



eFAMILY HOMES

QUALITY LIVING, MADE AFFORDABLE

eFamily Homes Property Management Vendor Agreement

This Vendor Agreement (the "Agreement") is made and entered into on this ____ day of _____, 20____, by and between **eFamily Homes Property Management LLC** (hereinafter referred to as "Management Company") and _____ (hereinafter referred to as "Vendor").

1. Insurance Requirements

Vendor agrees to maintain the following insurance policies during the term of this Agreement:

- **General Liability Insurance:**
 - Minimum coverage of \$100,000.
 - An original certificate of insurance must be provided, listing eFamily Homes Property Management as a certificate holder.
 - Renewals must be submitted annually.
 - Immediate notification is required if the policy changes or is canceled.
- **Worker's Compensation Insurance:**
 - Vendor will submit an original certificate or exemption certificate.
 - Renewals must be provided annually.
 - Vendor will notify the Management Company of any changes to coverage.

2. Tax Documentation

Vendor must provide a completed W-9 form and promptly notify the Management Company of any changes to their tax information.

3. Scope of Work and Estimates

- All work must be pre-approved by the Management Company.
- Vendor will provide a written estimate with before/after photos.
- Any additional work discovered must be communicated to the Management Company and approved before proceeding.
- Vendor guarantees to redo unsatisfactory work at no additional charge.
- Vendor must document and report general property conditions, including any signs of smoke, pets, or other notable observations.

4. Payment Terms

- Vendor must submit invoices within 15 days of completing work.
- Payments are processed on a NET 30 cycle.
- Vendor acknowledges that the Management Company acts on behalf of property owners and is not liable for payment if funds are not received from the owner.
- Payment disputes must be submitted in writing.

5. Access to Properties

- **Occupied Units:**
 - Vendor will coordinate directly with tenants for access.
 - If tenant-approved access occurs outside of normal business hours or incurs additional charges, written tenant confirmation is required.
- **Vacant Units:**
 - Vendor will handle keys responsibly and must not distribute them to unauthorized parties.
 - Keys must be returned promptly upon completing work.

6. Vendor Conduct

- Vendors must exhibit professional conduct at all times, including:
 - Courteous interaction with tenants.
 - Adhering to a dress code suitable for the work being performed.
 - Cleaning up the worksite after completion.
- Vendors are prohibited from:
 - Smoking inside properties.
 - Entering properties where minors are present without an adult.
 - Discussing repairs or making promises to tenants beyond the work order scope.
 - Accepting work requests directly from tenants.

7. Drug-Free Policy

Vendor certifies that their personnel, subcontractors, and employees will adhere to a drug-free policy while working on properties managed by the Management Company.

8. Technology Integration

- Vendor agrees to utilize the Management Company's digital platforms, including DoorLoop or equivalent systems, for submitting estimates, invoices, and reports.
- Reports must include clear descriptions and digital photos as required.

9. Indemnity

Vendor agrees to hold harmless the Management Company, its employees, agents, and assigns from any claims, damages, or liabilities arising out of the performance of this Agreement.

Vendor acknowledges that the Management Company is not liable for the property owner's failure to pay for services.

10. Dispute Resolution

- Any disputes between the Vendor and the Management Company must be submitted in writing via email.
- The Management Company will work with the Vendor to resolve disputes within 30 days.

11. Termination Clause

This Agreement may be terminated by either party with a 30-day written notice. Grounds for immediate termination include but are not limited to:

- Repeated unsatisfactory performance.
- Violations of this Agreement.

12. Safety and Incident Reporting

Vendor must:

- Adhere to safety protocols.
- Immediately report any accidents, injuries, or property damage to the Management Company.

13. Sustainability Practices

Where feasible, Vendor agrees to use environmentally friendly materials and practices to support sustainability initiatives.

14. Performance Reviews

The Management Company will periodically evaluate Vendor performance to ensure quality standards are met. Feedback will be shared for continuous improvement.

Acknowledgment and Acceptance

By signing below, the Vendor acknowledges that they have read, understand, and agree to comply with the terms of this Agreement.

MANAGEMENT COMPANY

DATE

VENDOR

DATE