**Subcontractor Agreement Addendum\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

At **<<Your Company>>**, we are looking to make sure that our platform matches up with our vendors. To save time and for more efficiency for our clients, staff and with our vendors we have come up with a few additional items from the original subcontractor agreement:

* Attempt to make contact with the resident within 4 business hours of receipt of the new work order. Please update the notes in the Vendor Portal when messages are left and/or when appointments are set. This enables staff to see if contact has been attempted/made without having to disturb our vendors while they are working in the field.
* Once you have made 3 attempts and have had no response from the resident, enter the note in the Vendor Portal and submit to the staff so staff can try to make contact with the resident to get the appointment scheduled. (Preferably make 3 attempts within the first 48 hours of receipt of the work order)
* When possible, attempt to have the resident send you a photo of the item(s) in question for repair to help you know what materials may be needed for the job.
* Estimates should be submitted within 10 calendar days from the date the work order was issued. Estimates need to have the description of the work needed with the labor/materials broken down along with the warranty information when submitting them.
* Estimate trip charges need to wait 30 days before billing out for the trip charge if no other work has been completed on the original work order. This enables staff time to get the estimate approved with the homeowner.
* When submitting invoices, provide before and after photos through the Vendor Portal. (General Maintenance work orders, Rehab exempt)
* When possible, stock the 10-15 most used items on your work vehicle to avoid multiple trips to obtain supplies and to avoid the resident delays in getting the work completed.
* In the event a work order is sent over and it may not be in your expertise of work, please feel free to decline the work order with an explanation so it may be re-assigned. This will not affect your other work that is given. There may be times when a work order is issued and it may not be in your skillset.

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Vendor Date

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**<<Your Company>>** Date