

Maintenance

Minimum Standards Statement

Handyman Procedures

Each property represented by Realty Management Associates, Inc. must be maintained in excellent condition. The quality of any maintenance project is essential to this standard. Some properties will require more or less detail based on certain criteria that will be explained on a case-by-case basis.

This statement is prepared for the benefit of the vendor performing maintenance projects for Realty Management Associates, Inc. The items detailed below must be completed as highlights of the task on every job.

1. Communication with the Tenant must be in a polite and professional manner. Never talk negatively about Realty Management Associates, Inc., its agents or clients.
2. When providing service to occupied dwelling, complete only the tasks detailed on the work order. Other items may be discussed with resident, but the property manager must approve them.
3. When providing service to vacant dwelling that is being made ready for rent, complete all items on the work order. If small items are noticed, take the liberty of repairing or replacing them. Make sure you notify the property manager of these items. Notify the property manager of all larger items not on the work order for approval to proceed.
4. Make sure the property manager is notified of all items that were not performed. This will allow follow-up work orders and completion of all tasks.
5. Provide invoices with an accurate detail of materials and labor costs associated with the project. Submit these invoices within five days of completion. If charges are made to the accounts of Realty Management Associates, Inc attach a copy of the invoice.

As a representative of Realty Management Associates, Inc we rely on you to communicate all concerns observed while performing your maintenance task. Please notify the property manager of any deficiency found at the subject property.

We appreciate your efforts and consider you a valuable member of the Realty Management Associates team. Remember "DOING YOUR BEST" at all times will result in a successful relationship.

Thank You,

Marc Banner, President
Realty Management Associates, Inc.

Vendor Signature _____

Date _____