

VENDOR AGREEMENT POLICIES AND PROCEDURES

Coldwell Banker Commercial, Property Management Division, has a philosophy of integrity, honesty and a commitment to excellent service for our owners and tenants. This agreement applies to you and your employees and subcontractors. Coldwell Banker is an agent for the owner; as such they have a fiduciary responsibility as to when work is initiated and when payment is made. Coldwell Banker works with a Maintenance Coordinator, and also separate property managers, all bids and work orders are filtered through the responsible agent.

When working for Coldwell Banker, 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 Tax ID Number and copies of your Business License and Bonding Insurance must be supplied to Coldwell Banker before any work can be assigned to your business. When applicable you must maintain Workers Compensation Insurance at all times and provide Coldwell Banker with a copy of the business insurance policy.
2. Contact residents within 24 hours after receiving a work order from Coldwell Banker to arrange for an appointment to make a repair. Be sure to identify yourself when contacting residents and advise them that Coldwell Banker has requested the contact.
3. 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 ill will on the part of the resident. In residential rental situations forty eight (48) hour notice for entry, except in cases of emergencies, is required by the Washington State Landlord/Tenant Law unless tenant authorizes otherwise. It is a violation of the law to enter the property without notifying the tenant in advance.
4. If keys have been provided to you, they must be returned promptly. If a key is obtained by a lockbox on the door of the residence, replace it to the lockbox before leaving the premises. **DO NOT** take keys home or to your place of business.
5. Putting a door hanger on 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 hand rails, 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.

6. 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.

7. 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.

8. **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.

9. 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:** if a residential tenant should contact you directly for repairs because they have your business card you must refer them to call Coldwell Banker. See item #8)

10. 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.

11. 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 heat thermostats at 55-60 degrees, NO HIGHER.

12. Keep in mind that you are representing Coldwell Banker Commercial, Property Management Division. 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.

Coldwell Banker's billing policies are:

- Turn in your invoice within 3 – 5 days if at all possible. Invoices will only be paid with an original invoice; fax/emailed copies are accepted for payment.
- 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 material and labor. (Please write legibly, or print.)

Coldwell Banker's payment policies are:

- You can expect payment within 5 – 30 days depending on the time of month your invoice is submitted. **Checks are only processed around the 7th and 15th of every month.** Any exception to this policy would take the approval of Coldwell Bankers Commercial Division Manager.
- Any questions or payment follow up must be directed to the Accounting or Coordinator.
- If you plan to pick up your check at the office please verify in advance with the Maintenance Coordinator that your check has been issued and is available for pick up.

Coldwell Banker's bid process is as follows:

- A bid request will be submitted to your company either by fax or mail. On this request will be the name of the property, the address and the scope of work needed.
- All bid requests will have a "due" date on them. If your bid is not submitted by said date as requested, we will presume that you are not interested in turning in a bid for the job.
- After a final decision has been made, a letter/email (please supply email address) will be sent to all vendors submitting bids for the project advising of the decision made.

NOTE:

"Work performed is at the discretion of the Board of Directors for the Association(aka: Association)/Property Owner. The Association/Property Owner is responsible for all costs associated with work performed. Should performance, quality, or payment disputes arise; the Association/Property Owner will be responsible for resolution. As an agent for the Association/Property Owner, Coldwell Banker Commercial, Property Management Div. is only responsible for seeking and requesting work for the Association/Property Owner. Coldwell Banker Commercial, Property Management Div. will not be responsible for payment of said billing except as directed by the Association/Property Owner.

Vendor/Contractor Initials

Thank you for cooperating with Coldwell Banker Commercial Vendor/Contractor Policies and for helping us 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.

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 _____

✓ Tax ID Number _____

✓ Copy of Business License attached _____

✓ Copy of Bonding Insurance attached _____

✓ Copy of Liability Insurance Policy attached _____