

INFORMATION AND WORK STANDARDS FOR VENDORS

Nest Managers Real Estate has a philosophy of integrity, honesty and a commitment to excellent service for our Landlords and Tenants. This agreement applies to you, your employees, and your subcontractors.

Nest Managers Real Estate is an agent for the Landlord; as such, we have a fiduciary responsibility as to when work is initiated and when payment is made.

Below you will find necessary information regarding insurance, communications, invoicing, payment, schedules, etc. Once enrolled in our vendor program, you will be notified via email of any changes.

NON-NEGOTIABLES

- For all Vendors, we require a copy of your general liability insurance (mandatory), at a minimum. Please have your insurance agency forward a copy to us listing Nest Managers Real Estate as a certificate holder, and ensure we are on the notification list for any and all cancellations and renewals.
- For all Vendors, we require a W-9 that will provide us with either 1) your Federal I.D. number or 2) your social security number. If you are a corporation, please make sure that we have that information so we do not have to send a 1099 to you every year.
- We utilize Rentvine. You will be notified via Text or email when you receive a work order. Our preferred method of communication is by email/text. provide easier, faster, and less confusing communications with each other than a telephone call, especially on a work order that contains many separate items.
- Any work order over \$500.00 will need prior approval from Nest Managers Real Estate **or it may not be paid.** This is an agreement we have with the Landlords, is extremely important, and will not be waived for any reason. Some work orders will require multiple bids; others can be approved with a simple text/email once we obtain an estimate.

TIME FRAMES FOR WORK

- Tenants are to be contacted within 12 hours of giving you the work order (preferably the same day). Be sure to identify yourself when contacting Tenants and advise them that Nest Managers Real Estate has requested the contact.
- Work should be completed within 3 business days from the date of acceptance (unless it is an emergency situation, or there is a water leak – which will require same day response). If your work schedule does not permit you to do the work in this time frame, you are to let the Property Manager know immediately when the project could be completed. Any job must be completed within 5 business days regardless of any delay or problems. If the work has not been completed before this time period, the work may be assigned to another vendor and your relationship with Nest Managers may be reconsidered.

APPOINTMENTS

- Work orders will identify whether the property is vacant or occupied.
- Work orders for occupied properties will have the Tenant's name and phone numbers on them. Tenants understand that you will be making appointments directly with them. Tenants have also been informed that except in the case of an emergency, most of our vendors work normal business hours. You are free to make appointments with Tenants whenever they are convenient to you both, except that only in case of emergencies or with prior approval from our office will they be made when extra charges such as overtime, weekend, holiday, etc. would apply. **If you cannot reach the Tenant within 48 hours for an appointment, or the parts needed will cause a delay in completing the project, you must contact us to explain the reason. We will allow you to enter the property at your convenience with proper tenant notification (24 hours) via key check out at our office.**
- If you are running late to an appointment, please notify the Tenant. In residential situations, 24 hours' notice for entry is required, except in cases of emergencies, unless the Tenant authorizes otherwise. It is a violation of the law to enter the property without notifying the Tenant in advance.

ON-SITE PROCEDURES

- Vendor verifies that no person in their employ and working on any property for Nest Managers Real Estate has ever been convicted of a felony offense against any person or property.
- All Vendors agree to comply with OSHA requirements.
- If keys have been provided to you, they must be returned promptly. If a key is obtained by a lockbox on the door of a residence, replace it to the lockbox before leaving the premises. DO NOT take keys home or to your place of business.
- Any additional work request by the Landlord, Tenant, or any other person must be pre-approved by the Property Manager. Any work that has not been authorized will not be paid.

- At no time are you to accept or demand payment from one of our Tenants on work authorized by this office. All Tenants have been notified that they are not to pay you directly for work authorized by us.
- While at the property, inform the Property Manager of any 'preventive maintenance' needs that you notice, i.e. – inadequate lighting, water leaks, loose hand rails, steps or railings, gutters, downspouts, dripping faucets, faulty smoke or carbon monoxide detectors, etc... Please report any unusual items such.
- Do not communicate any issues/concerns/etc. with the tenant. You are working on behalf of NEST and not the tenant. Please let the tenant know, should they have any questions or concerns they may reach out to our team
- Leave your business card to inform the Tenant 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: if a Tenant should contact you directly for repairs because they have your business card you must refer them to Nest Managers Real Estate).
- 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 Tenant's belongings need to be moved, please return them to their proper place. No smoking at properties. Any costs to clean or remove any Vendor's debris will be deducted from the most recent invoice.
- When leaving a property, make sure that any windows or doors you open are appropriately locked and secured and lights are turned off. If vacant, leave the heat thermostat at 55-60 degrees in the winter.
- Keep in mind that you are representing Nest Managers Real Estate. Our employees are expected to treat our Tenants in a professional manner, and we expect this same behavior from our Vendors. Appearance must be neat and clean. Always be professional, courteous and considerate. You are in someone else's home or place of business.
- You are required to contact our office immediately upon completion of any work order. You may send an email nestmgrs@gmail.com, call and tell the Maintenance Director, leave a message on the Maintenance Director's voice mail, or fax a notification.
- Don't share everything discovered with the residents of the property. Certain items and wording can upset a resident. Speak with the property manager first.

INVOICES

- Itemize all invoices **in detail** by parts, labor, and work done (example: color of paint used, how much, color of carpet, thickness of carpet pad, type of shingles, and warranties included, etc.). Although we may have received a bid with this information, these invoices are sent to the Landlords and need to be self-explanatory.
- Please do not wait until the last minute to turn in your invoices all together. You need to turn them in to our office as soon as each job is complete, preferably within 3 to 5 days of completion of the work. It takes time for us to process invoices, and if everyone brings in their invoices the same day, it could necessitate altering the pay schedule in the future to a longer time. Any invoice received more than 30 days after the work has been completed may result in a delay in payment. Invoices received after 90 days of completion of work may be declined for payment.
- All invoices and corresponding pictures of completed work must be uploaded to the portal by the last day of the month Nest Managers will pay out via ACH payment 2x per month.
- For larger projects, if an inspection is performed and the owner has been notified of completion of the work by Wednesday, the check will be issued by Friday of that week if the owner funds are available.

INDEMNIFICATION

- Vendor agrees that Nest Managers Real Estate has no ownership interest in the properties we manage for Landlords. Vendor agrees that Nest Managers Real Estate is an agent of the respective Landlords of the managed properties. Vendor agrees to hold Nest Managers Real Estate, its employees, agents and assigns harmless for any failure of any Landlord to pay for services, supplies, parts, material and/or labor ordered by Landlord and/or Nest Managers Real Estate on behalf of or at the request of Landlord. Vendor agrees that they shall do no other work on the property other than that specifically ordered and approved by Landlord and/or Nest Managers Real Estate. Vendor understands and agrees that the Tenant(s) have no authority whatsoever to order any work to be done on the rental premises.
- Vendor agrees and affirms that it carries the property insurance, licenses and permits necessary to legally carry out the requested services and agrees to hold Nest Managers Real Estate, its employees, agents and assigns harmless for any injuries suffered by or damages suffered by Vendor, its employees, agents,
- and/or assigns arising out of performance of the requested services. Vendor agrees to look solely to the Landlord of the premises where services are performed in the event of any disputes. Landlord's name and address will be provided upon request.
- It is very important that these policies be implemented when working for us. They are made to ensure the quality of service our clients are entitled to as well as ensuring we use quality vendors that are paid timely. Future work may not be assigned to a Vendor who fails to abide by these responsibilities.