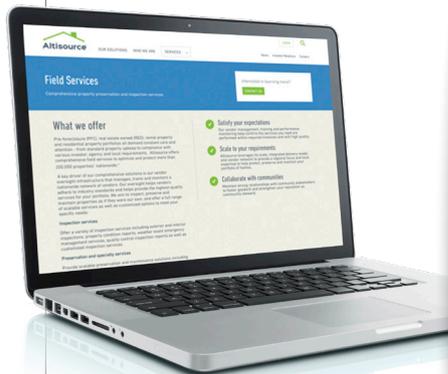


# THE BEST IN PROPERTY PRESERVATION

Property preservation specialists work tirelessly to help prevent blight, mitigate risk, and maintain property values. With their fingers on the pulse of compliance and a keen sense of the market, these experts and organizations are on the front lines and in the trenches every single day.

Over the next few pages, you'll find profiles of the industry's top firms in the property preservation space. Find out what sets them apart, the secrets to their success, and what's on their agenda for the coming year.

# ALTISOURCE® FIELD SERVICES



## KEY PERSONNEL

**John A. Vella**  
Chief Revenue Officer

**Jim Vaca**  
SVP, Field Services

**NUMBER OF EMPLOYEES:** 386

## GEOGRAPHICAL SCOPE:

» Altisource® offers field services nationwide, including the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

## CONTACT INFORMATION

**Jim Vaca**  
770.612.7044  
Jim.Vaca@Altisource.com

**CORPORATE DETAILS:** 1000 Abernathy Road N.E., Suite 200, Atlanta, GA 30328 | 877.806.7586  
Altisource.com/fieldservices

## COMPANY DESCRIPTION

Altisource® Field Services helps loan servicers, investors, and government institutions manage their properties more effectively, maintain asset values, and guard against risk through comprehensive property preservation, inspection, and repair. Its technology streamlines ordering, monitors property condition updates, provides detailed reporting, and includes additional features to monitor timelines, accuracy, and quality.

## COMPANY HISTORY

Altisource was founded in 2009 and is a leader in providing services and technology for the mortgage and real estate industries. Altisource performs over one million repair orders annually and more than 1.6 million property inspections\* per year. It has experienced steady growth by providing the highest-quality services and innovative solutions to its clients.

## REGULATORY COMPLIANCE

Altisource has extensive experience with various client, regulatory, agency, investor, and local requirements, including Fannie Mae, Freddie Mac, FHA/HUD, VA, and USDA. Altisource maintains rigorous controls, comprehensive reporting, independent vendor management, and incorporation of a robust law and compliance infrastructure. It is also backed by the financial strength of a well-capitalized, publicly traded company that continually invests in products, people, and technology.

## BUSINESS LINES, PRODUCTS, AND SERVICES

### Inspection Services

- » Exterior and interior inspections
- » Property condition reports
- » Disaster and weather-event emergency inspections
- » Quality control inspections
- » Customized inspection services
- » Insurance loss draft inspections

### Preservation and Specialty Services

- » Seasonal services
- » Recurring maintenance
- » Repairs with cost-estimate validation
- » Property registrations
- » Utilities management
- » Code-compliance management
- » Marketability solutions
- » HOA management
- » Signage installations and other specialty services

### Community Engagement Services

Altisource maintains relationships with homeowner associations, national and local nonprofit organizations, neighborhood groups, and other community stakeholders to help protect your assets and reputation and sustain vibrant, thriving neighborhoods.

## Technology Solutions

Altisource utilizes its technology platforms and leading integrations from both a technology and operational standpoint to more effectively manage properties and help drive savings and additional value for clients.

## KEY FEATURES AND BENEFITS

### Scale and Experience

Benefit from a field services company with national scale and scope with local market presence and expertise. Altisource Field Services is led by a team of seasoned industry professionals with an understanding of the unique challenges servicers face as well as a dedicated relationship management team that fully supports client needs. Altisource's Regional Field Services Management (RFSM) team consists of experienced, full-time employees located strategically across the country serving as the local expert and a direct point of contact in the communities they serve.

### Diversity

Altisource maintains a vendor network rich in diversity with nearly one-third of spend attributable to minority-, women-, LGBTQ-, veteran-, or disabled-owned vendors. Its commitment is reinforced by an active role in industry groups to increase opportunities for diverse suppliers to the industry.

### Altisource Academy

Altisource leverages Altisource Academy, a mobile-enabled, interactive learning management and performance tracking system to help vendors stay compliant and provide the highest-quality services. The industry-leading platform includes how-to guides, modules, and process and regulatory updates as needed to keep vendors informed.

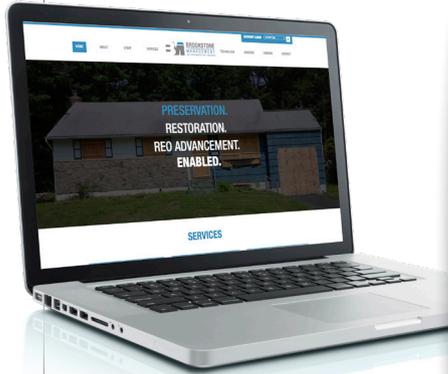
## WHAT MAKES ALTISOURCE DIFFERENT?

Altisource asset management solutions offer a full suite of tech-enabled, end-to-end real estate management services based on client needs with seamless integration of field services, Equator®, CWCOT, auction services, REO sales, Hubzu®, and renovation services. Its cross-functional teams have vast experience working in tandem to effectively manage client requirements and optimize portfolios.

\* Transaction volume April 2018–March 2019



# BROOKSTONE MANAGEMENT



## KEY PERSONNEL

**Sam Ingber**  
CEO

**Abraham Goodman**  
COO

**Zachary Wong**  
CIO

**Kerry Medel**  
Director of Client Relations

**NUMBER OF COMPANY EMPLOYEES:**  
200+

## BUSINESS LINES, PRODUCTS, AND SERVICES

- » inspections
- » preservation
- » evictions
- » REO initial services
- » code violation management
- » hazard insurance claim repairs
- » FHA and REO repairs
- » utility support services
- » reoccurring services

## ADDED VALUE

We source to the end provider—we make sure that the vendor that we source is doing the work correctly and in a timely manner. We ensure that only the correct vendor for the job is used.

**CORPORATE DETAILS:** 483 Oak Glen Road, Howell, NJ 07731 | 732.534.7192  
sales@brookstonemanagement.com | BrookstoneManagement.com

**COMPANY DESCRIPTION:** Brookstone Management is a leader in the mortgage field industry for preserving and maintaining occupied, vacant, preforeclosure, and REO assets nationwide. Brookstone will always remain true to its fundamental mission of delivering the maximum quality of service for its clients to achieve the greatest return on their assets while limiting their exposure. Brookstone Management is widely versed with shifting government, investor, client, and insurer guidelines, and proactively creates and implements solutions, as well as best practices to surpass industry standards. Brookstone Management is committed to upholding and delivering the highest-quality service to its clients, while working in partnership to upkeep their values and preserve and protect their securable interests.

Brookstone Management is headquartered in New Jersey with offices throughout the country.

**COMPANY HISTORY:** Brookstone was founded in 2005 to address the need for a one-stop shop for preserving and maintaining properties. Founded by industry leaders, with over 40 years' combined experience in the rehab and construction industry, Brookstone quickly grew from its humble beginnings in New Jersey to have a nationwide footprint. Privately owned, Brookstone possesses the flexibility and the business acumen to quickly align services with client expectations in all relevant areas and lines of business.

**REGULATORY COMPLIANCE:** Brookstone monitors changes in regulations through multiple sources, and maintains compliance with municipal code changes and state regulations, as well as federal regulations. Brookstone has a dedicated compliance team to address any pending and future changes.

Brookstone works closely with clients to develop both internal and external policies and procedures to address the quickly shifting regulatory landscape. Brookstone also ensures that its vendor network is adequately informed about changes to the regulatory landscape.

**KEY FEATURES AND BENEFITS:** Brookstone Management prides itself on its end-to-end sourcing of vendors. Sourcing starts from ensuring the most competent vendor network, making sure that the right person with the right experience is doing the job every time. Because Brookstone sources directly to the vendor who will be completing the actual work, you are ensured that we are monitoring every aspect of their work.

Brookstone uses state-of-the-art technology to make sure that all the work is performed exactly as specified.

Brookstone employees have years of industry experience. Brookstone assigns dedicated work teams for specific clients to ensure that the client is always working with a team that understands their expectations.

Brookstone maintains and delivers the highest quality of service by utilizing a combination of Field QC and in-office QA to review and inspect work. Reviews are proactively communicated with the vendors to ensure that quality of work exceeds client expectations. Additionally, Brookstone internally audits work orders to ensure that all service-level expectations are met or exceeded.

**COMPETITIVE ADVANTAGE:** Brookstone's mission statement is to deliver the maximum quality of service for its clients to achieve the greatest return on their assets while limiting its clients' exposure. The company does that by ensuring the highest-quality vendor network and by constantly inspecting all performed work quality. Brookstone end sources to the actual provider doing the work to ensure the right vendor provides the correct service.

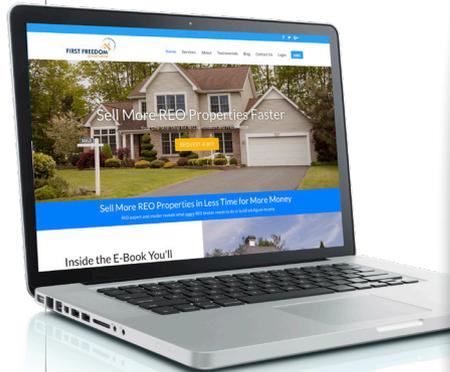
Brookstone prides itself on its honesty and transparency. Brookstone is proactive on working with our clients to ensure that quality always meets or exceeds their needs. Brookstone actively invests in employees and clients to anticipate client needs.

## KEYS TO SUCCESS:

- » Taking a no-property-left-behind approach
- » Ensuring proper quality inspections
- » In-house Quality Assurance teams
- » Fully transparent, real-time data reporting with dashboards
- » Dedicated client-specific work teams
- » Working close with Aspen Grove to ensure that all aspects of the workflow are tracked and reported, end-to-end
- » Mobile-app solution that allows real-time updates, including pictures and inspection results



# FIRST FREEDOM PRESERVATION



## KEY PERSONNEL

**Al Freedman**  
CEO

**Noah Ganz**  
COO

**Anne Simenowitz**  
Director, HR and Vendor Management

## STAFFING

» 45-plus employees

## BUSINESS LINES, SERVICES, AND PRODUCTS

- » Custom REO Renovations and Marketability Upgrades
- » Custom REO Repairs
- » Custom REO Preservation
- » Ongoing Property Maintenance
- » Tenant-Occupied REO Services
- » Inspection and Code Compliance

“First Freedom Preservation has a well-organized staff that handles bidding and repairs in a very professional manner. I would definitely recommend their services to any bank or asset management company.”

—Gladwin D’Costa,  
Broker, Maryland REO Realty

**CORPORATE DETAILS:** 7 Church Lane, Suite 22, Baltimore, MD 21208 | 443.393.0222  
Info@FFPreservation.com | FFPreservation.com | Operating in MD, NJ, PA, DE, DS, and VA

**COMPANY DESCRIPTION:** First Freedom Preservation (FFP) is a property renovation and preservation company that manages and services bank-owned, HUD, and real estate-owned (REO) properties. FFP offers custom REO services including renovations, upgrades, repairs, and regular maintenance to restore homes to a marketable condition for maximum ROI.

**COMPANY HISTORY:** “Do it right the first time” is First Freedom’s core value. When Al Freedman founded the company in 2008, he instilled this core value into every element of the process. The more lenders, banks, and brokers First Freedom worked with, the more the company realized that the biggest service they provided their clients was the ability to sell custom REO properties faster and for more money. Today, First Freedom’s fundamental values are quality, collaboration, and timeliness. First Freedom contractors are licensed, full-time employees with a wide range of skills for home repairs and renovations. They also work with the best service providers to ensure that customers’ custom REO projects are completed on-time and on-budget by trusted professionals.

**COMPETITIVE ADVANTAGE:** First Freedom Preservation provides a high-end custom REO solution to lenders, banks, and brokers who are spending too much time managing and restoring properties. FFP uses a thorough on-site inspection and bidding process that gets it right the first time to eliminate surprises and minimize the need for costly change orders in the future. They communicate 24/7 with ongoing progress updates and status reports for each custom REO property, including daily onsite photos to monitor progress and provide peace of mind. They provide access to a state-of-the-art online portal to track spending and project deadlines and employ in-house, licensed, full-time contractors with a wide range of skills for home repairs and renovations. FFP’s reputation for reliability, solid workmanship, professionalism, and a supreme attention to detail sets their work apart from other vendors. It’s critical to deliver quality results that any REO Servicer provides recommendations based on condition and marketability, rather than being an order-taker. FFP handles all REO projects as leaders and innovators, so clients can relax and concentrate on selling more properties.

**ADDED VALUE:** By providing quality, collaborative, on-time, one-stop custom REO construction, renovation, and preservation services, FFP makes lenders’ and brokers’ lives easier. They help their clients save time and money. They get their properties sold faster, at a higher market price, with the least amount of exposure.

**KEYS TO SUCCESS:** The company is dedicated to serving its clients with professionalism, integrity, and quality. Its business success is built on accessibility, respect, commitment, and partnership with its clients. Its culture of quality and time management is solidly anchored in the structure of the organization. FFP has worked tirelessly to cultivate an environment that inspires the highest level of accountability and respect from its employees. It encourages regular and open communication with clients to build on success by selling completed REO properties and further establishing its commitment to maintaining neighborhoods.

**AWARDS, ACCOLADES, AND MILESTONES:** In 2018 and 2017, *Inc.* 5000 recognized First Freedom Preservation as one of the “superheroes of the U.S. economy.” They rated FFP among “America’s fastest growing private companies wielding powers like strategy, service, and innovation.” This honor reflected FFP’s dedication to providing excellent customer service and integrating new innovations as it grows. FFP’s customers are its best testament to its unique, one-stop, high-quality, collaborative services.

## CUSTOM REO BY FIRST FREEDOM PRESERVATION

First Freedom Preservation is dedicated to providing exceptional quality work through communication, thoughtful planning, custom design, and thorough, complete bids.

- » **Thorough Bids** Their team takes the time to accurately assess every property before submitting a bid to prevent change orders and surprises down the line.
- » **Thoughtful Planning** They consider the quality of the home, the market, and the potential for profit when making design suggestions that are best for each asset.
- » **Custom Design** Every project is unique, and they take the time to make recommendations that compliment each property rather than repeating what’s easiest.
- » **Quality Work** You shouldn’t have to guess the status of your ongoing projects. FFP will communicate status with pictures throughout the process.
- » **Consistent Communication** High-quality work, delivered on time and on budget. And if something does go awry, they will guarantee to have a manager on site in one business day.



# FIVE BROTHERS



## KEY PERSONNEL

**Joe Bada**  
CEO

**Nickalene Badalamenti-Kalas**  
President

**Angela Badalamenti-Miller**  
Chief Client Relations

**Tom Kalas**  
Chief Legal Counsel and Compliance

**Joseph Miller**  
COO

## STAFFING:

Employees: Approximately 300  
Field Services Team: 4,000+

## GEOGRAPHICAL SCOPE

Five Brothers operates in all 50 states, as well as in Puerto Rico and the U.S. Virgin Islands.

## BUSINESS LINES, SERVICES, AND PRODUCTS:

- » nationwide field services
- » property preservation
- » inspections
- » property registration
- » municipal code compliance
- » hazard claims management
- » valuations—BPOs and appraisals
- » REO management and disposition

**CORPORATE DETAILS:** 12220 E. 13 Mile Road, Suite 100, Warren, MI 48093 | 855.552.8020 or 586.772.7600  
info@fiveonline.com | FiveBRMS.com

**COMPANY DESCRIPTION:** A certified Women's Business Enterprise, Five Brothers provides regulatory-compliant asset-management solutions helping mortgage servicers nationwide save time, eliminate errors, and increase efficiency. The company utilizes nationwide field services, experience-based partnering, advanced technology, and knowledgeable customer service professionals to empower clients to maximize asset preservation while reducing costs, streamlining operations, and optimizing borrower relationships.

**COMPANY HISTORY:** Five Brothers was founded 50 years ago, growing from a small local company into a major nationwide firm, becoming a recognized leader in the design and delivery of innovative, regulatory-compliant asset-management solutions. Five Brothers has consistently demonstrated the ability to meet the specialized needs of residential mortgage servicers for safe, sound, and secure asset management.

Services include property preservation, inspections, property registration, hazard-claims management, and valuation and REO management, as well as asset-disposition services, specialized support services, and advanced mortgage-technology solutions that streamline and simplify asset-management processes. In 1995, Five Brothers developed the industry's first web-based workflow-management system, FiveOnline®, which today serves as a portal to a large array of advanced technology solutions for mortgage servicers.

**COMPLIANCE, CONVEYANCE, AND COMMUNITY:** Five Brothers is a dynamic, agile national organization delivering asset-management services that meet the needs of timely conveyance, verifiable compliance, and improved neighborhoods and communities. Conveyance or disposition is executed with both speed and precision carried out by expert field service professionals under formal compliance processes and procedures that cover every service category and every service event. Five Brothers' advanced technology tools enable the company to quickly adapt to changing federal, state, local, and investor/insurer compliance regulations. The result is minimized conveyance time, maximized asset value, and preserved and thriving communities across the country.

## KEY FEATURES AND BENEFITS:

**Advanced Technology:** Driven by ongoing technical innovation, Five Brothers has emerged as a one-stop source for turnkey asset-management solutions that help mortgage servicers succeed in a rapidly evolving and highly competitive business environment. FiveOnline, the company's web-based workflow-management system, remains the industry benchmark for convenient, secure 24/7 online access to all inspection and property-preservation information,

as well as fast and efficient ordering, tracking, and management of asset-preservation services. FiveLive, the company's mobile field service-management app, automates virtually every step of the work-order process in real-time, delivering significant gains in order speed, quality, transparent communication, and compliance.

**Collaborative Partnership:** A culture of hands-on partnering enables Five Brothers to deliver regulatory-compliant asset-management solutions strategically aligned to each client's business needs and operating goals. A nationwide team of experienced contractors, inspectors, and brokers enjoys a well-earned reputation for completing client orders accurately, on time and within budget. In addition, Five Brothers' results-driven customer service personnel, like their field service counterparts, provide the individual attention that defines the Five Brothers service experience.

## KEYS TO SUCCESS:

Multifaceted, fully integrated solutions are the key to Five Brothers' ongoing success. Clients are able to draw on a full array of pre- and post-foreclosure services, including property preservation, inspections, hazard-claims management, and valuations, as well as REO management and disposition services such as occupied-property management, premarketing services, marketing services, and closing and title services. The Five Brothers nationwide field services team is designed to meet this dual-track challenge.

Operating at the highest standards of quality and professionalism, network members are capable of performing efficiently at any and every point along the extended service continuum. All of this requires Five Brothers to recruit, train, and deploy exceptionally qualified personnel—a proven Five Brothers strength. The benefits to clients are considerable: the field services team helps optimize the borrower experience, create stronger customer relationships, and reinforce the servicer's brand reputation, all while maximizing portfolio value.

## AWARDS, ACCOLADES, AND MILESTONES:

- » MPact 2017—Distinguished Female Industry Leader
- » The Progress In Lending Association named the company's FiveLive Field Services Real-Time Workflow Management system winner of an innovation award

**fivebrothers™**

ASSET MANAGEMENT SOLUTIONS

www.fivebrms.com

# GUARDIAN ASSET MANAGEMENT



## KEY PERSONNEL

**Jerry Mavellia**  
CEO

**Dan Leader**  
COO

## CONTACT:

**Dan Leader, COO**  
215.354.6675  
drl@guardianassetmgt.com

## TESTIMONIAL:

"Guardian is a forward-thinking company that runs an efficient operation. Their team leads and project managers are subject matter experts in the field of property preservation, repairs, and inspections. They exceed our required service-level agreements and provide us with KPIs, which are critical to achieving the highest ROI for our clients.

Guardian's project teams communicate in an effective manner, and their project scopes are the most comprehensive in the industry. Their documentation is detailed and is delivered in a timely and well-constructed manner. We truly appreciate the relationship we have with Guardian; it has helped us to secure more Asset Management business."

—Ann Song, VP, LRES

**CORPORATE DETAILS:** 2021 Hartel St., Levittown, PA 19057 | GuardianAssetMgt.com

**COMPANY DESCRIPTION:** *Tired of the "big-box nationals" linear approach to conveyance or REO management?* Founded in 2007, Guardian Asset Management (GAM) provides clients with a fully customized and flexible solution to conveyance and REO management.

**Services include:** property preservation, inspection, hazard-claim services, REO management and repairs, and general contracting services on both forward and reverse mortgages.

**Sectors served:** government agencies, banking institutions, GSEs, mortgage servicers, asset-management companies, hedge funds, and the resort industry.

Guardian's key personnel have over 45 years of combined default and REO management experience and have been operating HUD single-family and Fannie Mae REO contracts since 1993. The team has managed standing inventory levels of more than 60,000 REO properties and has helped sell and manage more than 500,000 REO properties.

Guardian and its key personnel have held a top-rated quality service record for 20 years with HUD, Fannie Mae, GMAC, FDIC, GSA, Army Corps of Engineers, and the National Park Service.

## COMPETITIVE ADVANTAGE:

- » Utilization of Aspen Grove's iProperty®, a fully transparent property-management platform with an integrated mobile application that seamlessly integrates inspection and preservation results in real time
- » Direct Vendor network
- » Top-notch quality-assurance program
- » In-house QC and vendor training of employees
- » Mobile application and dispatch board with real-time status

## ADDED VALUE:

- » Nationwide "boots-on-the-ground" coverage
- » Full range of services: inspections through preservation services
- » HOA, condo, and utility management
- » Vacant-property registration services

Guardian Asset Management is compliant with reporting inspection and preservation results in MISMO standards. This allows clients to reduce costs and have increased transparency and accuracy regarding asset status and preservation conditions.

## KEYS TO SUCCESS:

- » Dedicated work teams by project
- » Fully transparent real-time data reporting with dashboards
- » Accountability with vendor- and work-team score-carding
- » Vendor retention, including service bundling, routing software, field-supply discounts, and in-house field training

**INDUSTRY AWARDS, ACCOLADES, AND MILESTONES:** Guardian Asset Management has a strong track record of providing services to the government sector, mortgage servicers, asset-management firms, and banking institutions.

## TESTIMONIAL:

"Keystone has had the pleasure of partnering with Guardian Asset Management on several business endeavors, all proving to be successful in stimulating growth and exceeding client expectations. Guardian's leadership team are dedicated industry veterans that remain innovative in their approach to property preservation and maintenance. Their clear lines of communication and state-of-the-art technology allow for real-time transparency into the status and condition of each asset or project. Together, our firms have successfully executed on its mission, addressing and ensuring compliance with the increased regulatory requirements within the mortgage servicing industry."

—Ryan Hennessy

EVP, Keystone Asset Management, Inc.

**GUARDIAN**  
Asset Management

# INNOVATIVE FIELD SERVICES



## KEY PERSONNEL

**Bill Garrecht**  
President

**Dave Esteves**  
VP of Inspections

**Joe Milito**  
VP of Preservation

**Andrea Kennedy**  
AVP of Preservation

**Caela Lakios**  
Director

## CONTACT:

**Caela Lakios**  
631.676.4222  
caelal@bginspect.com

## END-USER CATEGORIES

- » Service Provider

## CLIENT TESTIMONIAL:

“Innovative Field Services is a great company to work with as they always strive towards achieving a win-win situation for all parties involved in the preservation and inspection world. Their consistent performance in achieving client timeline and qualitative field work has created a new benchmark in the preservation industry which is a great example and motivational factor to get inspired with. There is knowledge, respect, and passion at all levels of personnel at Innovative Field Services, this makes us even more exciting to work with them for a common goal. We have always observed a positive energy across the board translated through clear line of communication and transparency.”

**CORPORATE DETAILS:** 551 North Country Road, Saint James, NY 11780 | 631.676.4222 | BGInspect.com

## BUSINESS LINES, PRODUCTS, AND SERVICES

- » Key features – Inspections, Property Preservation, Hazard Insurance Repair, REO, Code Violation Abatement
- » Delivery platform (SaaS, Web-based, etc.) – Web-based
- » Key benefits – Regional concentration with hands on oversight of their vendor network with an extensive quality control program
- » User stats (i.e. number of users by sector/job description, number of loans/transactions processed through platform, etc.)
  - » 35,000 monthly inspections
  - » 50 full time employees
  - » 200-plus inspection, preservation, and rehab vendors

## COMPETITIVE ADVANTAGE:

Founded in 2002, by William Garrecht, Innovative Field Services transitioned to a full-service regional field service company in 2006. At Innovative Field Services, they work closely with their vendors to ensure they are performing to the highest quality standard, while being as efficient as possible. Additionally, they pride themselves on the tenure of not only their employees, but their vendors and their vendors' experience within the industry. From inspectors, general contractors, insurance adjusters to code officers; Innovative Field Services understands the challenges in the field. At Innovative, they have the ability to establish long standing relationships with municipalities. This has given them the opportunity to work closely with clients and continue developing best practices to effectively manage their portfolios. The goal of Innovative Field Services is to provide clients with the highest quality services. Whether they are providing a quote, performing a site inspection, or taking measures to preserve a client's property, each job is performed thoroughly and carefully. Clients rely on and utilize Innovative Field Services to ensure their work is being handled professionally, correctly, and on time.

## ADDED VALUE:

As a regional field service provider, Innovative Field Services hands on approach, in every aspect of their business, has allowed their vendors to thrive in a competitive market. This has been achieved by providing quality work and timely service. At Innovative Field Services, they understand the importance of quality performance paired with timely work order completion, as well as, clear and concise communication with vendors, municipalities, and clients. The relationships they have built within the communities they service has allowed them to be a positive voice for clients and their portfolios. Furthermore, due to Innovative's understanding of quality performance in the field, they have built and maintained a quality control program that continues to re-enforce the

company's hands on approach and further protect their clients' portfolios.

## KEYS TO SUCCESS:

Innovative Field Services' “boots on the ground” approach has proven successful from the expectations set forth by their field vendors and the relationships established with local municipalities. Through these relationships, they have been able to develop relationships to broaden their network and expand upon their scope of capabilities. Additionally, respecting, listening to, and understanding the challenges, as well as feedback, from field vendors, clients, and municipalities has allowed Innovative to establish industry best practices and quality controls to optimize and protect client's portfolios.

## AWARDS, ACCOLADES, AND MILESTONES:

Excellent quality of workmanship, perfect on-time percentage for landscaping, high approval rate of bid submissions

## PRODUCT SOLUTIONS:

- » Inspections
- » Property Preservation
- » Hazard Insurance Repairs
- » Code Violation Abatement

## VENDOR TESTIMONIAL:

“We currently work for a few property preservation companies and would have to say Innovative is one of the best ones. Their website is the easiest to manage, see what's due, and upload orders on. The office staff is friendly, easy to talk with, and understanding when conflicts on the job arises. We have never had any problems with getting paid for the job being done and the training they provide with their conference calls and yearly meetings are very beneficial. We have been with them three years and look forward to working with them well into the future as they strive to be the best and we do too.”



# LAUDAN PROPERTIES



## KEY PERSONNEL

**Kevin Weidinger**  
President and CEO

**Tim Umberger**  
CFO

**Brian Potasiewicz**  
SVP and General Manager

**Chaz O'Neill**  
VP

**CONTACT:**  
Chaz O'Neill, VP  
234.212.3241  
COneill@LaudanProperties.com

**END-USER CATEGORIES:**  
» Lender/Service  
» Service Provider

**CORPORATE DETAILS:** 2204 E. Enterprise Parkway, Twinsburg, OH 44087 | 866.512.6984  
LaudanProperties.com

**Company description:** Laudan Properties is about leading the way. Their vision is to assist clients in protecting, preserving, and maintaining their residential real estate assets as though they were their own. Delivering on this vision has allowed Laudan to become a recognized leader in the mortgage field service industry. Founded in 2008 by entrepreneur Kevin Weidinger, Laudan has grown from a single-state provider to having a national reach, full-service capabilities, and being known for partnering to meet the specialized needs of its clients. Laudan's team of highly trained employees and experienced contractors band together to provide creative, customized solutions designed with one outcome in mind; delivering quality, value, and exceptional service.

**BUSINESS LINES, PRODUCTS, AND SERVICES:** Laudan delivers creative, customized services that protect, preserve, and enhance your residential real estate assets. Debris removal? Sure. Quality control inspections? They've got you covered. Ready to fix up your investment portfolio? Yes, please! Laudan's broad base of preservation, inspection, and renovation services means that there's only one call to make...to Laudan Properties. Their insistence on only using most the most talented contractors in the area means their work is top notch.

## SERVICES

### LAUDAN INSPECTION SERVICES

- » Bankruptcy Inspections
- » Borrower Interviews
- » Foreclosure and Occupancy Inspection
- » Insurance Loss Inspections
- » Natural Disaster Inspections
- » Quality Control Inspections
- » Rush Service
- » Sale Date Inspection
- » Weekly & Bi-Weekly Inspections

### PROPERTY PRESERVATION SERVICES

- » Code Violation Abatement
- » Snow Removal
- » Debris Removal
- » Eviction Services
- » HUD Conveyance
- » Lawn Maintenance
- » Market/Property Analysis
- » New Tenant Preparation
- » Pool Securing & Maintenance
- » Repairs & Rehab
- » Securing & Lock changes
- » Window Boardng/Replacemen
- » Winteriztion

## REO SERVICES

- » Painting
- » Windows & Doors
- » Securing
- » Debris Removal
- » Cleaning Services
- » Flooring
- » Landscaping
- » Snow Removal
- » Pool Maintenance/Securing
- » De-winterization
- » Basement Rehabilitation
- » Full Property Rehabiitation

## CORE VALUES

- » Customer Focus
- » Communication
- » Quality
- » Problem Solving
- » Ownership
- » Passion
- » Team unity

## AWARDS

Laudan Properties is a four-time Inc. 5000 company, six-time Weatherhead 100 winner for being one of the fastest-growing companies in Ohio, and a nine-time winner of the Cascade Capital Growth Award for revenue growth and job creation.

## TESTIMONIAL:

**"We have been using Laudan Properties since 2014 for all of our field service needs and they have exceeded our expectations. The team at Laudan has been great to work with and have saved us time and frustration throughout the default process."**

– An anonymous credit union default manager



# NATIONAL FIELD REPRESENTATIVES



## KEY PERSONNEL

**Brad Cossingham**  
President & CEO

**Chris Ford**  
VP, Florida Operations

**Sue Ouellette**  
VP, Inspection Services

**Chad Soppe**  
VP, Property Preservation

**Margie Schagen**  
VP, Business Development

**STAFFING**  
250+ employees

**GEOGRAPHIC COVERAGE**  
All states and territories, including remote areas.

**CORPORATE DETAILS:** 136 Maple Ave., Claremont, NH 03743 | 800.639.2151, ext. 2220  
MSchagen@NFROnline.com | NFROnline.com

## COMPANY DESCRIPTION

National Field Representatives (NFR) is a national, client-centric property field-services company providing accurate and timely solutions for property inspection and preservation services. Driven by a workforce of highly skilled employees, coupled with the best network of contractors in the field, NFR serves clients in all 50 states.

## COMPANY HISTORY

NFR is in its 31st year as an industry-leading national field services company. NFR was founded in 1989 through the purchase of the assets of two companies with 15 years of prior experience, Old West Services and Representatives of New England. Since then, NFR has built the strongest national network of pre-screened, pre-qualified, and trusted independent contractors in the field services industry. NFR continues to create innovative field service solutions for customers ranging from large mortgage servicers to community banks.

NFR has grown from four employees in the back of an antique shop to a 40,000-square-foot building in Claremont, New Hampshire; an additional office in Bradenton, Florida; and more than 250 employees companywide. With the belief that face-to-face collaboration is the key to improving efficiencies and services.

## BUSINESS LINES, PRODUCTS, AND SERVICES

- » Property inspections
- » Property preservation
- » Vacant property registrations
- » Violation management
- » Utility management
- » Insurance loss draft inspections
- » Resident determination inspections
- » Natural disaster inspections
- » Business verification inspections
- » FHA, Fannie Mae, Freddie Mac, VA, USDA, HECM, and private investment portfolios
- » special services designed to meet the unique requirements of reverse mortgages

## KEY FEATURES/BENEFITS

- » NFR proudly upholds a tradition of quality and efficiency. In fact, they are the top performer for the largest servicers.
- » NFROnline.com provides clients immediate, user-friendly retrieval of all results. This unique service reduces expenses for customers during regulatory audits.
- » Bid Milestones™ is a robust program that tracks a property preservation bid from its inception, through the various stages, until the final decision (approval or denial). It is a powerful tool that provides easy identifiers of current status for NFR, the company's clients, and the loan insurers.

## COMPETITIVE ADVANTAGE

From its beginnings, NFR has been driven by four fundamental core values: accuracy, timeliness, service, and technology, and has been delivering exceptional work and superior service. Focused on advanced technology with tough security protocols, NFR uses some of the best technology in the market, backed by the highest-level security and confidentiality. After 31 years, NFR remains focused on and devoted to meeting the ever-changing needs of the field services industry—it's the NFR way.

NFR is often acknowledged for its quality, as well as its ability and willingness to adapt to its clients' processes and protocols. Clients have shared that they feel NFR is the only company they've worked with that does what they say they will do.

## KEYS TO SUCCESS

NFR's national network of qualified, trusted independent contractors has been a strong driving force behind our success. These rigorously vetted contractors are the eyes, ears, and hardworking hands that have contributed to making NFR what it is today.

NFR has established excellent relationships with its extensive network of independent contractors nationwide by upholding efficient, ethical operating practices including rapid response times, cooperation in unanticipated circumstances, and pleasant, proactive communication.

NFR stands behind its commitment to completing every job with reliability, dependability, and integrity.

**NATIONAL FIELD NFR**  
**REPRESENTATIVES**  
*Protecting your properties. Protecting you.*

# SAFEGUARD PROPERTIES MANAGEMENT, LLC



## KEY PERSONNEL

**Alan Jaffa**  
CEO

**Michael Greenbaum**  
COO

**Joe Iafigliola**  
CFO

**Linda Erkkila**  
General Counsel and EVP

**George Mehok**  
CIO

## NUMBER OF COMPANY EMPLOYEES

Number of employees:  
Approximately 800  
Vendor/contractor network:  
Approximately 5,000

## GEOGRAPHICAL SCOPE AND COVERAGE AREA:

United States, Virgin Islands, Guam, and Puerto Rico

## CONTACT:

**Tim Rath**  
AVP of Business Development  
800.852.8306 ext. 1750  
Timothy.Rath@  
SafeguardProperties.com

**CORPORATE DETAILS:** 7887 Safeguard Circle, Valley View, OH 44125 | 800.852.8306 | SafeguardProperties.com

**COMPANY DESCRIPTION:** Safeguard Properties is the mortgage field services industry leader, inspecting and preserving vacant and foreclosed properties across the U.S. With a focus and investment in innovative technologies, Safeguard provides the highest quality service to its clients by proactively developing industry best practices and quality control procedures. The company prides itself on its dedication to working with community leaders and officials to eliminate blight and stabilize neighborhoods across the country.

## COMPANY HISTORY

Founded in 1990 by the late Robert Klein, Safeguard began as a regional mortgage field services company and has since grown nationally. In 2010, Klein passed the torch to then-COO Alan Jaffa to succeed him as CEO. Under Jaffa's visionary leadership, Safeguard continues to grow through expanded services and strategic investments in technology.

## BUSINESS LINES, PRODUCTS, AND SERVICES

- » property inspections
- » property preservation
- » real estate maintenance
- » yard maintenance and snow removal
- » FHA conveyance
- » property registration
- » estimates and repairs
- » high-risk code enforcement
- » MapAlert®

**KEY FEATURES AND BENEFITS:** Safeguard's award-winning technology is powered by mobile and guiding the field services industry into the future. It improves efficiency and quality by utilizing geo-location services, big data analytics and workflow distribution, state-of-the-art data centers that ensure stability and redundancy, and multimedia mobile capabilities that provide real-time results and protect the value of our clients' portfolios.

Safeguard has identified critical issues within the industry, convened national discussions, and led working groups with representation from the mortgage industry, the field services industry, and government to find resolutions. In addition, Safeguard hosts the annual National Property Preservation Conference, bringing together industry leaders to discuss current issues and to develop solutions.

## COMPETITIVE ADVANTAGE:

For 30 years, Safeguard has built a reputation of success based on a commitment to "Customer Service = Resolution®." It is more than a motto. It is a promise to clients that Safeguard will deliver mortgage field services efficiently, effectively, and at the highest levels of quality.

Safeguard leads the industry in the development of technologies to ensure compliance with local, state, and federal regulations. Their SafeView Field Services Platform is built using state-of-the-art technologies that enable real-time integration with partner and client

systems and the ability to process millions of field service transactions per month.

## KEYS TO SUCCESS:

Since its founding, Safeguard has developed and maintained a reputation as an industry leader to advance best practices through innovation, raise the profile of the industry, and open the lines of communication between the servicing industry and government officials across the country.

## AWARDS, ACCOLADES, AND MILESTONES:

- » *HousingWire* Women of Influence: General Counsel and EVP Linda Erkkila, recognized for her female leadership in a male-dominated field.
- » Crain's Cleveland Archer Awards: AVP of Human Capital Jennifer Anspach, recognized as a finalist for HR executive of the year.
- » *MReport's* Women in Housing List: General Counsel and Executive VP Linda Erkkila, recognized as a "Leading Lady."
- » InformationWeek Elite 100: Safeguard recognized as a technology innovator.
- » Medical Mutual Pillar Award Finalist: Safeguard's employee-led Cares Committee, a finalist by Smart Business magazine for the Medical Mutual SHARE Award.
- » Crain's Cleveland Business FAST 50: recognized as one of the 50 fastest-growing companies in Northeast Ohio.
- » Ernst & Young Entrepreneur of the Year® Award: CEO Alan Jaffa, a finalist for northeast Ohio region in the category of professional services and asset management firms.
- » Crain's Cleveland Business News CIO of the Year: CIO George Mehok
- » Joe Casa Leadership Award: Founder and Chairman Robert Klein, recognized as the highest standard of professional achievement in the settlement services industries in Northeast Ohio.
- » Weatherhead 100 Award: recognizes and encourages the truest spirit of entrepreneurialism in Northeast Ohio; awarded 17 years straight; in 2010 and 2011, received the organization's top award.



**Safeguard**  
Properties

# 2020 FIVE STAR DIVERSITY SYMPOSIUM CONVERGE

NEW ORLEANS, LOUISIANA

MAY 6-7, 2020 | [DIVERSITYSYMPOSIUM.COM](http://DIVERSITYSYMPOSIUM.COM)



**It's Time To Come Together. More than a corporate objective, inclusivity, when properly implemented, is a positive and effective force for millions of Americans.**

Featuring powerful presentations and collaborative roundtable discussions, the 2020 Five Star Diversity Symposium will serve as a platform to advance the diversity dialogue and promote truly inclusive business practices to the benefit of individuals, their organizations, and the industry. Subject matter experts from across the mortgage industry contribute their knowledge on the latest developments in policy, compliance, education, workforce issues, and supply-chain management.

Join us in Dallas, Texas for this critical event focused on creating lasting solutions that encourage growth in diversity and inclusion practices.

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ENDS DECEMBER 13, 2019.

