



SERVICE ORDER GUIDELINES

General Home Management Corporation offers this Service Order to Contractor under the terms of the Contractor Master Agreement between Contractor and General Home Management Corporation.

Contractor shall submit identifiable before and after photos as described in this paragraph for each line item on the accepted service order prior to submitting a request for payment on a uniquely numbered invoice. Photos must be able to be identified as to the respective item and the respective property to be approved for payment. Contractor will review before photos of each item prior to taking after photos and take after photos of each item from the same perspective as the before photo.

Changes, additions or deletions to this service order must be approved in writing prior to commencing with any change to this service order.

Work is due to be completed by the Due Date printed on the service order and shall be performed in a good workmanlike manner and warranted as further defined in the Contractor Master Agreement.

Payment of the amount shown on the Service Order shall be made within 3 business days of confirmation of completion and receipt by General Home Management of a final invoice and before and after photos of each item on the service order.

For service calls, Contractor shall wear an identifiable General Home or other approved work garment, a General Home Customer Care Team photo ID badge and shoe covers (shoe covers for interior work only) prior to performing service at an occupied property. Contractor must notify Corporation 30 minutes BEFORE the ending window time if unable to make a scheduled service appointment. If Contractor is late or misses the appointment window and fails to notify Corporation, Contractor will be charged \$25. If Contractor arrives and no one is available at the property to let Contractor in or if service is denied, Contractor must contact Corporation immediately before leaving the property. Corporation shall make one attempt to reach tenant and provide entry or approval. If Corporation is unable to provide entry or approval, Corporation will advise Contractor to leave and Contractor shall be compensated a \$25 trip charge by Corporation.

Thermostat in vacant houses MUST be set at 55 degrees in the winter and 75 degrees in the summer. If Contractor fails to set the thermostat to these temperatures after working in a vacant house a \$25 charge shall be deducted from monies owed to Contractor will be applied.

Contractor shall adhere to good safety procedures and practices as described in the Job Safety Handbook and acknowledges that General Home Management job sites are an alcohol and drug free workplace.

Contractor shall not discuss prices, cost, expenses, additional work, or the terms of your agreement with anyone other than General Home Management Corporation and shall notify Corporation immediately of leads or inquiries concerning additional work and direct anyone with inquires to contact Corporation directly at 855-8-MOVEUP (855-866-8387).

General Home Management Corporation

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