

Nations Property Solutions



Leveraging a National Property Management,
Repair/Rehab & Maintenance Partner For Your Turnkey
Business

About Nations Companies

- Established in 1989
- Privately Held
- One of the largest real estate information services providers in the country
- We provide “a complete, nationwide, end-to-end solution” for residential and small balance commercial real estate lenders, loan servicers, and investors

The Nations Family of Companies



NPS Leadership Team

NPS has a leadership team with an average industry tenure of over 11 years. Our President, Denia Graham, was instrumental in ramping up the first national single-family property management company in the nation in 2009, successfully handling over 17,000 rentals spanning all 50 states.

NPS' Existing Clients

NPS currently works with a Government Sponsored Enterprise (GSE), a Tier-1 financial institution, loan servicers and small investors.

NPS offers services to the small investor similar to what large institutional investors have become accustomed to by leveraging technology.

Are You Ready To Take The Headaches Away?



NPS Can Manage Your Project From Start to Finish

By partnering, you will leverage Nations:

- Centralized leasing, rental management & rent collections leveraging a network of 450 Property Managers nationwide
- A network of 2,500 vendor partners for repairs, maintenance or extensive remodeling or rehabilitation with a centralized Project Management Team
- Automated bid generation tool that confirms if bids are fair and reasonable

Take The Headaches Away

NPS will provide:

- 24/7 Toll Free Emergency #
- State-of-the Art Technology
- Centralized Property Management Liaison
- Robust Marketing & Leasing Platform
- Centralized Rent Collections & Accounting
- Lease Generation
- Recommended Habitability Repairs
- Bids & Repairs
- Project Management & Oversight
- Inspections

NPS Vendor Coverage – Full National Reach



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NPS Quality Control

NPS' key competitive advantage is our QC process:

- 100% “In-House” QC of all inspections
- QC Process Built Into The Bottom of Each Work Order
- Client Transparency to QC Process
- Vendor Transparency to QC Process
- Vendor Scorecard Negatively Impacted For “Return to Vendor” Issues

NPS QC Integrated

NPS QC - FOR NPS USE ONLY

Property secured? ☐ Yes ☐ No ☒ N/A

Health Hazards Int/Ext? ☐ Yes ☒ No

Maintenance needed:

☐ Yard/Shrubs

☐ Hazards

☐ Securing

☐ Debris

☐ Other

Code Violations or Citations - There are no outstanding property condition code violations or Citations

Does the property match the client supplied data? (structure type, property type etc) ☒ Yes ☐ No

Status of order

Name of QC Approver

Date of Approval/Processing

New Due Date for Clarification/Redo response:

Reason for Clarification/Redo

First Time Vacancy Date

Emergency Maintenance needed

NPS – Failed QC

Welcome to NPS

[view all](#)

Top FHA Re-Conveyance Risk By Category - Caution, Ensure You Alert NPS

Attention Vendor Partners: As most of you are aware, FHA has been aggressive at re-conveying properties for Mortgagee Neglect and damages that exceed \$2,500. The deficiencies in order of significance, with the highest risk of re-conveyance, include:

1. Roof damage - Active roof leaks that have not been patched or bid for replacement. No conveyance can be done until work is performed or permission to convey damage is approved. (Note: HUD does not normally allow damaged conveyances.)
2. Plumbing damage - Freeze damage, broken pipes; stolen copper pipes, and plumbing damage must be reported and bid at FTV. No property is considered in "conveyance condition" without repairs or pre-approval.

RTV

- ☐ Reopened (1)
- ☐ RTV-Defective Products (0)

RUSH

0

MEET 3RD
PARTY

1

FOLLOW UP

6

ON HOLD

1

BIDS

3

DUE NOW

0

PAST DUE

18

RTV

1

COMPLETED

15

CANCELLED

0

REPAIR ONLY

0

**RTV = Return to
Vendor**



Any work order that fails QC immediately goes to the vendor for corrections and/or clarifications. They have 24 hours to correct or it gets reassigned to another vendor who gets paid to resolve discrepancies.

Failed QC Negatively Impacts Vendor Scorecard

Current Scorecard

Inspections

Turn Around Time:	25	/25 Points:
Quality Of Work (RTV):	23	/25 Points:
Acknowledgment Rate:	25	/25 Points:
Communication:	13	/15 Points:
Reassign Rating:	5	/10 Points:
Total:	96	/100 Points:
Current Rating:	A	

Service Level Expectations

NPS realizes that “time is of the essence” and will do everything in our power to expedite your requests.

Typical service level expectations are as follows:

- | | |
|------------------------|--------------------------------|
| - Inspections | 5 Business Days |
| - Repairs | 7 Business Days |
| - Major Repairs | 1 Business Day for Each \$1k |
| - Vacant Property Reg. | 10 Business Days |
| - Utility Activations | 7 Business Days |
| - Recurring Services | Every 12-16 Days For Bi-Weekly |
| - Snow Removal | 24 Hours From Last Cessation |

Exceptions: Rural Locations

Ready to Get Started?

If interested, please go to our website at:

www.nationsps.com

Click on “Contact Us”

Complete the brief form & submit

Or simply email: sales@nationsps.com

What is needed to get started?

The Nations Client Relations Team will reach out to you within 24 business hours of the initial email inquiry. NPS requires an agreement be executed & some supporting documentation and information from you before we can get started. On average, expect 7-10 days from initial inquiry to sending us orders on-line.

If you are expecting to have work orders shortly, we recommend reaching out prior!

What type of agreement is needed?

NPS has a property management agreement that *needs executed prior to services being ordered*. It contains the following:

- Contract / MSA
- Pricing
- Limited Power of Attorney
- Mutual Non-Disclosure

NPS will also send you NPS's Client Integration Questionnaire to get information about your Properties and future needs.

What other information is required:

In order to populate the NPS Property Management Agreement, NPS will need the following:

- Legal entity(ies) name(s)
- Legal business type (i.e. LLC, Inc., etc.)
- If incorporated, State in which the business(es) is/are incorporated
- Officer(s) delegated to sign on behalf of organization (Name & Title)
- Physical address of your office location and mailing address if different
- Contact & emergency contact phone numbers

Supporting Documentation

NPS will also need you to return the following:

- ✓ Signed agreement
- ✓ Notarized Limited Power of Attorney
- ✓ W9
- ✓ Copies of your insurance binders
- ✓ Articles of Incorporation showing who has authority to execute agreement on behalf of a corporation or LLC
- ✓ Any other pertinent information such as leases, rental agreements, eviction information, etc.
- ✓ NPS Client Integration Questionnaire

Q & A



Do You Need Some Help Or Have Additional Questions?

For Questions with the on-boarding process,
please contact:

Michele McCoy, Vice President - Client Solutions

Cell Phone: (913)278-9459

Email: mmccoy@nationsds.com

Thank You For Your Time

We hope this information was helpful as you strategize how best to manage your investment portfolio.

Thank you for your time & please feel free to reach out, should you have additional questions or concerns.



Contact Information

The Nations Companies looks forward to working with you!
Should you have any questions, please contact:

Nations Default Services:

Michele McCoy

VP Client Development

(913) 278-9459

mmcoy@nationsds.com

