

Maintenance Terms of Service

Subscription Fees 1-10 Properties

1-2 Bedroom: \$70.00
3-4 Bedroom: \$112.40
5+ Bedroom: \$140.00

Subscription Fees 10-40 Properties

1-2 Bedroom: \$49.00
3-4 Bedroom: \$78.40
5+ Bedroom: \$98.00

Subscription Fees 40+ Properties

1-2 Bedroom: \$34.30
3-4 Bedroom: \$54.88
5+ Bedroom: \$68.60

Number of Preventive Maintenance Visits Per Year

1-2 Bedroom: 1
3-4 Bedroom: 2
5+ Bedroom: 3

Onboard Fee in the amount of the Monthly Payment. Subscription Fees are paid by auto draft on Bank or Credit or Debit Card on the first week of each month. Repair bills will be invoiced by email and text by Tuesday for work performed from Monday-Sunday prior.

Coverage:

- **Estimates on improvements and out-of-scope repairs**
- **Preventative maintenance visits** (Labor Included)
- **Corrective maintenance visits** (First 1.5 hrs of labor included then charged at \$84.15/hr after that):
 - **Exterior corrective and preventive maintenance:** Replace outdoor lighting fixtures, fix storm doors, light repairs to siding, and gutter downspouts
 - **Garage:** Troubleshoot and light repairs
 - **Kitchen:** Install appliances (**refrigerator, range, microwave, dishwasher, and garbage disposal on pre-existing water and electrical**), repair leaky faucet, cabinet doors, and knob repair or replacement, light plumbing
 - **Laundry Room:** Troubleshoot and light repairs water heater, washer & dryer
 - **Dining Room:** Repair dining room tables, lighting fixtures, ceiling fan repair, and replacement
 - **Living Room:** Mount TV, furniture repairs, hang artwork, install a smart thermostat
 - **Bathroom:** Fix leaks, caulk around tubs and showers, unclog sinks, light plumbing
 - **Bedroom:** Fix beds, caulk window, fix issues with doors, resolve lighting issues, install or repair ceiling fans
 - **Note:** Fixture and appliance install/replacement on existing infrastructure only, no new electrical or water lines.
 - **Air & Water Filter Changes:** Materials sold separately. Air filter changes on a regular basis and water filters on a bi-annual basis.
- **Service Call Fee** - Any service call requiring site visit within 72 hours - \$50 per call.
- **Emergency maintenance visits** (First 15 minutes included with \$50 service call then charged at \$84.15/hr after that).

- HVAC issues when property location ambient temperature is over 85°F or below 65°F does not include service call and repair from an HVAC vendor.
- Interior property flooding due to indoor plumbing issues.
- Power outages due to property electrical issues.
- Interior property nonlethal exposed electrical wiring.
- Up to 2 Hours of property response from initial notification and acknowledgment.
- 15% discounts on materials and subcontracted vendors

Weekend / After Hour Maintenance:

Work orders for corrective maintenance are scheduled during regular business hours (**9:00 AM – 3:30 PM Monday – Friday except for major holidays**). Any non-emergency maintenance issue scheduled outside regular business hours may be invoiced at \$99/hour **unless it's an emergency call, then the first 15 minutes are covered**. We may perform work outside of normal business hours, especially if the property is unoccupied, however, after hours/weekend work will only be billed the special rate if the client requests the work during those hours.

The Extra Things We Do at NO COST:

- Correcting Loose Fixtures (covers, outlets, hinges, drawers, racks, shelves, etc.)
- Zip tie cords
- Align pictures
- Tighten table legs
- Anything we see or notice that could be unsafe for your guest and property, we will notify you ASAP.

Quote-Related Work from authorized vendors. Email to Handy Andy – Specify work to be done and time window to be complete:

- Interior and exterior painting
- Floor repair and replacement
- Drywall work
- Siding, roof, and gutters installation
- Window or Door Replacement
- HVAC replacement and repair
- Concrete, brick & stonework
- Deck, porch, & gazebo install and repairs
- Fence install and repairs
- Appliance Repairs

Not Covered:

- Services or repairs that require a permit, including, but not limited to, remodeling, plumbing, and electrical projects.
- Services or repairs that require a license or certificate.
- Services or repairs that make our maintenance and repair technicians unsafe or uncomfortable.
- Services or repairs that involve the handling of weapons, explosives, or hazardous materials.
- Any service or repair is illegal or criminal in nature in the state or locality in which it is posted or takes place.
- Flooring, including hardwood floor and carpet install.
- Any special tool or equipment rental/usage.
- Any HVAC service call and/or repair of HVAC, plumbing, electrical, roofing, concrete, general contractor, or specialized contractor to make sure the job is completed properly. Work will be

quoted when possible.

Scheduling:

- Emergency: On-site within 2 hours
- Immediate Action: On-site within 72 hours
- Corrective Maintenance: Standard scheduling