



RAINE

RAINE: Listing Broker Guide

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**RAINE ASSET MANAGEMENT PORTAL
(RAMP)**

RAMP OVERVIEW

- Raine has made available the Raine Asset Management Portal (RAMP) for vendors to notify Raine of completed assignments and monitor the status of assigned assets
- Raine staff will create your account in the Portal. You will receive a Welcome email with your Username and a link to set your password
- After your initial login, the Portal can be accessed via the following link:
<https://rainecompany.com/portal-login/>
- The homepage contains a Dashboard outlining your Active Accounts, Number of Assigned Properties, and Attachments uploaded. It also includes a chart with a count of Assigned Properties per Current Step.
- To view Property details, select Properties at the top of the page
- The Property Overview will show you a list of your current cases and pertinent information related to the case
- Selecting the arrow next to the header will sort the data based on that header in ascending or descending order

RAMP INSTRUCTIONS

- To view the details of a specific case, select the case number
- This page contains useful information pertaining to the property such as Contract Information, Closing Information, HOA and Tax details.
- This page also includes an Assignments section. Vendors will utilize this section to report completed assignments to Raine and provide HOA and Tax information.
- Select Edit under Properties and enter the applicable completion date or HOA and Tax data
- Print screens of each selection are below for your reference. Additional instructions are provided throughout this guide.

• HOMEPAGE/DASHBOARD

RAINe

Dashboard Accounts Attachments Properties

How can I Help you?

All Search

Account Information 0

Assigned Properties 1

Attachments 0

• PROPERTY OVERVIEW

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Dashboard Accounts Attachments Properties

Property Overview

Search

ACTIONS	CASE NUMBER	ADDRESS	CITY	STATE	ZIP	COUNTY	FIELD SERVICE MANAGER NAME	BUYERS SELECT AGENT	DISPOSITION LISTING DATE
Edit	000-123456	123 Main Street	Somewhere	GA	-	-	-	-	-

PROPERTY INFORMATION

Property Information

Case Number:	000-123456	Contract Area:	-
Address:	123 Main Street	Current Step:	3-Held Off Market
City:	Somewhere	Step Date:	-
State:	GA	Field Service Manager Name:	-
County:	-		
Zip:	-		

Assignments

LLB Assignment Accepted:	Not Checked	Earnest Money Received Date:	-
Initial Inspection Complete:	08/18/2021	Earnest Money Check Number:	-
BPO Complete:	-	Earnest Money Closing Agent Date:	-
BPO Update Complete:	-	RTC Complete Date:	-
Marketing Photos Uploaded:	Not Checked		
RTL Complete:	-		
MLS Tear Sheet Uploaded:	Not Checked		

Contract Information

Bid Accepted Date:	-	Contract Received Date:	-
Primary Purchaser Name:	-	Contract Corrections Requested:	Not Checked
Secondary Purchaser Name:	-	Envelope Sent Date:	-
Purchaser Type:	-		
Selling Agent Name:	-	Bid Cancel Date:	-
Selling Agent Phone Number:	-	Cancel Contract Date:	-
Selling Agent Email:	-	Process for Cancelled Contract:	-
Contract EM Amount:	-	Original Contract Expiration Date:	-

Closing Information

Buyers Select Agent:	-	Pending RTC Approval:	Not Checked
Buyer Select Agent Email:	-	Scheduled Closing Date:	-
Extension Date:	-	Closing Corrections Requested:	Not Checked
Reason for Extension:	-	Closing Approved:	Not Checked
Reason for Closing Cancel:	-	Actual Closing Date:	-

Association Information

HOA CommunityName:	-	HOA Fee:	-
Management Company Name:	-	HOA Fee Frequency:	-
HOA Contact Name:	-		
HOA Phone:	-	HOA Fee (Sub):	-
HOA Email:	-	Frequency (Sub):	-

Tax Information

Parcel ID:	-		
Tax Frequency:	-		
County Service Date Begins:	-	County Service Date End:	-
City Service Date Begin:	-	City Service Date End:	-

• UPDATE PROPERTY INFORMATION/ASSIGNMENTS PAGE

Update Property Information

Assignments

LLB Assignment Accepted
Earnest Money Received Date
Initial Inspection Complete
Earnest Money Check Number
BPO Complete
Earnest Money Closing Agent Date
BPO Update Complete
RTC Complete Date

Marketing Photos Uploaded
RTL Complete

MLS Tear Sheet Uploaded

Association Information

Management Company Name
HOA Contact Name
HOA Phone
HOA Email
HOA Fee
HOA Fee Frequency
HOA Fee (Sub)
Frequency (Sub)

Tax Information

Tax Frequency
County Service Date Begins
County Service Date End
City Service Date Begin
City Service Date End



INITIAL TASKS

ASSIGNMENT NOTIFICATION

- Upon assignment to Raine, a Local Listing Broker (LLB) will be identified and services requested via email
- Per HUD guidelines the Listing Broker's office must be located within 30 miles of the property unless otherwise approved
- The LLB will receive an email from Raine requesting your acceptance of the assignment within 4 hours
 - If the assignment is not accepted within the specified timeframe, it will be assigned to another LLB
- Login to RAMP and enter the current date and time of acceptance
- Once the assignment is accepted a follow up Initial/BPO work order will be sent via email
- Initial inspection orders include 3 tasks: Initial Inspection, BPO and Marketing Photos

INITIAL INSPECTION

- The Initial Inspection is required to be completed within 1 day of assignment
- At the time of inspection, a lockbox should be installed
- The inspection results are to be notated on the Property Inspection Report (PIR) provided
 - Review the HPIR completed by the FSM and notate any discrepancies/issues that may affect marketability by HUD's standards
 - In addition to line-item notation of discrepancies, add notes in the box addressing discrepancies on the PIR form
 - Include the lockbox code and primary point of contact in the notes section of the PIR form
 - It is imperative for the PIR to be completed accurately and in its entirety.
 - Upon completion, login to RAMP and add the Initial Inspection Complete Date
 - **Late and/or Incomplete inspections will not be tolerated. Any valid delays should be immediately and clearly communicated to Raine.**

PHOTO REQUIREMENTS

- Date stamped photos must be included with the initial inspection using the photo template provided
- Complete set of photos include interior and exterior, all major mechanicals, address verification, lockbox, meters and hazards
 - Include photos of all exterior sides
 - Multiple angles of each room
- Last page(s) of photo addendum should cite all hazards
 - Label the hazards and cite the location
 - Make sure the photo is clear and demonstrates hazard
 - If mechanical or appliance is missing take a photo of the empty area

MARKETING PHOTOS

- Submit a minimum of 6 marketing photos in P260 at the time the initial inspection is completed
 - Select Add Attachments
 - Category = Listing Site
 - Subcategory = Listing Site Photos (Be mindful of the main photo)
- Marketing photos should not include a date stamp
- These photos will appear on HUD Homestore
- Marketing photos should showcase the property in the best light
 - Curb appeal front and back of the house photos
 - Interior photos should include best rooms to be showcased; ideally one of each: bedroom, kitchen, bathroom, living room
- After photos are uploaded select checkbox in RAMP to confirm Marketing Photos Uploaded

BROKER PRICE OPINIONS (BPO)

- BPOs are due within 3 days of assignment utilizing the BPO form provided
- **It is imperative the BPO is completed thoroughly and thoughtfully**
- The BPO is used for setting the initial list price and determining disposition path of property and is vital for Price Reductions and Bid Administration
- Raine relies on your BPOs and notes to evaluate bids and accept bids sooner to avoid the property aging in inventory
- HOA and Tax information should be reported in RAMP
 - If you are having trouble obtaining the HOA contact information within the allotted time, please do NOT indicate "NO HOA" in RAMP to complete the work order within three days. You must indicate "YES" and indicate the issue getting the information in the data entry. You will be responsible for following up in RAMP with the HOA information once obtained and issue resolved.
 - HOA and Tax bills received should be submitted to closinginvoices@rainecompanies.com
- Login to RAMP and add the BPO Complete Date

P260 DATA ENTRY REQUIREMENTS

- All required documents are to be entered and uploaded to P260 within the specified timeframe
- The initial inspection must be data entered into P260
 - Add Inspection
 - Inspection Type = AM
 - Inspection Category = Initial
 - Complete all required fields
- Attach Hard Copy PIR and photo template after data entry inspection is saved
 - Add Attachments
 - PIR Subcategory = AM Inspection
 - PIR Description = Initial Inspection
 - Photo Subcategory = Inspection photos
 - Photo Description = Initial Photos

ENTERING AN INSPECTION

Inspector Case Screen

Functions ▾

Back Add Inspection Add Attachments Add Notes Send Email

Select "Add Inspection"

Case Number	011-501057	HOC	Atlanta
Current Step	3-Held Off Market	Contract	
Step Date	06/21/2013	Acquisition	
Address	3101 KNOLLWOOD CIR NW	Acquisition	
City, St, Zip	HUNTSVILLE, AL 35810	Fee Status	
Asset Manager	RAINE & COMPANY LLC		

Save Close

Case Information

Case Number	011-501057	Contract Area	6A	Acquisition Type	A-Acquired
Current Step	3-Held Off Market	Address	3101 KNOLLWOOD CIR NW	Acquisition Date	01/20/2005
Step Date	06/21/2013	City, St, Zip	HUNTSVILLE, AL 35810	Fee Status Code	HV

Inspection Information

Inspection Number		Inspector Name	WRIGHT	Vacant	Yes
Inspection Type	AM	Inspection Date	06/18/2021		
Inspection Category	Initial				
Inspection Assigned Date	06/02/2021				
Submit For Review	Yes				

The HUD Property Inspection Report **MUST** be reviewed prior to this inspection. Have you reviewed the HUD Property Inspection Report?

The HUD Property Condition Report (PCR) **MUST** be reviewed prior to this inspection. Have you reviewed the HUD PCR?

Did you observe discrepancies between the HUD Property Inspection Report and the HUD PCR?

Enter key fields and select "Save"

Always remember to select "Yes" to Submit For Review when finished.

Property Inspection Screen

Toolbar with icons and labels: Edit, Close, Print Screen, Print PCR, Add Attachments, Add Notes, Send Email. A red arrow points to the 'Add Attachments' icon.

Select 'Add Attachments'

Case Information

Case Number	011-501057	Contract Area
Current Step	3-Held Off Market	Address
Step Date	06/21/2013	City, St, Zip

Inspection Information

Attachment

Save Close

Case Number	011-501057
Attachment ID	
Category	INSPECTION
Subcategory	AM Inspection
File Name	Choose File No file chosen
Description	Initial Inspection
Submit For Review	Yes

Enter key fields and Save

ENTERING A BPO

Inspector Case Screen

Back Add Inspection Add Attachments Add Notes Send Email

Functions
Add BPO

Case Number	011-501057	HOC	Atlanta
Current Step	3-Held Off Market	Contract Area	6A
Step Date	06/21/2013	Acquisition Type	A-Acquired
Address	3101 KNOLLWOOD CIR NW	Acquisition Date	01/20/2005
City, St, Zip	HUNTSVILLE, AL 35810	Fee Status Code	HV
Asset Manager	RAINE & COMPANY LLC		

Select Functions then Add BPO

Property Broker Price Opinion Screen

Save Close

Case Information

Case Number	011-501057	Acquisition Type	A-Acquired
Current Step	3-Held Off Market	Acquisition Date	01/20/2005
Step Date	06/21/2013	Fee Status Code	HV

Broker Price Opinion Info

Broker Name	<input type="text"/>	Market Supply	<input type="text"/>
Broker Phone	<input type="text"/>	Estimated Repair Cost	<input type="text"/>
Broker Fax	<input type="text"/>	Repaired Value	<input type="text"/>
Broker Email	<input type="text"/>	Number of REO properties in the Area	<input type="text"/>
BPO Date	<input type="text"/>	Range of Value for comparable REO's	<input type="text"/> To <input type="text"/>
BPO Value	<input type="text"/>	Change in Market Price	<input type="text"/> % <input type="text"/>
Inspection Type	<input type="text"/>	Bedrooms	<input type="text"/>
Vacant	<input type="text"/>	Bathrooms	<input type="text"/>
Unit Type	<input type="text"/>	Living Area Sqft	<input type="text"/>
Market Condition	<input type="text"/>	Total Rooms	<input type="text"/>
Employment Conditions	<input type="text"/>		

Property Broker Price Opinion Screen

Save Close View Mode Print Screen Add Attachments Add Notes Send Email

Case Information

Case Number	011-501057	Acquisition Type	
Current Step	3-Held Off Market	Acquisition Date	
Step Date	06/21/2013	Fee Status Code	

Broker Price Opinion Info

Complete form and select Save

Add BPO attachment

REJECTED INSPECTIONS

- Incomplete and/or inaccurate inspections will receive a corrections request via email
 - Corrections are due the same day

REMINDER!

INSPECTION MUST BE COMPLETED WITHIN ONE (1) DAY OF ASSIGNMENT.

BPO MUST BE COMPLETED WITHIN THREE (3) DAYS OF ASSIGNMENT.



LISTING TASKS

READY TO LIST INSPECTION (RTL)

- After Raine receives the appraisal, an email will be sent for the completion of a Ready to List Inspection
- The RTL Inspection must be completed within 1 day of assignment
- The RTL is to be completed in the same manor as the Initial
 - The PIR form shall be completed in its entirety along with at least 6 inspection photos
 - The inspection and photos should support the ready to list status
 - If the property is not ready to list it should be clearly noted and photographed in the inspection
- The RTL inspection and photos must be entered and uploaded into P260
 - Select Add Inspection
 - Inspection Type = AM
 - Inspection Category = Prior to List
 - Add the RTL Complete Date in RAMP

YARD SIGN

- Place signage in the yard comparable to area standards unless prohibited by ordinance or HOA
 - Notate in inspection and photos if yard signs are prohibited
- Yard signage should be placed at time of RTL and must be maintained the entire time the property is listed for sale
- Include a photo of the sign with the RTL inspection photos
- Signage must include:
 - Equal Housing Opportunity logo
 - Minimum 4-inch rider directing purchasers to www.hudhomestore.com

INITIAL LIST NOTIFICATION

- Upon approval of the RTL, Raine will issue an email for the Initial Listing
- The email will confirm the List Date, List Price, Disposition Type and Escrow Amount
- At this time, the property should be placed in the appropriate MLS
- Please verify your listing on www.hudhomestore.com when placing your listing in the MLS to ensure all appropriate disclosures and notices are posted in the MLS
- A copy of the MLS Tear Sheet must be uploaded to P260
 - Select Add Attachments
 - Category = Listing Site
 - Subcategory = MLS Tear Sheet
- Select checkbox in RAMP to confirm MLS Tear Sheet has been uploaded



ONGOING TASKS

ROUTINE INSPECTIONS

- Routine inspections are to be completed every 14 days
- An email notification will be sent for the task to be completed in P260
- The routine inspection should be completed in the same manner as the Initial and RTL including a minimum of 10 photos
- Any changes in condition such as vandalism, storm damage or hazards, etc. must be clearly identified and photographed
- Deferred maintenance such as lawn maintenance, debris or snow removal should be reported and photos provided
- Data enter and upload routine inspections and photos to P260
 - Select Add Inspection
 - Inspection Type = Routine
 - Email vandalism@rainecompanies.com to report any urgent finding

BPO UPDATES

- An updated BPO is required for listed, unsold inventory after the property has been listed for 60 days
- After the initial update, BPOs will be required every 30 days for listed, unsold inventory
- BPOs should NOT be reused and current data is expected
- Clearly explain what is necessary to sell the property
- Updated BPOs must be entered and uploaded to P260
 - Select Functions then Add BPO
 - Enter data, save, then upload attachments
- A note in P260 detailing marketing efforts is required
 - In the Property Broker Price Opinion Screen select “Add Notes”
 - Explain the history of the property – showings, condition issues, market conditions affecting the sale, etc.
- Add BPO Update Complete Date in RAMP

MLS UPDATES

- Update the MLS as Raine notifies of price changes or changes to the disclosures
- Upload new MLS Tear Sheet to P260
 - Select Add Attachments
 - Category = Listing Site
 - Subcategory = MLS Tear Sheet
- MLS should be updated accordingly as there are changes with the contract status
 - Status changes are not required to be uploaded

LLB EXPECTATIONS FOR CONTRACTS

- Upon bid award contact selling agent
 - Explain how to complete E-Signature contract on HUD Homestore
 - Assist with any questions on how to complete the contract
 - Explain the earnest money process
 - Make check payable closing agent and deliver check to LLB
- Emails with all the information and necessary documents are great resources, but not the only option
 - Follow up with a phone call and establish yourself as a resource on this transaction

EARNEST MONEY REQUIREMENTS

- Selling agent has 2 business days to deliver EM check to LLB
- Upon receipt add Earnest Money Received Date and Earnest Money Check Number in RAMP and upload a copy of the check
- LLB must deliver EM to BSCA within 2 business days of contract execution
 - **Retain evidence of delivery**
 - Add Earnest Money to Closing Agent Date in RAMP

LISTING BROKER EXPECTATIONS ON EXTENSIONS

- Monitor your cases under contract and upcoming expiration dates
- If closing is not scheduled 5 days prior to expiration advise the selling agent to submit an extension
- Assist with the extension process advising regarding forms, documentation and fees
 - Forms can be found on Raine's website at <https://rainecompany.com/forms/>
 - Supporting documentation is required for all extensions and should clearly show closing is imminent
 - Become familiar with fee requirements, but ensure the selling agent understands Raine will decide on a case-by-case basis

LISTING BROKER EXPECTATIONS ON CANCELLATIONS

- Assist with the cancellation process advising regarding forms and documentation
 - Forms can be found on Raine's website at <https://rainecompany.com/forms/>
 - Supporting documentation is required for all cancellations and should clearly confirm the reason for cancellation
 - Become familiar with the cancellation and earnest money forfeiture policy, but ensure the selling agent understands Raine will decide on a case-by-case basis
- Monitor your cases under contract and upcoming expiration dates
- Communicate possibilities of contract cancellation to Raine
 - If the selling agent or buyer are non-responsive, notify Raine

LLB EXPECTATIONS ON CLOSINGS

- Communicate with Selling Agent and Closing Agent throughout the process
- Inform on the proper procedures to secure an approved closing date
 - Closing documents are uploaded by the BSCA in P260 under Category “Settlement”, Subcategory “Prelim HUD-1”
 - Closer is assigned and email is sent confirming closing date
 - Original deed sent via overnight (Deed DOES NOT equal closing approval)
 - Corrections, if applicable, are requested from the BSCA via email and should be returned via email
 - Closing approval uploaded to P260 and made available for BSCA to download
 - Closing approval is only issued after any outstanding issues are resolved, corrections received and RTC is approved



CLOSING TASKS

READY TO CLOSE INSPECTION (RTC)

- Ready to Close Inspection must be completed no sooner than 5 days prior to closing and no later than 1 day prior to closing
- An email will be sent requesting the RTC 1-5 days prior to closing
 - It is Raine's intent to request the RTC as soon as possible, but occasionally there are "rush" closings to accommodate
- RTC is to be completed in the same manner as the Initial and RTL including a minimum of 6 photos
- Any changes in condition must be reported and clear photos provided
- If there is a change in condition closing cannot occur until it is resolved with the buyer
- The RTC inspection and photos must be entered and uploaded into P260
 - Select Add Inspection
 - Inspection Type = AM
 - Inspection Category = Ready to Close

CLOSED PROPERTY NOTIFICATION

- Raine will confirm the closing with the BSCA
- Once confirmation is received, a close out email will be sent
- Remove the lockbox and sign from the property
- Update status in MLS
- Upload MLS Tear Sheet in P260 with 1 day of issuance
 - Select Add Attachments
 - Category = Listing Site
 - Subcategory = MLS Tear Sheet
- Add RTC Complete Date in RAMP
- If your case closed and is still in a step 8 advise Raine of closing and advise closing agent to respond to Raine's requests



Thank You for Partnering with
Raine!