

*DS NEWS* Presents  
**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

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



## KEY PERSONNEL

### John A. Vella

Chief Revenue Officer

### Lindsey Pryor

Senior Manager of Business Development,  
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

### Lindsey Pryor

770.956.2303

Lindsey.Pryor@altisource.com

## 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 nearly 800,000 preservation orders annually and more than 1.5 million property inspections annually\*. 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.



\* Transaction volume July 2019–June 2020

## Brookstone Management

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



### KEY PERSONNEL

**Sam Ingber** | CEO

**Abraham Goodman** | COO

**Zachary Wong** | CIO

**Kerry Medel** | Director of Client Relations

### 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.

**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:** Brookstone 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



# Guardian Asset Management

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



## KEY PERSONNEL

**Jerry Mavellia** | CEO

**Dan Leader** | COO

## CONTACT:

**Dan Leader, COO**  
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



**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.



## Innovative Field Services

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



### 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."*

### BUSINESS LINES, PRODUCTS, AND SERVICES

- » Key features – Inspections, Property Preservation, Hazard Insurance Repair, REO, Code Violation Abatement
- » Delivery platform – Web based
- » Key benefits – Regional concentration with hands on oversight of their vendor network with an extensive quality control program
- » 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.

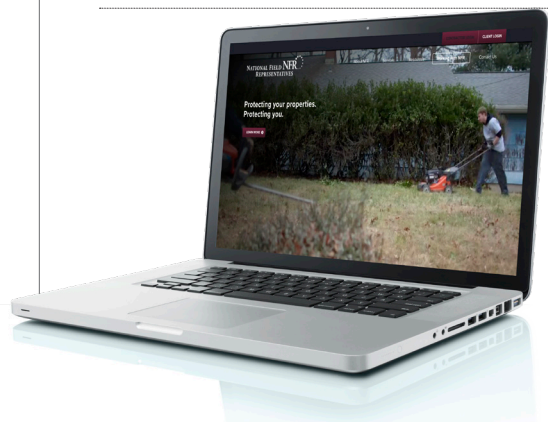
### KEYS TO SUCCESS:

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.



# National Field Representatives

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



## 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.

## 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.

## 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 32nd 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

## 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

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



### KEY PERSONNEL

**Alan Jaffa** | CEO

**Michael Greenbaum** | COO

**Joe Iafigliola** | CFO

**Linda Erkkila** | General Counsel and EVP

**George Mehok** | CIO

### Geographical scope and coverage area:

United States, Virgin Islands, Guam, and Puerto Rico

### Contact:

**Tim Rath**, AVP of Business Development  
tim.rath@safeguardproperties.com; 216.312.0865

**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 our clients by proactively developing industry best practices and quality control procedures. Safeguard prides itself in dedication to working with community leaders and officials to eliminate blight and stabilize neighborhoods across the country.

Since its founding in 1990, 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.

### BUSINESS LINES, PRODUCTS, AND SERVICES

- » Property Inspections
- » Property Preservation
- » Real Estate Maintenance
- » Yard Maintenance and Snow Removal
- » FHA Conveyance Management
- » Property Registration
- » Estimates and Repairs
- » High-Risk Code Enforcement
- » Property Sanitization

**KEY FEATURES AND BENEFITS:** Safeguard's award-winning SafeView Field Services 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.

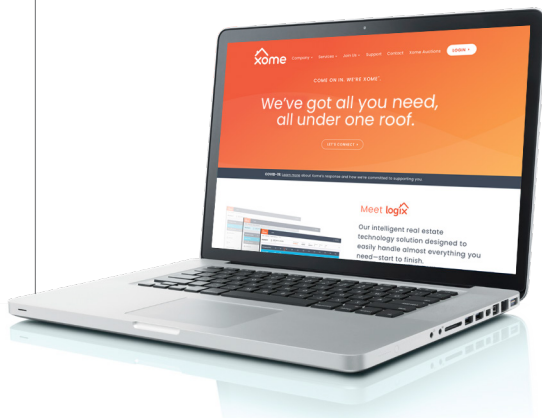
### AWARDS, ACCOLADES, AND MILESTONES:

- » *MReport* Women in Housing: Director of Client Account Management Elizabeth Squires, Rising Business Leader Award finalist
- » Greater Cleveland Partnership: Safeguard Properties, Best of Tech In-House 2020 finalist
- » *HousingWire* Women of Influence: General Counsel and Executive VP 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* Women in Housing: General Counsel and EVP 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
- » 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



# Xome

**CORPORATE DETAILS:** 750 Highway 121 BYP, Suite 100, Lewisville, TX 75067 | clientdirect@xome.com | www.xomesolutions.com



## KEY PERSONNEL

**Mike Rawls** | CEO

**Joe Cutrona** | SVP Exchange

**Al Broadway** | SVP Valuations

**Lisa Heitzmann** | SVP Originations & Home Equity, Title

**Kristen Estrella** | SVP Default, Title

## COMPANY DESCRIPTION

**Xome® supports the entire real estate lifecycle with Title, Valuations, Field Services, Asset Management, Auction, Portfolio Recapture Solutions, and Data Services—all under one roof.** Services can be used separately or combined to achieve an integrated, intelligent, end-to-end solution. Xome is focused on adding capacity when and where it's needed, streamlining operations, and reducing delays to help simplify the complex world of mortgage servicing and lending for its customers.

## PRODUCTS & SERVICES

While Xome provides a variety of service offerings across originations and default, they are also one of the nation's leading field services & property preservation providers. The field

services team at Xome helps protect home values with inspections, property preservation, registration, and other support services nationwide. They make it easy for clients to maintain and protect distressed properties and their communities. From first notice of default through disposition, Xome's full suite of field services helps mortgage servicers manage and reduce risks.

### Property Inspection:

- » Expert compliance in FHA
- » Interior, exterior, specialty, and disaster inspections
- » Occupancy checks and customized forms

### Property Preservation:

- » Expert compliance in GSE
- » Initial secure, winterization & hazard abatement
- » Grass cuts, snow removal, and property condition assessment

### Pre-Foreclosure:

- » Securing properties and rekey
- » Ongoing lawn maintenance
- » Winterization

### REO & Post-Foreclosure Property Preservation:

- » Initial services and debris removal
- » Property rehab and repairs
- » Lock-out support/eviction management
- » Winterization and recurring services (lawn, snow, janitorial)

### Support Services:

- » Property registration and utilities
- » Cash-for-keys and lock-out support
- » Deed-in-lieu

### FHA Conveyance:

- » Conveyance condition within HUD timelines
- » Complete all necessary ICC repairs and rehab

- » Hazard claim repairs and resolve code violations
- » Prevent reconveyance

### KEY FEATURES & BENEFITS

- » National coverage
- » Vast vendor panel, curated over 20 years
- » 300-plus combined years of FHA experience
- » In-house quality assurance teams
- » Dedicated client management teams

### COMPETITIVE ADVANTAGE & KEYS TO SUCCESS

- » Xome covers the entire real estate lifecycle, from originations through the default process.
- » Services are available separately or combined as part of a larger end-to-end solution.
- » They can easily add operational capacity for clients when and where it's needed—a key benefit as high originations volume continues and default activity increases.
- » Experienced leadership team with over 150 years' industry experience combined.
- » Ability to stitch together data across all aspects of the real estate lifecycle and provide greater transparency and insight to clients.
- » Customizable disposition strategies based on a client's risk tolerance and portfolio management philosophy.
- » A strong company culture centered around shared values that help drive team member engagement and success.

### INDUSTRY AWARDS, ACCOLADES, AND MILESTONES

- » Great Place to Work, 2019 & 2020
- » Tech100 Real Estate Company, 2020

