



## **Vendor Policies and Procedures Agreement**

Royal Crown Real Estate has a philosophy of integrity, honesty and a commitment to excellent service for our landlord/owners and tenants. This agreement applies to you and your employees and subcontractors. Royal Crown Real Estate is agent for the owner who is responsible for both hiring and payment of your services.

Some basic principles when working for Royal Crown Real Estate that must be agreed upon:

- 1) Please provide your Tax ID Number and copies of your Business Licensing and Bonding Insurance. When applicable you must maintain Workers Compensation Insurance at all times and provide Royal Crown Real Estate with a copy of the insurance policy.
- 2) Please contact tenants within 24 hours after receiving a work order from us to arrange for an appointment to make a repair.
- 3) Work orders should be performed in a timely and efficient manner. If you are running late please notify the tenant. A job not completed will result in increased cost to the property owner in addition to the ill will on the part of the tenant. Forty-eight hour notice for entry, except in cases of emergencies, is required. It is a violation of the law to enter the property without notifying the tenant in advance.
- 4) If keys have been provided to you they must be returned promptly. Keys will not have complete address information on the tag but will have owner account numbers on them.
- 5) Putting a door hanger on while in the property is optional. While at the property, please inform the Property Manager of any "preventative maintenance" needs noticed, i.e. - inadequate lighting, water leaks, slippery surfaces, loose hand rails, steps or railings, gutters, downspouts, dripping faucet and faulty smoke alarms, etc. Please report any unusual items such as pet odors or damage to the property caused by the tenant.
- 6) Resident's telephones should not be used without their permission. Long distance calls may not be made unless they can be put on your credit card.
- 7) If an appliance has a leased sticker on it, please do not work on it or replace it. Contact the Property Manager at once. You may bill for a service charge.
- 8) Please only do authorized repairs. If while at the property, any additional repairs are needed, contact the property manager for approval before doing the work. When turning off power and water notify others affected.
- 9) Please leave your business card to inform the tenants that you were in their residence. Leave a note giving the status of the repair. If the repair is not done, explain when it will be completed. Report same information to agent. (Property Manager)
- 10) Please clean up before leaving the property. Remove all scrap materials. Be conscious of tracking mud, dirt or grease on carpets and floor and leaving marks on the walls. If resident's belongings need to be moved, please return them to their proper place. Do not use resident's belongings to complete the work without their permission.

**Royal Crown Real Estate**

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11) Make sure any windows or doors you open are appropriately locked and secured and lights are turned off. If vacant, leave heat thermostats at 55 - 60 degrees. Pets should be left either in or outside the premises.

12) If the property has a key box, replace the key in the box after locking the door and twist the combination dial to lock the box.

13) Report any pet damage, tenant damage or dangerous conditions to the Property Manager as soon as possible.

14) Our billing policies are:

Please turn in your invoice within 3 - 5 days if at all possible. If necessary you may fax it to us at 310-882-5513.

To assure prompt payment the invoice needs to include the following:

1. Company Name, Mailing Address & Phone Number.
2. Service address and date of service.
3. Itemized breakdown of material and labor.
4. Property Managers name.

15) Our Payment Policies are:

a. You can expect payment within 5 - 30 days depending on the time of month your invoice is submitted.

b. Any questions or payment follow up must be directed to the Property Manager who contacted you. Office staff will not be able answer your questions.

c. If you plan to pick up your check at the office please verify in advance with the Property Manager who contacted you that your check has been issued and is available to be picked up.

By signing and dating below you hereby acknowledge your understanding and willingness to cooperate with the above guidelines.

Business Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Vendor's Signature \_\_\_\_\_ Date \_\_\_\_\_

- Tax ID Number \_\_\_\_\_
- Copy of Business License attached \_\_\_\_\_
- Copy of Bonding Insurance attached \_\_\_\_\_
- Copy of Liability Insurance Policy attached \_\_\_\_\_
- Length of time in business \_\_\_\_\_ yrs. Please attach references.

Broker \_\_\_\_\_ Date \_\_\_\_\_

Thank you for cooperating with Royal Crown Real Estate Vendor Policies and for helping us provide our clients and tenants with the utmost professional service.