

**RE: Vendor Requirements 2022**

**REQUIREMENTS**

All contractors wishing to perform work on behalf of Real Property Management Houston must provide the following information to Kim Goldston / [Kim@HoustonRPM.com](mailto:Kim@HoustonRPM.com):

- Proof of insurance
  - ✓ Liability
  - ✓ Worker's Compensation or Worker's Compensation Waiver
- W9 with updated address
- Copy of license, if required (master plumber, licensed electrician, HVAC)

**COMMUNICATION**

Communication with tenants and **Real Property Management Houston** is critical to the success and efficiency of our maintenance services. Failure to properly communicate can be perceived as negligent and become a liability per state law.

➤ **Vendor/Tenant communication**

- ✓ Service Appointment must be scheduled within 48 hours of receipt of work order.
- ✓ Late arrivals or rescheduled appointments must be scheduled with tenant.
- ✓ **Do not discuss any other maintenance issues with the tenant. Instead have them submit a separate Maintenance Request.**
- ✓ **MUST SEND BEFORE AND AFTER PICTURES OF JOB**

Additionally, you are not to accept any change orders from tenants. Tenants may contact our office for change orders and we will forward the information to you via updated work orders if the change orders are authorized.

You are our vendor and acceptance of work/jobs directly from the tenant is not permitted.

**1. Vendor/Owner communication**

Real Property Management Houston will be responsible for ALL communication with the owner to prevent a potential breakdown, miscommunication, or misunderstanding of work to be performed. If communication with the owner is unavoidable; you are not to discuss scope of work, pricing or any related topics. Instead refer the owner questions to the RPM Houston Maintenance Office. Additionally, you are not to accept any change orders from owners. Owners may contact our office for change orders and we will forward the information to you via updated work orders if the change orders are authorized.

You are our vendor and acceptance of work/jobs directly from the owner is not permitted.

● **Vendor/RPM Houston communication**

- Vendors must notify Real Property Management Houston of the following:
  - ✓ Estimated cost and approximate completion date if anticipated invoice is greater than \$300.00

- ✓ Weekly updates on the status of all open work orders – submit to [Maintenance@HoustonRPM.com](mailto:Maintenance@HoustonRPM.com)
- ✓ Inability to contact tenants or tenants refusal to allow access
- ✓ Inability to complete work within 2 business days
- ✓ All work over \$300.00 **MUST be approved** by Tenant Maintenance Coordinator. If you complete the job without approval, you run the risk of not getting paid for the work.

### **INVOICING AND PAYMENT**

We strive to pay our vendor invoices promptly. We pay vendor invoices every Friday. In order to be included in each Friday's pay schedule, it is imperative that we receive your detailed invoice no later than 12pm (Noon) the proceeding Friday. Any invoice received after the 12 noon cutoff will be processed and included in the following Friday check run.

Please note on Invoice if this appears to be a damage caused by the tenant.

For example:

- Excessively dirty furnace filter, improper objects in plumbing or garbage disposal, any damage caused by force.

Please send invoices to [Accountspayable@Houstonrpm.com](mailto:Accountspayable@Houstonrpm.com).

\_\_\_\_\_  
Vendor Signature

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date