



**Mission Property Group**  
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## Independent Maintenance Vendor Expectation Sheet

Vendor Name: \_\_\_\_\_

Specialty: \_\_\_\_\_

Dear Vendor,

This document is being provided to you to communicate our expectations of our vendors. Please feel free to call us if you have any questions.

**1. Background:** We do a thorough background check on all our vendors to protect our customers. Your support with this effort is appreciated.

### 2. Work Order Related

#### a. Our Work Orders

- i. **Starting and finishing dates:** To assist in our tenant entry scheduling and project budgeting efforts, each work order is given a beginning and ending date. We expect our vendors to let us know in advance if they cannot make the starting date and if they cannot finish by the ending date. Prior approval must be obtained for work that either exceeds these dates or the allocated number of hours.
- ii. **Timecard:** For vendors, who do not provide invoices, please fill out the time card attached to the work order on a daily basis.
- iii. **Vendor Summary:** To best understand how the job went, vendors must provide a summary of the job in the space provided on page two of the work order.

#### b. Vendor supplied Invoices or Time cards: The following must be included:

- i. Hours worked per day identifying which work orders and line items were worked on or completed
- ii. Receipts broken down and totaled out per work order

#### c. Cost overruns:

- i. Any work over \$200, unless otherwise expressed on the work order, must have management approval. We must get approval from our customers for any expenditure over \$200. We must have prior notice to get approval. If you find a simple job that will exceed this limit for the total of all costs, please call well in advance to allow us time for approval.
- ii. The management cannot guarantee any work that has not been specifically approved. The vendor runs the risk of losing any amount of expenses and labor that does not have management approval.
- iii. **Please call as early as possible if you think you are in a cost overrun situation.**



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**d. Payment :**

**i. No payment can be made until the following performed or we receive the following:**

1. all line items have been completed, unless otherwise specified
2. vendor time card or invoice
3. receipts for the job
4. any requested pictures
5. any keys provided for the job
6. final inspection by management (at management's discretion)

ii. Payment will be made within seven (7) calendar days after the completion of the above items. We try to pay as quickly as possible, however, we often need to get approval to pay bills from our customers or pressing business issues need to be addresses.

iii. Payment will be mailed to the vendor address of record, unless our schedule allows otherwise.

3. **Communication:** Communication is very important between management and vendors. The following are some examples of communication we expect from our vendors to stay in good standing:

- a. We provide the tenant contact information in our work orders to allow our vendors to schedule entry to the units for the required work. If you are unable to schedule the work, please contact management for assistance or to get a copy of the key.
- b. Call if you cannot make it to the job on a scheduled day or time.
- c. Call if you have started a job and cannot make it to the job on any day work is scheduled.
- d. Call if a job is going to exceed time and material allowance.
- e. If the job is going to run more than a day, call before 6 pm with the job status.
- f. Call if you see any tenant or unreported maintenance issues.
- g. Call once the job is done!

**4. Job Site Related**

- a. Please leave one our company business cards on the kitchen or dining room table when you exit a job.
- b. Please make sure all doors and windows are locked and everything in the house is in the same position and condition as when you arrived.
- c. Clean up after your work.



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- d. Please report any obvious tenant rental agreement abuses such as damage to the unit, health and safety problems, poor housekeeping, pets, smoking in the units, or illegal activities.
  - e. Please do not disturb the tenant's personal belonging any more than required.
  - f. Please check to make sure the smoke detectors are working.
5. **Personal Conduct:** As an agent of our company, you are required to represent this firm in a professional and courteous manner. The following are additional expectations of our vendors:
- a. Absolutely no illegal drugs or alcohol will be consumed and you are not to be under the influence of such while representing this company.
  - b. No disrespectful behaviors to customers, tenants, or members of this company.
  - c. No illegal activities on the job or while representing our firm.
  - d. Vendors will dress in a respectful and tactful manner when representing this firm.

I agree to perform my duties in a professional manner and in accordance with the company expectations listed above. I also understand by not performing the above expectations, I may not be asked to work/for with this company or any affiliate companies in the future.

\_\_\_\_\_  
Vendor's signature

\_\_\_\_\_  
Date