



Important Alert! HomeSteps Connect Updates and Process Reminders

Make sure you monitor your HSC tasks each day to ensure that you are completing assigned tasks. When checking your tasks, there are three categories: “In Box”, “Past Due/Due Today” and “Other”. If you do not complete an assigned task, the next part of the process is unable to move forward.

Completing BPO Reports:

If you have saved a BPO as a draft, then add information to the saved draft, and **submit** the report – you may receive an application error and lose the most recent information. Additionally, if you have photographs that were added to the draft and then lost, HomeSteps Connect will not allow you to reattach the photographs. In order to reattach the photos, you must rename each photo.

BPO Photos:

Remember, files cannot be larger than 250k. Make sure your camera is set to the lowest resolution setting that is available. If you are using a Windows ® operating system, there is a standard imaging program that should be on your computer. Click on the Start button and go to programs, then accessories and look for the icon and program for Imaging. If you do not have it, you may be able to install it from your original Windows installation disk. We are in the process of completing a special User Guide specifically aimed at providing tips for uploading photos for BPOs in the HSC system.

Monthly Marketing Reports:

Once you have submitted the monthly marketing report, the task does not go away. Please ignore the task once you have completed it. We apologize for any confusion this may cause and are working to resolve this.

Offers/Contracts for Power of Attorney States:

The Sales Specialist will send (via e-mail), a PDF copy of the Offer Acceptance Form to the Listing Broker, the local Closing Agent and the HomeSteps Team Closer. Once you receive the *Complete Offer Contract Package* task, you will print the addendum on the lower portion of the page. **Note:** You are unable to go back and print the forms once you have moved to a new page within the system. You may only print the form at the time you complete the task.

Important: Please do not send contract packages to the Sales Specialist, Designated Counsel or Power of Attorney until you have the buyer’s signature on the pre-populated addenda package, which you should print from HomeSteps Connect.

Offers/Contracts for NON Power of Attorney States:

The Broker will send the physical “complete” contract package to the HS Sales Specialist without the Earnest Money check. The Sales Specialist will approve and sign the sales contract, if all of the appropriate documents match the approved offer. The Sales Specialist returns the original contract package to the Broker, as well, they send a copy to the internal HS Closing team and a copy to the assigned local Closing Agent who will perform the actual settlement transaction.

Pest/Termite Inspections:

Pest/termite inspections are required on all properties that we repair. The inspection should be completed prior to starting repairs, so that any pest/termite-related repairs are included in the initial scope of repairs. You do not have to forward a copy of the termite/pest inspection to HomeSteps; however, be sure to maintain the report in your file.

Repair Bid Request Task:

Currently, you are receiving a task to obtain repair bids on every property. This is a temporary system issue; therefore, please do not obtain repair bids on every property. You should only obtain repair bids when requested to do so by the Sales Specialist on particular properties – unless you judge that we are likely to repair the property. Additionally, the task will not go away once you have obtained and submitted repair bids. This is a system issue, so please ignore this task once it has been completed.

Important Alert! HomeSteps Connect Updates and Process Reminders (*continued*)

Repair Bid Approval Notification:

The Sales Specialist or Repair Specialist will send you an e-mail as notification of the approval to repair a property. The e-mail will include the contractor and dollar amount approved. If all of the repairs on the bid sheet are not approved, the e-mail will include those repairs removed from the list of approved repairs. You should print out and fax the e-mail to the contractor as notification to start the repairs. When the repairs are complete you will print a copy of the approved bid, inspect the repairs to ensure the quality meets HomeSteps standards and have the contractor sign the bottom of the bid form. You'll sign the bid form, take pictures and forward to HomeSteps Accounts Payable for payment.

Repair Tasks When a Property is Under Contract:

The following tasks will be assigned to you if there is a loan being obtained on the property:

1. Report the loan approval
2. Report the completion of the settlement repair inspection
3. Report any additional repairs that have been approved and completed such as, lender required repairs.

Remember: Even if you have a cash "as is" sale, HSC will still prompt you to complete the "Inspection repairs complete" task. Keep reading for more details on this process.

Wait there's more! After the Contract Execution, there are more tasks you must complete to ensure that the asset continues through the system.

For properties under contract with repairs:

You should complete the initial task of *Report Settlement Repair Inspection* by clicking on the task and entering the date of the inspection confirming the repairs were completed. Next, enter the *Buyer Requested Repairs* and/or *Lender Requested Repairs* in the description boxes. After completing the description, you should click on the *Submit* button. This will generate a task of *Report Additional Repairs Complete*. This will prompt you to answer whether the *Buyer Requested Repairs* and/or *Lender Requested Repairs* have been completed. Please select *Yes* or *No*, and *Submit*. This will finalize the tasks for a property with repairs.

For properties under contract with no repairs:

The same tasks will appear on properties without repairs. Since there were not any repairs to the property, enter today's date, the date the task is completed, on the *Report Settlement Repair Inspection* task and type in *no repairs* in the description boxes of both *Buyer Requested* and *Lender Requested Repairs*. Next, select *submit*. The task, *Report Additional Repairs Complete*, will still be generated for properties without repairs. You should select the choice of *Yes* or *N/A* to the question as to whether repairs have been completed. *Not Applicable* applies in this situation, since there were no repairs done.

Finalizing the Transaction:

Broker, once you enter the "contract execution date", the system will begin the final closing process. There will be several broker work queue tasks that must be completed before HomeSteps is able to enter the Settlement Statement: "Report Settlement Repairs Inspection", "Report Additional Repairs" and "Report Loan Approval"(except on Cash sales).

Burrows Closing Management:

For all brokers in areas where Burrows Closing Management is our closing agent, you should be able to identify the local closing agent and the most current status of the title by accessing and viewing Burrow Link at www.burrowlink.com

Finally, always check your "In-box", "Past Due/Due Today", and "Other Work" queues often to ensure you have completed all of the required tasks assigned to you.

Thank you for your patience, persistence and support in the disposition of homes through the use of HomeSteps Connect. We will continue to send out alerts with tips and system updates to keep you informed.

Let's continue to Connect with HomeSteps Connect.