

## Sub-Contractors: New Agreement/ New Procedure:

*Contract Agreement with Independent Contractors for KASH CO: 2017-2018*

### New Procedures and updates : (Message from ROB)

Every year in June it is the Annual vendor summit for Altisource/ Ocwen (this is our 8<sup>th</sup> that we have attended) and it every year there are less familiar faces from years before, which only means that we are handling our business and operations in good quality for us to be still in contract with them!

The information on this new agreement is for another 12 month period: August 2017 – July 2018, this new agreement will address the new procedures and changes that are taken place starting in August, as they are very few but they are very sensitive to the asset managers and we all need to be on the same page to make sure that it is being completed at the properties with-out any problems.

This last year has been so many ups and downs, many of my subs have been with me for a long time and also there has been so many new changes in subs, in different areas. Here is what I expect in my field crews, which are very important to KASH CO. and also the longevity of our relationships:

- Quality of workmanship
- Work order due dates
- Communication Daily
- Accountability and responsibility of your assets in your territory that you are agreement to:

KASH Co, has responsibilities to the client on all the territories, as I have grown a relationship with **Altisource and OCWEN, (Our main client)**, and a few other servicing companies, I always make sure that our internal team in the office and our field teams (YOU) are working hard to make sure that all the properties are completed and maintained with a high level of workmanship & quality work, respectful to the property and the neighborhood, and efficiency of work order completions by the due dates. In RETURN, I am responsible for producing more work orders for your properties and also paying you on what has been completed on time! I value my relationship with my Client and the asset manager, and I also value my sub contractors and inspectors that I work closely with. We are a small company and work closely, where communication, trust and flexibility are the most important part of our business relationship.

## **ARE YOU EXCITED???**

**Here below is a index sort of page which shows the key points to starting this new process and the new instruction on work orders that we need to start implementing on new guidelines with our client and few notes and suggestions on how to improve our score, our relationship and communication, which helps with a long lasting business relationship with each other.**

### **INDEX Summary:**

- **Inspection and Preservation Work orders:**
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  - **Occupied vs. Vacant properties**
  - **Personal Property Items and postings**
  - **Eviction/ Lock OUT**
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- **Initial Service Bundle ( ISB)**
  - **Debris removal and process**
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    - **Hauling pictures**
    - **Hazard Materials**
  - **Janitorial**
  - **Grass cut**
  - **Winterization (Seasonal)**
  - **EXTRA ISB items that need to be done**
  - **Double check your check up before you leave the house**
  - **QUALITY CONTROL**
  
- **REIDS RULES: QUALITY CONTROL ITEMS STEPS**
- **Creating work orders based on your pictures**
  
- **Pre- Sale Maintenance:**
  - **Recleans**
  - **REcuts**
  - **Access issues**
  - **Utility meter**
  
- **Code violation:**
- **Communication/ Smart Phones/ WI-FI/ Text messages**
- **DUE DATS/ LATE ORDERS/ VENDOR SCORE**
- **INVOICING: ON ISB ORDERS or EXTRA orders : WEEKLY**

Sub contractor Initial on confirming this page: \_\_\_\_\_

## Inspection and Preservation Work orders:

Here is the process of preservation work orders: it starts off with property inspection Bi weekly order which come into our system to check on occupancy status:

### 1. Bi weekly / Occupancy Inspection: Vacant or occupied: 2 days on completion

- **If occupied:** Need to take pictures of the property, front view, side view, utility info, and address or street sign
- If occupied: Need to leave a CFR (Cash For Relocation) letter or door hanger, so the occupant can call Ocwen/ Altisource to negotiate a deal to vacate and get a check **Only for Altisource, AND NOT IN CA**
- If occupants are available, give them the letter or door hanger and get information so we can help them out more. Name and number and occupant type: (Mortgagee or Tenants)
- HOA INFORMATION for CONDO or COMMUNITY PROPERTIES
- CHECK IF SFR, or Multiple UNITS **VACANT PROPERTY**
- **If Vacant:** Need to take pictures of the property, front view, side view, utility info and address or street sign
- Need to get in the property and take over: BY securing and posting :
- **SECURING STEPS:** Install securing front door usually but sometime back and side door depending on the client (see instruction on the work orders) , and take pictures of the process with the CODE or lock box in the package and the set of keys; 1 should be in kitchen drawer or lock box and 1 you should take for future issues
- WINDOW postings: OCWEN/ KASH Window posting on the front window for contact information
- **Securing sticker comes in the package and needs to be stuck on the door next to lock**
- UTILITY: Water, Gas and Electrical meters and clear pictures of meter number
- Electrical Breakers on Vacant homes, need to be OFF: Need clear pictures
- Swimming pool: Yes or NO
- DEBRIS: Interior vs. Exterior: How much cubic yard is interior and exterior
- When you send the work order, please confirm if the property is occupied or vacant!!!!

### PERSONAL PROPERTY AND NOTICE

- If VACANT, but has PERSONAL PROPERTY VALUED AT \$300.00 OR MORE, This is very important and we stand liable for this as the vendor. We need to photo documents all items and put up the Personal Property Notice (Different for each state)
- Take pictures of the personal property and the NOTICE that you post on the front door with the list of items that are present, interior and exterior. CLEAR PICTURES

### EVICTION/ LOCK OUT

- Field Inspector: We meet the sheriff department at a time and date on work order
- Need to show up with Personal property notice and Securing to lock out the property
- List Personal Property if any, post sign, secure the property and have the Sheriff post there notices

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**\*\*\*Once the property is confirmed vacant, then we get the work order for Initial Services Bundle (ISB), which is now done in 4 separate work orders, see below \*\*\***

**2. Initial Service Bundle : 4 days due dates**  
**(Debris Removal, Initial Janitorial, Initial Grass Cut, Securing, & Property review)**

**\*\*\*Debris Removal Process/ Hauling/ Trailer Measurement:**

- No matter if it is 3 yards of debris removed or 300 yards to be removed. Need to make sure that you take good pictures of the debris interior and exterior. If more than 60 cubic yards, let me know for approval.
- Need to take pictures of the trailer, or container or truck MEASUREMENT that is being used as Hauling the debris off property: **Measurement of WIDTH, HEIGHT, LENGTH is needed for each load that is removed.**
- Payment are really hard to get approved and need lots of pictures of the debris removal process, hauling process and measurement process for KASH to bill the bank and also pay you for your removal.
- Once all debris is removed, need to do a double check in all the rooms, cabinets, closets, trash cans, mail box, sheds, attics, basements and GARAGE
- **TRASH-ITEMS Includes:** Hangers, drapes in bad condition, stand up shelves, bathroom accessories, hanging drapes, bathroom toilet rolls, debris in mailboxes, flower pots, mail, news paper, trash in yard
- To confirm that the property is debris free, place the **TRASH** cans if any at the property UPSIDE down in the garage!!!

**\*\*\*Quality Control:** QC inspector do inspect every inch of the house to make sure that all debris is removed, they will check interior and exterior, sheds, garage, in all the cabinets, corners of the yard, etc.

**\*\*\*HAZ MAT** or other debris: Like construction supply and Paint, roofing materials: If it is easy to remove and not a lot, please remove and take pictures of the items organized and removal process off property

**Picture Process:** The pictures need to tell us a story of the house:

- Need clear before pictures, during pictures, and after pictures of the interior/ Exterior: ( Does not have to be 100 of pictures, but enough so we can see the whole rooms in different angles, floor to top)
- Organization of pictures, take all Before pictures, then during pictures and at the end After pics once all is completed. USE THE SAME ANGLES of picture shots

**\*\*\*JANITORIAL PROCESS:**

- Start from top to bottom, and dust all the corners of walls and ceilings for Cob webs and dirt
  - Dust Windows and secure them
  - Vacuum all floorings, especially carpet (some properties do not have electrical so you would need to have a generator if needed, or some type of power supply)
  - Broom the kitchen, hallway and bathroom floors
  - Mope the kitchen, hallway and bathroom floors
  - Cleaning kitchen: Cabinet wipe down, sink cleaning, cabinet tops, & equipment wipe down
  - REFRIGERATOR, STOVES, MICROWAVES, DISHWASHERS: Need to be in clean condition if possible
  - Bathroom: Need all tubs, showers, sinks, and especially TOILETS cleaned out as best as possible
  - AIR FRESHENERS: Need to add AIR FRESHENERS in Each BATHROOM & KITCHEN with date
- \*\*\*The interior has to be in marketing and nice and clean condition for the agents to show\*\*\***

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### **\*\*\*GRASS CUT PROCESS:**

- (Big Code violation issues with exterior maintenance that is the most important for us to make sure it is always looking good) (City & County Inspectors are always looking at vacant homes to give penalty)
- Grass cut is only: MOWING, EDGING, BLOWING & CLEAN UP
- Clean up grass cut debris and remove off property, not in the property trash can
- If there is tall grass and weeds that needs to be removed, make sure it is completed and on your completed notes you can let us know so we can pay you accordingly
- GRASS cuts have different pay based on property lot size: TAKE TAPE MEASUREMENT OF HEIGHT
- When you leave the exterior should look clean, maintained, and looking good
- NICE, CLEAN and NEAT
- This has been a big issue with subs and code violations, The clients is making us accountable for any code violation on our properties if any are not done correctly, with a penalty and a non pay to us!

### **\*\*\*Seasonal: Winterization Process: (During winter season: October- April): SEASONAL**

- This would be done during the ISB Process during season : Read Instruction on Work order
- East CLIENT has there own process and Winterization Postings, that you need to have printed out
- This is a very important work order which preserves the plumbing on the property during the cold months or the year. Especially in Arkansas:
- TURN off main water supply
- Need to air pressure all the drains, water heater, plumbing supply to remove and dry all water out of pipes: Need a compressor for this
- Pressure testing: The air on the water heater and drain out all the water in the pipes
- Filling up the toilets, drains, sinks with ANIT FREEZ Liquid to preserve the pipes
- Winterization TAGS, and notices on: Water meter, all the areas winterized, Front door, water heater, MAIN water meter switch

#### **Extra Items on ISB orders would be:**

- Winterization: Which is seasonal
  - C02 Installation: California properties: Need to add C02 detectors on each floor
  - Smoke Detectors: California properties: Each room needs a Smoke Detector
- \*\*\*Need to check ISB order list on if any are added on your properties

### **\*\*\*During the ISB order: We are also responsible for these extra items**

- Wire capping on any open exposed wires hanging: (Take pics before and after and quantity)
- Securing all windows and doors, sliding doors, garage, sheds: (have pad locks and window locks so you can lock up when you are there if needed (Take pics for extra payments)
- Loose cables in the interior of the property (Extra cable wires, need to either cut or roll up and zip tie it so it won't be a trip hazard)

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### **CHECK UP AND DOUBLE CHECK UP before you leave the house:**

- Double check on ISB Items: Securing, Debris removal, Janitorial, Grass cut:  
LOOKING NICE, CLEAN and SECURED
  - All debris removed from the interior and exterior of the property and is in marketable status:  
“small quantity of trash takes points off vendor score during quality control inspection”
  - Check for open electrical wiring which needs to be capped off, trip hazard cables
  - Check for Window Posting OCWEN/ KASH, and sticker on door, and 1 key in kitchen cabinet
  - Secured Front door, windows are locked, doors are closed and secured before you leave the house
  - Complete and go through the VACANCY CHECK LIST: Updated check list will be sent with ISB order
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DOUBLE CHECK WORK AFTER ISB is completed (complete each line item on different clients

1. **SECURED: ALL points of entry for every struct Entry for every structure on property**
2. **CONTACT SIGNAGE: Per Client posting during securing sign posted INTERIOR front window.**
3. **DEBRIS: Remove from interior and exterior and trash cans upside down in the garage**
4. **GRASS CUT: Maintained and shrubs trimmed: NO excessive growth CODE Violation**
5. **EXTRA: LIFE SAFETY ISSUES need to be address:**

### **Repairs Needed during the ISB orders and other visits to the property (Re-cleans / Re-Cut):**

- At the property there are going to be a lot of items that need to be repaired, need to take multiple picture of them so we can get approvals
- Make a separate folder and LABEL the file Repair folder, and put all the before pics of what needs to be completed
- Example: Trimming, weed removal, pool board up, mold, pest, carpeting, graffiti, Haz Mat, flooring, board up, etc.
- I will create a new checklist so you can look at what needs to be completed, so you can take to the property.
- \*\*\*SECURING: MAKE sure mechanical lock and code is working and all other doors are secured before you leave the house:

### **Work orders based on your pictures:**

- The only way I can get approvals on extra work at the property, is if I get good clear pics of what needs to be done.
  - Again, I will be creating new Inspection checklist so you can use at the property
  - We all need to produce work at the property, and it is based on pictures you take so I can create and submit for approval
  - “QUALITY of PICS important, NOT quantity”
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#### **4. PRE-SALE MAINTENANCE:**

**(These orders are the most late orders we get and need to make sure it is done on time)**

- **RE-CLEANS: 1 x a month: Need to do a quick Janitorial: 3 day**
  - Access issue working correctly, postings are up
  - Vacuum, Broom, dust, clean up and debris or trash on property
  - Clean toilets, put in new Air Fresheners with date
  - Interior looking good for marketing
  - Agents make sure it is looking good for open houses happening through-out the week
  - Meter readings and pictures needed

- **RE-CUTS: 2 x a month: 6 days**

**(This work order is probably the most important due to code violations)**

- MOW, EDGE, BLOW and CLEAN Up
- Debris removal from exterior if anything is left behind
- New pricing per standard vs. big lots (new pricing)
- Access issue check ups
- Meter readings and pictures needed

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#### **5. UTILITY and METER information:**

- Please send the utility info and meter info with your Bi WEEKLY, ISB work. Water, gas, and electric
- Also, during RE-Clean: **Need to take picture of the meter #. This is a requirement**

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#### **6. CODE VIOLATIONS:**

- ACCOUNTABILITY for your property and maintenance:
- Violations received by: City, attorneys, County, etc.
- BIGGEST code violation is: Yard: Keeping it maintained, and securing of the property.
- \*\*\*If a code violation gets cited on one of our properties, and there was just a re-cut done, Altisource will charge us \$150.00 plus the penalty \*\*\*\*
- **“Code violation is what we resolve, not what we create”**
- The client uses there local brokers/ agents to QC our work once the job is done. So we need to make sure that jobs are done the correct way to be approved and paid.

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#### **7. COMMUNICATION/ Follow ups/ DUE DATES/ WORK ORDERS/ INVOICING**

- **Communication/ FOLLOW UP CALLS: KASH**  
Please have open lines of communication, text messages and phone calls, This is the only way we can keep updates going on and getting a hold of you to make sure all work orders and due dates are working.
- **SMART PHONES:** Subs and Inspectors, Need top of the line smart phones: WE need to have quick communication through-day, and work orders are being sent all days, and we need quick responses and confirmation on the work orders or any issues we have at a property. Need your phone to be synched with your email and need your camera phone to be able to send pictures to us for quick work order uploads.
- **Internet & WIFI on the Field:** Although, I always preach on getting work order sent in by due date on the work orders, someone times so we can save time, we would need pictures sent from your phone and it would need to be a phone that can support photos being sent correctly and fast. This is very important to your own business as well

Sub contractor Initial on confirming this page: \_\_\_\_\_





**Closing agreement statement: BY ROB KASH**

**I'm really serious about my business, I work hard making sure that my client is satisfied and happy with the services we offer. My office staff, all are here to help with the work orders and get them uploaded and processed quickly so the Client can approve the work order and send out payments. We obligation to my Sub Contractors are to keep them busy, keep you happy, and make my payment on time and be here for any support you need on the work orders.**

**My request for my SUB Contractors is to, complete all work orders on time as you are my field crew for a specific territory, to keep communication lines open, and to do quality service on the assets that we manage.**

**We need to have trust and support in working with each other, which will keep the relationship going for a long time and creating work for each other to work on.**

**It's a very simple and user friendly agreement for the work order process that keeps us on the same page.**

**If you agree to all the above work order process, new procedures, suggestions and information on the service we provide, please accept this agreement with a signature below. Attached is also a formal agreement that is more detailed.**

**I'm looking forward in working with you or continuing in working with you and cant wait!**

\_\_\_\_\_  
Sub Contractor: NAME PRINT & Address & Contact #:

\_\_\_\_\_  
SUB CONTRACTOR SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_ Robert Kashefi \_\_\_\_\_ Agreed BY: ROB KASH:

Sub contractor Initial on confirming this page: \_\_\_\_\_

**2017: New pricings:**

**Standard Pricing KASH CO: Standard pricing:**  
**Pricing Spread Sheet: "THE BREAD & BUTTER" Standard orders**

**Occupancy Inspection/ Bi weekly Inspection:**

(If property is in your territory and is further than 30 miles, I give extra for fuel)

15.00

**ISB (Vacant Property)**

- Securing (Mechanical Lock) We supply \$20.00
- Initial Janitorial \$75.00
- Initial Grass Cut: (Depending on lot size) \$40.00 - \$60.00 - \$80.- BID Per Job: Per CUBIC YARD (Different for clients)
- Debris removal: Accordingly to Cubic Yard
- Winterization/ Pressure Testing: (Seasonal): \$50.00

**Extra Orders: Work orders for:**

- C02 Installation \$20-30.00each
- Smoke detectors: \$15.00 each
- Access Issues \$10.00
- Marketing sign install \$20.00
- Pad Lock/ Hasp lock \$15.00
- Board ups: \$20.00 - \$85.00 per window

**Monthly Pre Sale Maintenance:**

- Grass Re-cut: 2 x a month: (Depend on lot size) \$30.00- \$80.00 – BID
- Re-Cleans: 1 x a month: Standard: \$30.00
- Access Issues/ Service Calls \$20.00

**WHAT TO LOOK FOR: EXTRA WORK ORDERS (Pricing is based on job and approval)**

**Landscaping:** Very important part of maintenance that needs to be done monthly:

- Bush / Shrub/ Trimming: \$BID
- Limb/ Dead Log/ Dead Tree removal \$BID
- Weed Removal \$BID

**Life Safety Issues:** Need pictures to get approval on

- Landscaping Issues (Weather storm damages)
- Exterior/ Interior Issues (Structural, flooring, roofing, Outdoor Deck, Porch, Fence, Shed)
- Demolition, illegal units, Drywall, Roads, Electrical, Plumbing, Flooring, etc
- Carpet removal, tile removal, Haz-Mat removal, Metal and junk removal

**OTHER Work:** What-ever you can find that we can make money off of, need pictures and notes on what needs to be done on your report.

**The standard work order pricing is for all properties, this is our BREAD & BUTTER. The other orders are work orders that the pay is going to be much better and that's what we need picture and notes on.**



**PAYROLL:** Is sent out payroll on every 15<sup>th</sup> and 31<sup>st</sup>. of the month:

Example: Any work orders you get from: \*\*\* August 1-15: Payroll on August 30<sup>th</sup>:

\*\*\* August 16-31: Payroll September 15<sup>th</sup>:

**PAYMENTS:**

Check payment vs. Wire (Direct Deposit):

You can have an option of checks sent to you which in some areas due to out of state, it has ship time of 3-5 days or you can request for same day wire deposits which there is a \$30.00 fee that we subtract.

**Looking forward in working with you and your team:**

**Please sign below to accept the standard pricing for work orders completed:**

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**X: Sub- Contractor Name:**

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**X: Date:**

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions):  Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number									

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
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### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.