

Vendor Name: _____

Phone Number: _____ Email Address: _____



2101 Tennessee Street, Vallejo, CA 94590
Phone (707) 554-6696
Fax (707) 554-0559

VENDOR AGREEMENT POLICIES & PROCEDURES

Krystle Property Management, Inc. (KPM) has a philosophy of integrity, honesty, and a commitment to excellent service for our owners and tenants. This agreement applies to you, your employees, and subcontractors. KPM is an agent for the owner; as such they have a fiduciary responsibility as to when work is initiated and when payment is made. KPM works with a Maintenance Coordinator, all bids and work orders are filtered through the coordinator.

When working for KPM, ALL vendors/contractors must follow some basic principles. This is true whether the vendor/contractor performs work at a single-family home, an apartment, or a Condo/HOA Association. Those principles are as follows:

1. Your W-9 and copies of your Business License, Liability Insurance and Worker's Comp must be supplied to KPM before any work can be assigned to your business. These documents must stay up to date. KPM will perform periodic audits; if a vendor fails to provide proof of Liability Insurance and Workers Compensation, this may result in termination of ongoing work.
2. **Kickbacks:** There are to be no payments made, directly or indirectly, by or on behalf of KPM, nor received by an employee or agent of KPM, which is or could be construed to be a bribe or kickback to obtain favorable treatment in securing business or special concessions, or in recognition of past favors or other considerations. Neither an associate nor family members shall accept any form of under the table payment, kickback, bribe, rebate or other improper payment in connection with any corporate purchase or sale of goods or services.
3. Contact residents within 24 hours after receiving a work order from KPM to arrange for an appointment to make a repair. Be sure to identify yourself when contacting residents and advise them that KPM has requested the contact.
4. Work orders should be performed in a timely and efficient manner. If you are running late, please notify the tenant/owner. A job not completed will result in increased cost to the property owner in addition to the will on the part of the resident. In residential rental situations twenty-four (24) hour written notice for entry, except in cases of emergencies, is required by the California State Landlord/Tenant Law unless the tenant authorizes otherwise. It is a violation of the law to enter the property without notifying the tenant in advance.
5. Before & after photos of the job must be submitted with the final invoice in order for payment.

6. **If keys have been provided to you, they must be returned within 24 hours upon completion.** If a key is obtained by a lockbox on the door of the residence, return it to the lockbox before leaving the premises. Please **do not** take keys home or to your place of business and do not leave lockbox code on entry dial. If keys have not been turned in, you can and will be responsible for cost of rekeying unit.
7. Placing a door hanger on the front door while in the property is optional. While at the property, inform the Maintenance Coordinator of any “preventive maintenance” needs noticed, i.e. – inadequate lighting, water leaks, moldy and/or slippery surfaces, loose handrails, steps or railings, gutters, downspouts, dripping faucet and faulty smoke alarms, etc. Report any unusual items such as pet odors or damage to the property caused by the tenant.
8. If property smells musty or feels humid, ventilate and/or let sunlight in while performing work at the property and notify the maintenance coordinator.
9. Smoking is not permitted inside the property by vendor/contractor or employees of vendor/contractor. Smoking must be done on the exterior only, at least 5 feet away from any door or window. Any damage caused to the unit by vendor/contractor or their employees as a result of smoking inside a property will be billed back to you.
10. Residents’ telephones should not be used without their permission. Long distance calls may not be made unless they can be put on your credit card.
11. If an appliance has a leased sticker on it, please do not work on it or replace it. Contact the Maintenance Coordinator at once. You may bill for a service charge only.
12. **Do authorized repairs only.** If, while at the property, any additional repairs are needed, contact the Maintenance Coordinator for approval before doing the work. You are not authorized to do any additional jobs requested by the resident. Call Maintenance Coordinator for approval.
13. Estimates must include start date of project & date of job completion.
14. If the job requires a material deposit, you must disclose that in the estimate. Material deposit can be no more than 50% of the estimated amount. 48-business hour lead time on receiving the material deposit check.
15. Leave your business card to inform the tenants that you were in their home. Leave a note giving the status of the repair. If the repair is not done, explain when it will be completed. (**Note:** Should a tenant should contact you directly for repairs because they have your business card you must refer them to KPM. See item #11)
16. Clean up before leaving the property. Remove all scrap materials. Be conscious of tracking mud, dirt or grease on carpets and floor and leaving marks on the walls. If resident’s belongings need to be moved, please return them to their proper place.
17. When leaving a property make sure that any windows or doors you open are appropriately locked, secured, lights are turned off. If vacant, leave heat thermostats at 55-60 degrees, NO HIGHER.
18. Keep in mind that you are representing KPM. Our employees are expected to treat our residents in a professional manner; we expect this same behavior from our vendors/contractors. Appearance must be neat and clean; it is recommended that vendor and his/her representatives visibly display their company’s name or logo if possible.
19. Vendors are not permitted to disclose their findings to tenants. Any questions from tenants must be deferred to Krystle Properties for response.
20. Krystle Property Management insists that while in the performance of duties, vendors/contractors remain drug and alcohol free. Responding to work while under the influence of an alcoholic beverage or drugs is grounds for dismissal!

21. **Discoloration** – If a vendor recognizes discoloration, you must report it to KPM IMMEDIATELY. **Unless you are a Certified Mold Specialist, DO NOT call it mold.** No exceptions.

Krystle Property Management, Inc.'s billing policies are:

- Turn in your invoice every Thursday by noon to be paid the following Wednesday. Invoices will only be paid with an original invoice uploaded or completed through Property Meld; no fax copies are accepted for payment.
- Include before & after photos of each job. This includes recurring yard services.
- To assure prompt payment, the invoice needs to include the following:
 - Company Name, Mailing Address, & Phone Number
 - Service address and date of service
 - Itemized breakdown of cost of material and labor
 - **Invoice number**

Krystle Property Management's payment policies are:

- **Checks are processed every Wednesday.** Any exception to this policy would take the approval of Krystle Property Management's Broker/CEO. To make sure you get a check on a specific pay date, invoices must be in every Thursday of each week.
- Any questions or payment follow up must be directed to the Maintenance Coordinator. Office staff will not be able to answer your questions.

Krystle Property Management's bid process is as follows:

- A bid request will be submitted to your company either by fax, mail or email. On this request will be the name of the property, the address and the scope of work needed. Should you have a question regarding the scope of the work, contact the KPM employee that assigned the bid/work order.
- All bid requests will have a "due" date on them. If you do not plan on bidding the job, notify the issuing KPM employee as soon as practical.

NOTE: Work performed is at the discretion of the Property Owner. The Property Owner is responsible for all costs associated with work performed. Should performance, quality, or payment disputes arrive; the Property Owner will be responsible for the resolution. As an agent for the Property Owner, KPM is only responsible for seeking and requesting work for the Property Owner. Krystle Property Management, Inc. as an entity, will not be responsible for payment of said billing except as directed by the Property Owner.

Vendor/Contractor Initials

Thank you for cooperating with Krystle Property Management, Inc. Vendor/Contractor Policies and for helping us to provide our clients with the utmost professional service. Please return the signed page to our office with the documents requested. Keep the Policies and Procedures for your records.

- ✓ W-9 Form _____
- ✓ Copy of Business License attached _____
- ✓ Copy of Liability & Worker's Comp Insurance Policy attached _____

By signing and dating below you hereby acknowledge your understanding and willingness to cooperate with the above guidelines.

Business Name _____

Mailing Address _____

Vendor/Contractor Signature _____ Date _____