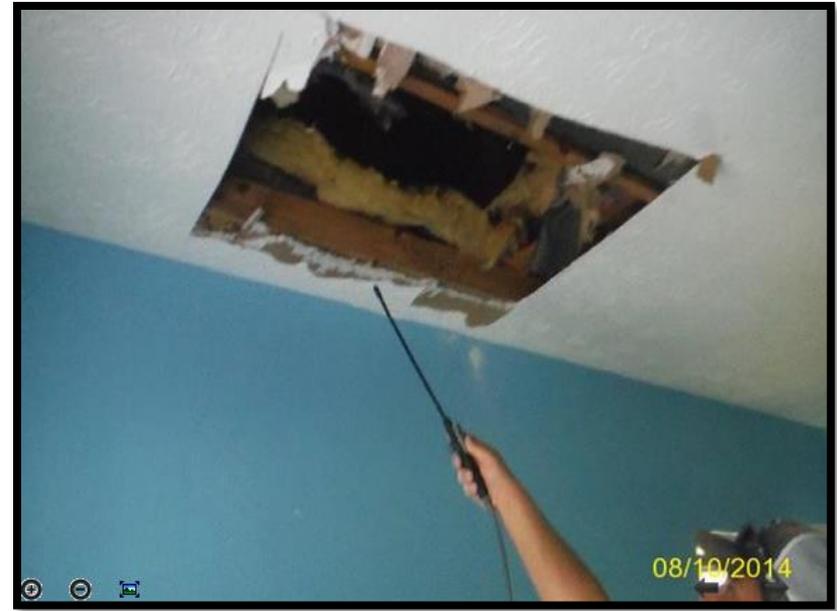


Spray with antimicrobial solution after documenting with photographs: while still on site completing the *Debris Removals* and *Move Personal Property* work items or after a grass cut. Install a label in each treated room when finished.

Discoloration Remediation- Applying Solution



Vendor correctly provides proof of his use of anti-microbial solution.



Vendor provides good documentation of treating the areas surrounding the demolition with the solution.

Discoloration Remediation- Applying Sealant



Application of sealer is to be performed on dry wall board after the spore kill has been address through previous antimicrobial spraying. Brush or roll sealer, DO NOT use aerosol spray cans.



Provide documentation of the type sealer used. (Wood/Drywall=KILZ, Zinsser, Masonry= Drylok)

Discoloration Remediation- Applying Sealant



This photo shows the bottom 3 feet of the wall sealed in a close up view of the corner of the room which is good.



Vendor failed to provide a full room view from opposite diagonal corners of the room which is not acceptable – also note the *Discoloration Disclaimer Label* has not been shown installed which will stop payment approvals.

Discoloration Remediation- Applying Sealant

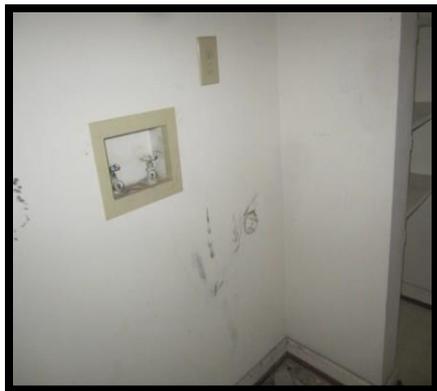


Wing wall, baseboard and floor with surface discoloration.



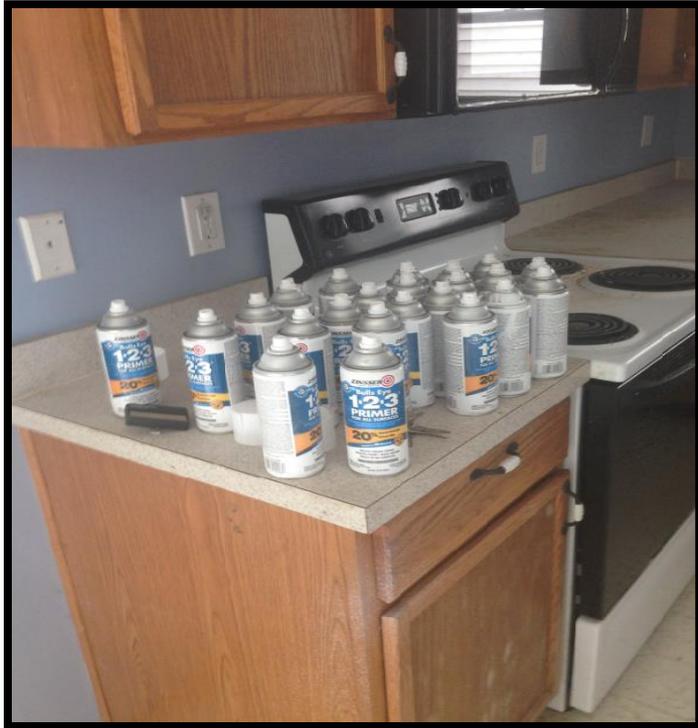
No evidence of applied solution to kill spores prior to sealing. No photo showing brand of sealant used.

Floor and baseboards left untreated and not wiped down.



“After” photo with only (1) coat of sealer applied. Photo cropped to avoid showing untreated floor.

Discoloration Remediation- Applying Sealant



Vendor incorrectly used spray cans instead of roller and brush thereby not providing a thick enough coating to properly seal discoloration (only hide it).



Vendor clearly did not remove all drywall debris from site while performing the remediation. This is why a full room view of the treated room is important.

Discoloration Remediation- Applying Sealant



Vendor used spray cans and unprofessionally sprayed across edges of mirror without protecting.



Close up photo showing paint runs on the bathroom mirror. Notice the poor and uneven and thin coverage of the sealed surfaces.

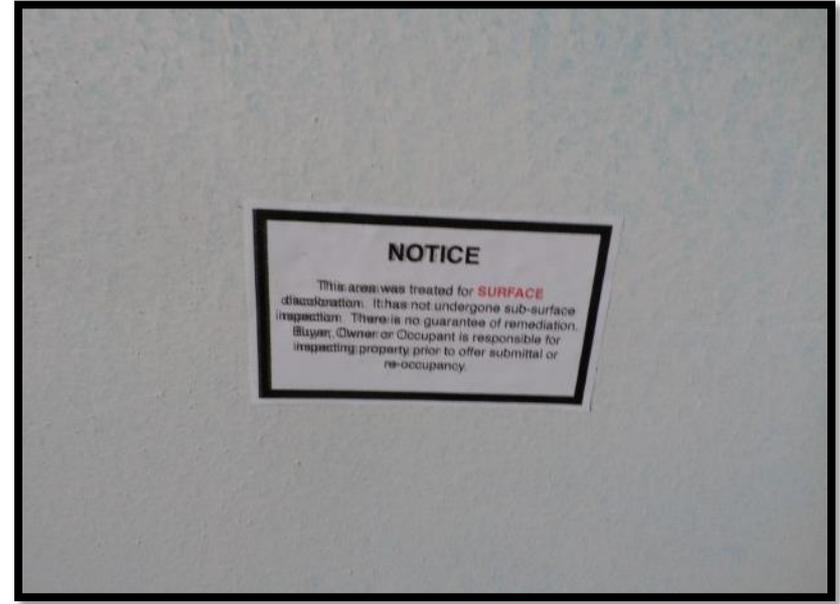
Discoloration Remediation- Disclaimer Label

- The label below is to be pasted in every room where treatment has occurred – one per room
- Vendors are to purchase the label from Compass Display and provide to subcontractors for installation- Altisource@compassdisplay.com

NOTICE

This area was treated for **SURFACE** discoloration. It has not undergone sub-surface inspection. There is no guarantee of remediation. Buyer, Owner or Occupant is responsible for inspecting property prior to offer submittal or re-occupancy.

Discoloration Remediation- Disclaimer Label



The vendor was sent back to the asset to install the label. Vendors are to install the *Discoloration Disclaimer Label* one per treated room; include a close up photo of the label. The manufacturer has changed the adhesive so these labels are almost impossible to remove without damaging the walls. Vendors should wipe the surface clean before applying and install moderately warm label during winter season (keep in the cab of the truck when driving).

Discoloration Remediation- Photo Documentation



Vendors are to provide 2 photographs from opposite corners of the room.
A third photo of the ceiling condition is needed if not captured in the first two.

Discoloration Remediation- Photo Documentation



The contractor completes the work by measuring the square feet of the area remediated and provides a wall view and close up view clearly showing the length, height and width to ensure easier understanding by the reviewer who approves the work for payment.

Discoloration Remediation- “Medium” Density

- “Medium” Density- Requires small scale demolition.
- Create a Vendor Estimate to repair roof leak or other source of water intrusion.
- Painter’s drop cloth as site protection may be appropriate in homes where flooring is in good conditions.
- Move Personal Property to the center of the room and cover with plastic.
- Professionally remove small amounts of contaminated drywall
- Spray with antimicrobial solution.
- Install *Discoloration Disclaimer Label* one per each room.
- Once the source has been remediated or repaired:
 - Wipe down counter tops, cabinets and surfaces as required.
 - Clean up all debris to “broom swept” minimum condition or vacuum when appropriate.
 - Apply sealer with roller or brush. (Aerosol spray cans are not permitted)

Discoloration Remediation- Small Scale Demolition



Ceiling damaged from roof leak causing the start of discoloration.



Discoloration in wallboard removed by cutting out.

Discoloration Remediation- Small Scale Demolition



Debris from the discoloration demolition contains wallboard and insulation.



Debris is properly disposed of by containment in contractor grade bag.

Discoloration Remediation- Heavy Density

- Install floor protection prior to drywall demolition.
- Remove drywall (to off site landfill) and cut out in a professional manner.
- Remove wet insulation if needed.
- Clean up all debris to “broom swept” minimum condition or mop and vacuum when appropriate (include as a line item in the scope of work).
- Spray wall cavity and framing with anti microbial or germicidal bleach.
- Wipe down all interior surfaces in house as required.
- Painter’s drop cloth as site protection may be appropriate in homes where flooring is in good conditions before applying sealer
- Apply sealer with roller or brush, not aerosol spray cans.
- Install HEPA air scrubbing equipment and generators if needed.
- Install *Discoloration Disclaimer* label in each room treated.
- Create a vendor estimate to repair roof leak or other source of water intrusion.

Discoloration Remediation- Heavy Density



- Contractor should wear a full environmental protection suit and use a respirator before entering a property with heavy density discoloration.
- If the entire house is in this condition, it should be considered a demolition and the bid should reflect a full remediation.
- Note: If there are only 1-2 small rooms in this condition, prior to demolition, the vendor can treat with solution a few times to see if spores can be killed instead of removing drywall. If this approach works, sealing would be next step.

Discoloration Remediation- Heavy Density



No photos submitted showing bleach applications to wall cavity and stud framing prior to sealing.



Vendor did a nice job of sealing the wall cavity discoloration but only applied one coat without prior bleaching.

Discoloration Remediation- Heavy Density



Vendor left floor clean after demolition and treatment.



Vendor did provide multiple full views of the room from differing angles.

Discoloration Remediation- Work Quality Issues

- Vendors should be using proper protective equipment (suits, respirators, gloves, eye protection etc)
- Site protection is required with drywall demolition to protect the hardwood, vinyl, tile or carpeted surfaces (Drywall dust will be 'ground' into floors if not cleaned up properly)
- All wall cavities need to be thoroughly cleaned before applying the antimicrobial solution
- After treating the area, photos should clearly demonstrate a reduction of discoloration before applying the sealer
- Aerosol sealant spray cans are not permitted (creates unnecessary overspray and is not thick enough to adequately seal the discoloration spores)
- Sealant must be applied in a professional manner including coverage and protection of all non-painted surfaces
- All debris is to be removed from the property
- Cleaning is to be added into the scope of the discoloration treatment bid
- Provide photos with room labels and tape measured verification of treated area
- Install *Discoloration Disclaimer Label* and submit photo documentation

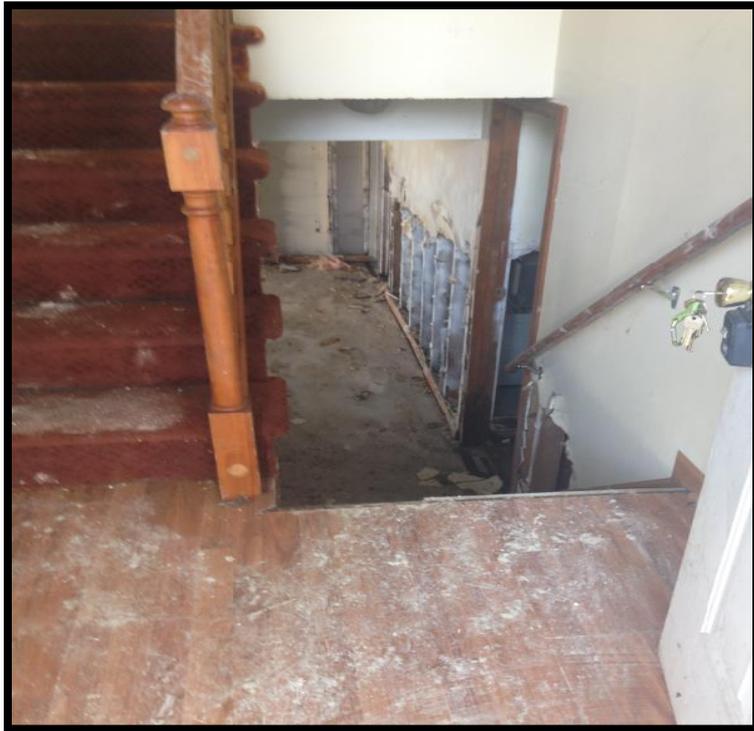
Discoloration Remediation Work Quality Issues

Trash left in wall cavity and on floor. Wall framing left unbleached and unsealed.



Full remediation was not performed by the vendor as the stairway walls show.

Discoloration Remediation Work Quality Issues



Typically, the bottom four feet of basement walls often are removed when heavy density discoloration is present. Notice the hardwood floor unprotected during the drywall demolition and left unclear.

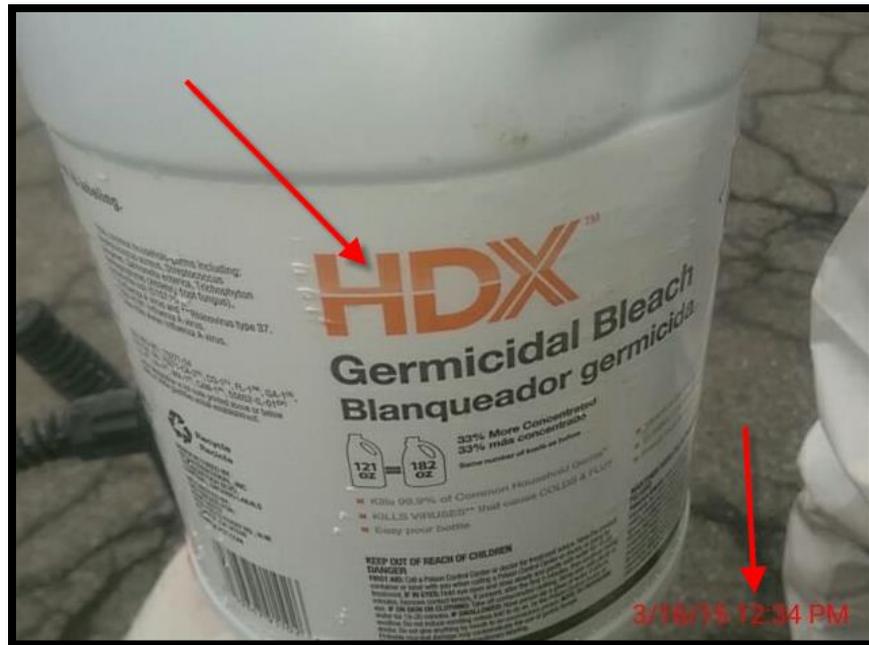


Wall board is to be cut with a saw or removed at a factory seam to perform a professional demolition service so no additional demolition is required by the renovation contractor.

Discoloration Remediation Work Quality Issues

- When uploading photos in VMS, ensure you are marking what rooms the photos are taken in.
 - Bedroom 1, 2, 3
 - Kitchen
 - Bathroom 1
 - Etc...

Identify the rooms being treated.



Identify the products being used.

Discoloration Remediation Work Quality Issues



Pressurized spray tank is preferred method of applying solution.



Protective suit and respirator is recommended for all discoloration remediation jobs.

Discoloration Remediation Work Quality Issues



Include protective equipment in your bid, include site protection and clean up too.

- Provide measurement for each room
- Provide supporting evidence for each wall remediated
- Label rooms with distinctive names: i.e. Master bedroom, bedroom 1, bedroom 2, kitchen, basement
- Good quality well labeled photos get your pay request approved much faster and easier
- Vendors must provide QC with their subs on providing clear documentation of services and quantities performed

Discoloration Remediation Work Quality Issues

- Vendors are required to inform Altisource of the entire asset condition throughout the ongoing discoloration remediation process.
- Provide photos of every room and label them so the entire house condition is verified at the time any discoloration remediation work is performed and the order is completed.
- Discoloration is an ongoing growth and therefore may appear in additional rooms weeks after a previous treatment was completed.
- Entire house photos are needed to verify all remediation needs have been identified and addressed.