



## **Vendor Agreement**

### **The undersigned Vendor agrees to the following conditions:**

1. To follow the policies and procedures of Anna Victoria Group, LLC (AVG) when performing work for Anna Victoria Group managed properties.
2. Complete the following forms prior to commencing any work for AVG.
  - Vendor Information Form
  - Vendor Insurance Form
  - Vendor Contract

### **Insurance**

3. Vendors must have Worker's Compensation and fulfill the following requirements:
  - Notify their Worker's Compensation Company and request an original endorsement of the policy to the Anna Victoria Group.
  - Provide an original endorsement of all yearly renewals.
  - Notify Anna Victoria Group if insurance company changes.
4. Vendors will carry a general liability insurance.
  - AVG will not contract with vendors who do not carry a minimum of \$100,000 current general liability insurance.
  - Vendors will supply an original endorsement of the current liability insurance policy.
  - The vendor will furnish an original endorsement of all yearly renewals.
  - The vendor will notify Anna Victoria Group Property Management if insurance company changes.

### **Tax Information**

5. Vendors will supply a social security number or tax ID via a W-9.
6. It is the responsibility of vendors to notify Anna Victoria Group Property Management of any changes.

### **Workmanship**

7. Vendors will supply competent work and the vendor guarantees they will redo the work to the approval of AVG if necessary, without additional charges.
8. Vendor may request electronically sent job specification to clarify scope of work.
9. Vendors understand that they are contracted workers and not employees of AVG

### **Time Off**

10. Vendor will inform AVG prior to accepting a work order if they will not be unavailable during any time period between acceptance of the work order and its required completion date.
11. Vendors are to notify AVG if they are unable to complete a work order in the time frame required or anticipated.



## **Work Orders**

12. Vendor agrees to accept work orders via email from AVG Management.
13. Vendors are to notify AVG immediately if the work exceeds the authorized amount on the work order and furnish a written cost estimate for work to be done prior to beginning work.
14. When AVG receives approval or denial from the owner, they will notify the vendor accordingly.
15. AVG will provide vendors with access information for vacant properties on the work order. Otherwise, AVG or vendor will schedule with tenant listed on work order.

## **Response Time**

16. Upon receipt of a work order, Vendor is to:
  - Confirm with AVG, receipt of the work order within 4 hours.
  - Contact the tenant for scheduling within 8 business hours
  - Notify AVG of time and date work is scheduled within 24 business hours
  - If vendor has difficulty reaching the tenant for scheduling, contact AVG the next business day.
  - Vendors must confirm receipt of Emergency Work Requests and schedule with tenants within 2 hours of receipt.

## **Payment**

17. Billing should be made payable to the property address/Anna Victoria Group LLC, Managing Agent. AVG works for the owner who is responsible for payment of invoices.
18. Vendors are to submit invoices within 15 days after completion of work and include before and after photos of all work with invoices to receive payment.
19. Invoices and completion photos are to be submitted via email to [admin@annavictoriagroup.com](mailto:admin@annavictoriagroup.com)
20. Invoices are paid within 15 to 30 days from receipt by AVG.
21. Vendors are responsible for contacting AVG if there is an error in payment.

## **Protocol for Visits to Properties**

22. Vendors are to be courteous and professional with tenants.
23. Vendors are to be dressed appropriately for work when meeting with tenants.
24. Vendors are to wear shoe covers when entering properties.
25. Vendors are to clean up their work in/on the property.
26. Vendors shall not smoke inside ANY AVG property.
27. Vendors are NOT to enter any property where minors (under age 18) are present without an adult.
28. Vendors are NOT to make comments on repairs or the condition of the property to tenants.
29. Vendors are NOT to discuss in detail the repairs with tenants.
30. Vendors are NOT to make promises to tenants unless it is within the work order request.
31. Vendors are to call AVG if necessary to clarify the work or request permission to do additional maintenance they deem required to complete work order.
32. If tenants request additional unrelated work, the vendor is to instruct them to contact AVG or submit a work request through their online portal.
33. If tenants pose a threat, vendors are to immediately leave the property and notify AVG.



**Other**

- 34. Vendors will furnish all tools, equipment and supplies to accomplish the agreed work.
- 35. Vendors are solely and completely responsible for complying with all Federal, State and local laws and regulations.
- 36. AVG can terminate the Agreement and Vendors status as an Approved Vendor to work with thirty (30) day written notice.

**I agree to the terms of this Vendor Agreement with Anna Victoria Group LLC.**

\_\_\_\_\_  
Printed Vendor Name

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

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Anna Victoria Group PM Representative

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Anna Victoria Group PM Representative

\_\_\_\_\_  
Date of Signature