



## HomeRiver Group Vendor Agreement

HomeRiver Group's vendor partners are key components in its ability to provide quality field services. Reliability, integrity, and professionalism are just some of the attributes that best describe many of HomeRiver Group's partners. Because vendors are such an integral part of HomeRiver Group's business model, we are constantly seeking the best contractors in the maintenance, turn, and construction fields.

Together, the HomeRiver Group coordinators and vendor partners work as a team to provide extraordinary results to clients. Becoming a preferred Home River Group vendor is a simple and rewarding process. Vendors who continuously meet or exceed our expectations will be rewarded with volume and loyalty. In return, we ask that you offer us your best service, best pricing, and most committed people.

We ask that you commit to certain standards when performing work on any of our rental/sale units and want to ensure you are in full agreement with our expectations of your service standards and your interaction with our residents.

1. Always be polite, courteous, and professional in your dealings with our residents.
2. Never discuss the scope of work with residents. All questions should be referred to the tenant's property manager.
3. Never discuss pricing with a tenant.
4. Never commit to doing additional work for a tenant.
5. Always report additional required work immediately to HRG, as HomeRiver Group will often approve work over the phone when you are at a job site.

In order to comply with our company policy, you are required to complete the attached forms. Please return them to our office as soon as possible as we cannot assign work orders to you until forms are completed and uploaded into our system

We value the work provided by our vendors and look forward to a mutually beneficial working relationship in the future.

*Sincerely* - HomeRiver Group

## Vendor Information & Liability Waiver



This Agreement is made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between Home River and \_\_\_\_\_ (Company Name).

Areas of Service: \_\_\_\_\_

Vendor Address: \_\_\_\_\_

Vendor Phone: \_\_\_\_\_

Vendor Email: \_\_\_\_\_

Vendor EIN or SSN: \_\_\_\_\_ Type of Entity:  Corporation  Partnership  Sole Proprietor

Business License Number: \_\_\_\_\_

Do you provide any of these special services?



- Appliance Repair
- Auctions
- Boardups
- Carpentry
- Clear Boarding
- Debris Removal
- Decking
- Demolition
- Dewinterizations
- Decking
- Demolition
- Drywall
- Discoloration
- Electrical
- Eviction
- Exterior Maintenance
- Fencing
- FHA Services
- FHA Services - Repairs
- Flooring
- General Repair
- Hazardous Waste Removal
- Home Buyers Inspection
- HVAC
- Initial Lawn
- Initial Sales Clean
- Inspections
- Irrigation
- Large Appliances
- Lawn Care Only
- Lead & Asbestos Abatement
- Licensed Inspections
- Mold Remediation
- Painting
- Pest Control
- Plumbing
- Pool Service
- Power Washing
- Roofing
- Safety Hazards
- Sales Cleans
- Screen Enclosures
- Securing
- Septic
- Small Appliances
- Snow Removal
- Sump Pumps
- Towing
- Tree Service
- Water Well Service
- Window Reglazing
- Winterization

Do you currently have any of the following licenses or certifications?

- General Contractor
- Plumbing
- Electrical
- HVAC
- Roofing
- Mold Remediation



Hazardous Waste Removal

Lead & Asbestos Abatement

EPA Certifications

Other :

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**You are interested in?**

Regular Maintenance Services

Turn Key Maintenance Only

Both Recurring Maintenance & Turn Key

**What is your experience?**

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**Please provide information regarding the equipment that you use on the job:**

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**How many crews do you have available?**

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**How many people comprise the crews?**

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**How long have you been in business?**

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**Tell us how you determine if a property is vacant or occupied?**



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What is the typical cost for a task you complete frequently?

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Are you willing to take a background check?

Yes

No

Do you currently hold any Real Estate Licenses?

Yes

No

Can you pull any necessary permits *if* required?

Yes

No

Are you familiar with HUD specs?

Yes

No

Are you currently recognized by your state as a business entity?

Yes

No

How many sources are you currently receiving business from? (HOAs, Homeowners, REO companies, Businesses, etc.)

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Have you taken the EPA certification course that relates to dealing with Lead Paint in accordance with the new laws? \*

Yes

No

Do you have a digital camera or smart phone with date stamp capabilities and high-speed internet access? And are you familiar with taking BEFORE, ACTION and AFTER Photos?

Yes

No

Do you have experience using the Propertyware Vendor Platform?

Yes

No

Do you currently work, or have you previously worked for other field service companies?

Yes

No

Have you ever worked for HomeRiver Group directly or as a sub-contractor?

Yes

No

See checklist below before returning your paperwork to ensure everything has been completed. *Incomplete Paperwork or Modified Agreements will not be accepted.*

Is your business licensed and recognized within the County you service? \*

Yes

No

Do you currently have at least \$1 million in General Liability Insurance? \*

Yes

No

Do you currently have at least \$1 million in E&O Insurance? \*

Yes

No



Do you currently have Workers Comp Insurance? \*

Yes

No

#### Required Document Checklist

	Signed and Completed Vendor Agreement
	Completed ACH Form including required banking information
	Copy of certificate of liability insurance showing HomeRiver Group as certificate holder *(This is not additional insured) using the HRG office location address.
	Copy of certificate of workers compensation showing HomeRiver as certificate holder *(This is not additional insured) using the HRG office location address.
	Copy of Business License (If applicable)
	Copy of company W9 form

#### Vendor acknowledges that:

1. Home River Group has no ownership interest in the managed property. We work for our investors/owners and act as agent for our property owners.
2. Vendor agrees to hold Home River Group, its employees, agents and assigns harmless for the failure of a property owner to pay for services, supplies, parts, materials and/or labor ordered by owner and/or Home River Group on behalf of or at the request of the owner.
3. Vendor agrees that they shall do no other work on the property other than that which is specifically ordered and approved by owner and Home River Group.
4. Vendor understands and agrees that the tenant has no authority to order any work to be done on the premises.
5. Vendor acknowledges and agrees not to discuss the nature of repair orders, the results of the vendor service call or any additional findings or needs that the vendor may find while at the



property with the tenant. Vendor will report all findings or suggestions only to Home River Group.

6. If a permit is required for a repair by the county in which repair is being performed, vendor must notify the management company so that the owner can be notified or the permit cost must be included by line item in the estimate. If a license is required by the county/state to do the work which the vendor will be performing such as but not limited to electrical, plumbing or any repairs totaling over \$1000, vendor must include a copy of their certificate, contractor's information, or proof of licensure.
7. Vendor agrees and affirms that it carries the proper insurance, licenses, and permits necessary to legally carry out the required services and agrees to hold Home River Group, its employees, agents and assigns harmless for any injuries or damage suffered by vendor, its employees, agents and/or assigns arising out of the performance of the requested services. Vendor agrees to look solely to the owner of the premises where the services are performed in the event of any dispute over funds owned or services performed.
8. Vendor understands that it is our goal to pay a vendor's invoice as soon as possible, but there are times when invoices may take up to 30 days to pay. If such invoices total a dollar amount larger than the balance in which an owner has funds in owner's operating account, it may be necessary to wait until the tenant of that property pays rent to have the available funds needed to pay the total invoice. Vendor may receive partial payments on bills with larger invoiced dollar amounts if any funds are available to pay a portion of the vendor bill once submitted. We appreciate your patience and will always pay as much as possible as quickly as possible.
9. Vendor agrees and affirms that they will utilize our Vendor portal for receipt of work orders and the provisioning of job status updates, photos (before, action, and after) and invoices. Assigned non-emergency jobs must be confirmed and scheduled within 24 hours of receipt. Emergency jobs must be confirmed and scheduled within 1 hour of receipt. Work must be completed within 72 hours of assignment unless status notes are uploaded indicating the reason for the exception. Invoices, photos and status updates must be provided within 48 hours of job completion. Jobs that do not meet the confirmation, scheduling, completion, or invoicing timelines may be reassigned to another vendor without notice. Vendor collection rights will be forfeited in the event of non-compliance.

The undersigned parties acknowledge that they have reviewed the above and accept and agree to adhere to all stipulations, rules, expectations, and language set forth in the above document. The undersigned understands that contravention of any of the



aforementioned rules set forth in this agreement may result in termination of the partnership with HomeRiver Group including all of its subsidiaries and abdication of any monetary obligations incurred during the tenure of the working relationship.

## Accepted and Agreed

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

### AUTHORIZATION FOR AUTOMATIC ACH TRANSFER

I (We) hereby authorize Home River Group, hereinafter called BROKER, to initiate credit entries for invoice payments to my (our)  Checking  Savings account (select one) indicated below and the financial institution named below, hereinafter called FINANCIAL INSTITUTION, to credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U. S. law.

BANK NAME: \_\_\_\_\_

BRANCH ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP : \_\_\_\_\_

ROUTING #/ ACCOUNT # \_\_\_\_\_

This authority is to remain in full force until BROKER has received written notification from me (or either of us) of its termination in such manner as to afford BROKER and FINANCIAL INSTITUTION a reasonable opportunity to act on it.

AUTHORIZED INDIVIDUAL NAME(S)

\_\_\_\_\_

SOCIAL SECURITY/TAX ID NUMBER (REQUIRED)

\_\_\_\_\_



SIGNATURE(S)

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DATE

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All written credit authorizations must provide that the Receiver may revoke the authorization only by notifying the Originator on the manner specified in the authorization. Single entry reversals do not require authorization by the Receiver. Therefore, previously recommended language regarding the initiation of possible debit entries is no longer stated in the authorization. The language in the authorization above represents the disclosure requirement associated with the clarification of OFAC economic sanction policies upon ACH Network Participants.