

BROKER WINTERIZATION & SNOW REMOVAL PROCEDURES | 2016-2017

Keystone Asset Management, Inc. (“**Keystone**”), in conjunction with the accepted Terms and Conditions Agreement (“**Agreement**”), has created the below procedures for engaged real estate brokers and agents, as well as their respective brokerages (individually or collectively hereinafter referred to as “**Broker**”) to outline expectations and guidelines with respect to winterizations and snow removal on properties managed. In addition and unless specifically defined otherwise herein, to those terms defined herein, the capitalized terms defined in the Agreement shall apply hereto. A copy of the Agreement can be found at the following link:

https://www.keystonebest.com/docshare/Keystone-BrokerBrokerage_TermsConditionsAgreement_Final.pdf

1. Overview.

Sub-freezing temperatures, snow and ice raises liability for fines, health and safety violations, and potential accidents from untreated properties, driveways and sidewalks.

With respect to winterizations and snow removal, Brokers must:

- **Have the ability to engage a licensed and insured subcontractor to bid and/or complete winterizations and/or snow removal.**
- **Contact designated Keystone Personnel as per the information herein in the event Asset Referrals Brokers are assigned to be impacted by winter weather to ensure proper arrangements are made for winterizations and snow removal.**

Note: As Keystone services numerous Clients and portfolios, specific instructions via Web Assignment Packages or similar documentation (“**Web Agreement**”) with respect to individual Asset Referral requirements and responsibilities will be provided. In the event requirements and responsibilities provided in Web Agreement differ from the terms herein, the Web Agreement will supersede.

2. Winterization Process:

Keystone will engage the assigned Property Preservation Company (“**PPC**”) to bid and/or complete winterizations unless, at the discretion of Keystone or its Clients, Brokers are engaged to bid and/or complete winterizations.

Winterization tasks are often initiated upon the rekey and securing of an Asset Referral. Should Brokers be responsible for managing the Asset Referral rekey and securing process, it is imperative that this task completed as soon as possible to ensure the winterization is scheduled timely.

Brokers shall be responsible for the following:

- When instructed by Keystone, complete the assigned rekey task within twenty-four (24) hours of vacancy to ensure Asset Referrals are addressed as soon as possible.
- In the event Brokers encounter an Asset Referral that is not winterized, has an incomplete winterization, or have general questions about the winterization process, contact the assigned Pre-Marketing Specialist / Asset Coordinator immediately.

- In the event Brokers are tasked to schedule and complete a winterization, a qualified and insured independent subcontractor must be engaged to complete the process, providing full before and after photographs. **NOTE:** Proof of insurance may be required prior to issuing reimbursement.

3. **SNOW REMOVAL PROCESS:**

Keystone may require Brokers to engage a licensed and insured subcontractor to bid and/or complete snow removal on Asset Referrals affected by snowfall and winter.

In the event Brokers are tasked with bidding and/or completing snow removal but cannot arrange completion based on the terms herein, written communication must be sent to Keystone Personnel.

It is understood by Brokers that Brokers are responsible for notifying Keystone when snow removal is required, regardless of who will be completing the removal.

The following procedures must be applied in completing the removal process:

- **When completing the snow removal process**, a fully insured independent subcontractor must be utilized in addition to submitting complete before and after photographs. **Note:** Proof of insurance may be required before reimbursement is issued.
 - Once the removal is complete, contact to Keystone Personnel must be made to the appropriate task is set up within Keystone's system. The corresponding task will allow Brokers to submit invoicing, with proper supporting documentation, for review and reimbursement after the snow removal has been completed. **Note:** Reimbursement will not be approved unless before and after photographs are provided.
- **Should Brokers have the capabilities to complete the snow removal process**, Keystone will make alternative arrangements through the PPC however; Brokers still assume the responsibility of notifying Keystone when snow removal is required.
- **In emergency circumstances**, such as snowfall on a weekend or should unique circumstances

4. **WINTERIZATION AND SNOW REMOVAL GENERAL:**

Communication between Keystone Personnel and Brokers is vital during this time to ensure properties remain free of health and safety concerns, as well as to ensure they remain in compliance with Client, Keystone and municipality standards.

Failure to contact Keystone Personnel upon snowfall, or when issues arise during the winterization process, could create additional liability for not only the Client, but Brokers as well, potentially jeopardizing current and future assignments with Keystone.

- Questions concerning a specific Asset Referrals should be directed to the assigned Keystone Pre-Marketing Specialist / Asset Coordinator. General questions should be directed to Keystone's Vendor Management Department (vendoradmin@keystonebest.com).