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NOTICE: Vendor Payment, Policies and Procedures

Dear Valued Vendor,

We truly value the quality of your work and the strong partnerships we've built together. To help us continue operating efficiently and collaboratively, we've created a streamlined process to ensure smooth communication and coordination. Below is an overview of our updated policies and procedures:

- **Repair Requests:** All repair requests will be communicated through our designated on-line system.
- **Notification:** You will be notified via email and text message. Please confirm receipt of the request promptly.
- **Tenant Contact:** Reach out to the tenant within 48 hours to arrange the repair appointment. Technicians should not discuss repair details, costs, estimates, or recommendations with the tenant.
- **Estimates:** For repairs exceeding $400, submit a detailed estimate and project timeline for approval before beginning work. Any changes to the scope or cost must also be documented and pre-approved. If a utility has been shut off at the street level, the technician must not turn it back on and should notify us immediately.
- **Completion & Notifications:** Work must be completed before submitting an invoice, and our customer service representative must be notified once the job is finished. All work should include a guarantee or warranty.
- **Invoices:**
  - Include detailed information along with before-and-after photos.
  - Submit invoices by **6 PM** on the 5th or 15th of the month.
  - Invoices submitted after 6 PM on the 5th will be processed with the 15th invoices, and invoices submitted after 6 PM on the 15th will be processed with the 5th of the following month.
  - Invoices submitted outside of these deadlines will be held for the next processing date.
  - Allow **3 full business days** for payment processing.
- **Payments:**
  - All vendors are paid via ACH.
  - Requests for payment advances will not be accepted.
  - For large projects requiring down payments, we will secure payments from the owner. Vendor advances will not be issued until owner payments have cleared, which may take up to 10 days. If you choose to begin a job prior to receiving the down payment, all expenses and costs will be your responsibility.
  - Down payments are processed automatically. Please refrain from contacting accounting for updates.

We value the incredible role you play in helping us deliver exceptional service to our clients. Thank you for your dedication, professionalism, and partnership. We look forward to continuing our successful collaboration with you!