



VENDOR MANUAL

RAISING THE STANDARDS OF EXCELLENCE IN THE
PROPERTY MANAGEMENT INDUSTRY



REAL Property Management - Viking
www.rpmviking.com
(612) 230-3953

211219



Welcome New Vendor

REAL Property Management - Viking has invited your company to be a preferred vendor to perform work on our owned and managed properties. It is our intent that this business relationship is a financial success for both REAL Property Management Viking (“RPMV”) and your company. RPMV is an abbreviation used in lieu of the full company name REAL Property Management - Viking and is used throughout this manual.

Our Mission includes: “**Raising the Standards in the Property Management Industry.**”

As such, we have high expectations for **Respect, Accuracy, Schedule and Budget.** If you wish to be a vendor for us, we promise to deliver on these standards for you and we expect the same from you and your team.

We recommend you keep this document handy, distribute it to your team, and refer to it while working with RPMV.

RPMV has prepared the RPMV Vendor Manual to assist you in achieving success working with RPMV.

You will find useful information such as office numbers, business address, email address, and more. Please keep this document where you can access the information you need when you need it. Full understanding and communication from both your business and RPMV increases the success of the vendor/company relationship.

Information contained in the RPMV Vendor Manual is to provide you with the RPMV requirements and expectations of vendors. It is also to prepare you for working with RPMV tenants. Working with tenants can be a challenge and RPMV wants to ensure your success.

Before starting work with RPMV, we require that you submit some information for our records. You will find them attached with this Manual. The submittals will establish a vendor file and payment account in our accounting system. This ensures that RPMV pays invoices correctly in accordance with our bookkeeping schedule.

If at any time you have questions on any of the material in the RPMV Vendor Manual, please contact the RPMV team as soon as possible, so that we can assist you.

RPMV is a property management company operating in Hopkins, MN, and specializes in full-service property Management. RPMV is an independently owned and operated business and part of a franchise with over 350 locations nationwide.

Best regards, the Real Property Management Team.

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RPMV General Policies

- RPMV is an Equal Opportunity Employer
- RPMV supports the laws and guidelines of Fair Housing
- RPMV has a drug-free policy for all RPMV personnel, vendors and tenants
- RPMV follows the rules of the Minnesota Department of Commerce
- RPMV does not knowingly contract with illegal immigrants
- RPMV strictly forbids any sexual harassment of personnel, vendors, tenants, or applicants
- Property owners are financially responsible for payment of maintenance to vendors, not RPMV

RPMV Personnel

RPMV has a team of staff to serve the property owners and tenants. These staff personnel work during the work week and should never be communicate with or contacted on their personal cell phones. Staff of RPMV may never receive compensation of any kind in exchange for assigning jobs to Vendors. After hours property emergency questions should be directed to 612-915-0100.

Communication with RPMV

Communication works both ways. We need detailed communication from you, the vendor. It is important that you let us know when you have encountered tenant difficulties, if you have a problem with payments, when you complete a job, or if anything material changes in your business.

Later in the RPMV Vendor Manual, there is detailed information on work orders and payment. RPMV wants to provide you with the information you need to avoid conflict or confusion.

Vendors will receive work order requests through a software portal and all communication regarding that work order must be documented in that portal, whether it is with our office personnel, the tenant, or the owner of the property. This allows everyone to be kept up to date and creates a permanent record of the events. These portals are easy to use, but if you wish to request a user guide, please inquire.

Telephone Calls during Office Hours

- During office hours, listed below, there is always a live person to answer your call, although the person who assigned you the work order may not be available or in the office.
- If, during the day you reach our voice mail system due to our staff being on the line or out of the office, leave a message complete with your name and the telephone numbers where we can reach you, both day and evening.
- All staff start returning calls once back in the office.

General Office Information

Physical and Mailing Address: 33 Tenth Avenue S, Suite 100 Hopkins, MN 55343

Office Phone: 612-915-0100

Website: www.rpmviking.com

Office Hours: Monday – Friday 9am – 5pm; Saturday, Sunday, Holidays - Closed

Vendor Policies & Requirements

Required Vendor Forms

RPMV requires all vendors to complete the following forms prior to commencing work.

1. Vendor Application / Change Form (attached)

Other Vendor Information

The following additional forms are available for your benefit:

- Vendor Incident Report (attached)

Contractor's Licenses

RPMV requires all vendors to have a contractor's license if the state of Minnesota requires licensing to complete work. If your work does require a license, please attach a copy to the Vendor Information Form. Examples of licensed contractors are plumbers, electricians, general contractors, etc.

Vendor shall keep licenses current and provide copies to RPMV annually and notify RPMV of any changes or cancellations. Vendor shall provide RPMV with a current copy of trade licenses prior to performing Work.

Confidentiality

Vendors are to keep all information on RPMV, property owners, tenants, and any other property information confidential always.

- Vendor shall never discuss a repair with a tenant. All information regarding the cause and extent of repair should be communicated only with the RPMV, who will relay any pertinent information to the tenant.
- Vendor shall never take work instructions from Tenants or Property Owners.
- Vendor shall only take work instructions from RPMV through a work order or change order.

Social Media Policy

Vendors are not to post ANY information or pictures about RPMV jobs, personnel, tenants, or owners on any social media, such as Facebook, Twitter, YouTube, or any other media at any time.

Insurance

Workman's Compensation – RPMV Requires:

- a. vendors to carry current Workman's Compensation (this includes singleperson companies showing owner exemption.)
- b. vendor to notify their Workman's Compensation Company and request them to furnish RPMV with an original endorsement of the policy.
- c. an original endorsement of all yearly renewals going forward.
- d. notification if the insurance company changes.

General Liability Insurance – RPMV Requires:

- a. that vendors carry a minimum \$1,500,000.00 of current general liability insurance.
- b. an original certificate of the current liability insurance policy naming the following as an Additional Interest:
REAL PROPERTY MANAGEMENT VIKING
33 10th AVE S, SUITE 100
HOPKINS, MN 55343
- c. an original certificate of all yearly renewals going forward.
- d. notification if the insurance company changes.

RPMV is audited annually by our insurance carrier to confirm all vendors have the required coverages, so it is important that you keep an active certificate on record for RPMV.

Social Security/Tax ID

RPMV requires that all vendors (unless exempt by the IRS) have a social security number or Tax ID, no exceptions. It is the responsibility of the vendor to supply RPMV with accurate information.

- Social Security requirements: Personal names are required with social security numbers on 1099s
- Tax ID requirements: Company names are required with Tax ID numbers for 1099s

Change of Information

It is the responsibility of the vendor to notify RPMV of any changes. Vendors are to report changes for the following:

- Company name
- Address
- Business or Cellular telephone
- Email address
- Insurance information
- Change of social security number to Tax ID#

Contract labor

- a. All work is on a “contract labor” basis.
- b. RPMV does not treat any vendor as an employee.
- c. The vendor is responsible for reporting their income to government agencies.
- d. RPMV issues 1099s for work exceeding \$600 as required by the Internal Revenue Service.

Vendor is Independent Contractor. In performing the Work, Vendor is an independent contractor and not an employee of RPMV. Vendor shall have the right to perform services for others and the sole right to control and direct the means, methods, and manner by which the services required hereunder will be performed, consistent with these Terms. Vendor shall not be entitled to any fringe benefits, including health insurance, benefits, paid vacation, worker's compensation, or other employee benefits provided by RPMV to its own employees. The vendor is responsible for payment of any taxes, withholding, and any other statutory or contractual obligation of any sort in connection with services provided hereunder. The vendor has no authority to create or assume any obligation on behalf of RPMV or to hold itself out as having such authority, without the prior written consent of RPMV.

Vendor Communication

RPMV requires all vendors to be readily available by using:

- Cellular phone, Business phone, E-mail, Text
- Vendor shall provide RPMV with emergency contact number for vendor.
- Vendor shall use the RPMV vendor portal as provided, which may change from time-to-time.

Vehicles

The RPMV policy on vendor vehicles is as follows:

Vendor supplied vehicles

- a. All vendors must supply their own vehicles.
- b. Vendors cannot use any RPMV owned company vehicles.
- c. Vendors must carry the state minimum liability insurance for their vehicles.
- d. RPMV does not reimburse vendors for any vehicle expense.

Vehicle maintenance

- a. Vendors are responsible for maintaining their own vehicles.

- b. Vendor vehicles must have a reasonable appearance.
- c. Continual mechanical problems with vehicles causing cancellation of tenant appointments can be the cause for removal from RPMV vendor service list.
- d. Unless it is necessary to park in the driveway to perform work, vendors are to park in front of the property.
- e. If a vendor's vehicle causes damage, such as an oil leak, it is the vendor's responsibility to repair the damage immediately.

Vendor Vacation Notification

- RPMV requests that vendors notify RPMV of scheduled vacations of 3 days or more.
- RPMV makes this request for scheduling or in the event of an emergencies, disasters, or incomplete work requests.

Key Policy

- RPMV uses a master key system for the properties they manage. Vendors sign out a key when assigned a job.
- Vendors must never label the key with a full address.
- RPMV keys must never be passed to a different contractor without permission of RPMV.
- If a Vendor misplaces a key, they must notify RPMV immediately and will be charged with the re-key cost.
- If the property is equipped with an access code, Vendor will keep the code confidential and will destroy any record of the code upon completion of the work.

Drug-free policy

- RPMV requires a drug-free policy with all personnel, vendors, and tenants. By signing the agreement, the undersigned vendor, its employees, and/or subcontractors commit to a drug-free policy when working on RPMV managed properties and appointments with tenants.

Work Orders

Assignment of Work

- **NO SUPPRISE BILLING**: RPMV issues routine work orders through a Vendor Portal. **NO WORK SHALL BE PERFORMED WITHOUT A VALID WORK ORDER, NOR SHALL ANY WORK BE PAID FOR UNLESS AN ESTIMATE HAS BEEN PROVIDED TO RPMV PRIOR TO COMMITTING RPMV FOR PAYMENT.** For clarification, do not obligate or contract RPMV for work unless you have provided an estimate of work in advance, or a process for establishing the cost, such as "time and materials" or "\$X for trip charge and we will estimate on site and call for authorization" or some other means of receiving valid authorization prior to work.
- Additionally, RPMV can issue a work order by telephone or email when warranted by the maintenance situation. Work orders may also be issued by our outsourced maintenance management company.
- If RPMV has issued a work order by telephone or email, the RPMV office will also email a work order to confirm the work instructions and for the vendor to complete their billing.
- RPMV has an authorized financial limit for work requests with the owner and cannot exceed this amount without owner authorization. The limit will be shown on the Work Order.
- Vendors are to notify RPMV immediately if the problem exceeds the authorized amount on the work order.
- The vendor is responsible for paying for all parts and materials required for the work order, unless there are special arrangements authorized by RPMV. RPMV then reimburses parts and materials when the vendor submits invoices for payment.

Time is of the essence.

Each party will report delays or anticipated delays as they occur and will make every reasonable effort to correct the situation. The work shall be performed in a timely manner and in accordance with the following timeline (time is of the essence):

Emergency Work. In an emergency, as noted on the Work Order, RPMV deems a timely manner to be immediately or as soon as possible, and Vendor shall contact the tenant within 2 hours of accepting the Work Order or call from RPMV.

Non-emergency Work. If the Work is a non-emergency, RPMV deems a timely manner to be within 3 business days.

Scheduling. The Vendor is required to schedule all appointments with tenants and is encouraged to schedule them as quickly as possible. RPMV does not schedule appointments for the Vendor. The Vendor is to attempt to contact the tenant a minimum of 3 times with the contact information provided by RPMV. If the Vendor is unable to reach a tenant after 3 attempts, the Vendor shall give notification to RPMV and provide documentation of such attempts.

Appointment Times. Vendor is to be on time for all appointments scheduled with a tenant and shall notify tenant of any potential delays or reschedules.

Work Stoppage. Vendor SHALL contact RPMV immediately and shall NOT complete an appointment if any of the following are present or occur during performance of the work:

- a. The only person home is under the age of 18;
- b. There are dangerous or hazardous conditions present, including uncontained pets;
- c. The tenant requires an unreasonable time for the Vendor to complete the Work;
- d. The Vendor estimates that the repair will be more than \$350 if not otherwise authorized in a Work Order to exceed such amounts; or
- e. The tenant requests work to be performed after normal work hours or under circumstances which will involve additional charges.

Workmanship

Competent workmanship

- RPMV requires the vendor to provide competent work which meets the level of quality equal or better than industry standards as well as the current quality of the property being worked on.
- The vendor guarantees they will redo the work to the reasonable satisfaction of RPMV, if RPMV determines that the work is inferior to industry standards or RPMV's expectations.
- Vendor shall provide an eighteen-month workmanship warranty.

Vendor Estimates

- RPMV may send a Request for Estimate/Quote in advance of a work order. No work shall be performed unless vendor receives a Notice to Proceed in the form of a Work Order.
- Vendors are to notify RPMV if they are aware that they will be unable to offer an estimate and complete the work in a timely manner.
- When RPMV receives the approval or denial from the property owner, RPMV will notify the vendor by telephone, text or email.
- If the owner approves the estimate, RPMV will contact the vendor and send a work order as a Notice to Proceed.
- If the owner does not approve the estimate, RPMV will notify the vendor.

Working in Vacant Properties

- Always return the heat to 50 degrees or the AC to 80 degrees when you leave.
- Verify that every window and door is locked before you leave.
- Before photos and photos of completed work illustrating the current condition or problem and the solution or remedy must be submitted to RPMV, along with an invoice before payment will be made.
- Clean up and leave the property in the condition you found it.

Working in Occupied Properties

- Minnesota Residential Landlord Tenant Act requires tenants be given at least 24 hours' notice before anyone enters the property, unless the repair is deemed to be an emergency.
- Vendors are to appear clean and dressed appropriately for maintenance work. Vendors are encouraged, but not required to wear clothing that identifies their company. At a minimum they should have a business card that identifies their company name.
- Vendors are to carry identification to show the tenant if necessary.

- Under no circumstances shall a vendor enter an occupied property without having current insurance, tax ID, and license information of file with RPMV.
- Under no circumstances shall a vendor enter an occupied property if the only occupant is less than 18 years old.

The Appointment with a Tenant

- Unless the appointment has already been scheduled by RPMV vendor shall contact them directly.
- RPMV requires vendors to set specific appointments with tenants after receiving a work order request. It is best to schedule a window for an appointment time, in the event you are running late. This window should never be longer than two hours. If vendors experience a delay in arriving on time, they are to contact the tenant. If they cannot reach the tenant, they are to contact RPMV office. Please remember that most tenants will be taking time off work to meet you.
- Tenants should be contacted to schedule an appointment or at least provide an estimate of the timeframe it will take to get an appointment within 24 hours of receiving a work order.
- If vendors have difficulty reaching the tenant after 3 attempts, they are to notify RPMV office.
- Vendors are not to enter occupied properties unless an adult resident is present and given permission to enter, unless the work order identifies the repair as an emergency.
- Vendors are not to enter a property unless there is a responsible party present. A responsible party cannot be under the age of 18 years. If the only person at the property is under 18 years old, leave the property and contact RPMV.
- If the tenant fails to meet the appointment, vendors are to notify RPMV office. RPMV will contact the tenant to find out the problem for the cancelled appointment and then advise the vendor.
- If the vendor encounters an unsafe condition, or an un-caged animal that presents a threat, leave the property and contact RPMV.
- If the tenant is unresponsive after 3 attempts to schedule, notify RPMV
- RPMV requests vendors use their cellular phones when calling from a tenant residence. However, if it is necessary to use the tenant's telephone, the vendor is to request permission from the tenant.

During the Appointment

- **Take photos illustrating the problem as well as after photos confirming the repair** (do not photograph any personal property)
- Vendors shall not smoke in any RPMV properties.
- Vendors shall not use the toilets.
- Avoid moving tenant possessions unless necessary to perform maintenance. Rather, request the tenant to move their possessions whenever possible.
- Be courteous and professional at all times.
- Clean up your work thoroughly in and outside of the property.
- Remove all trash from the property.
- Never put debris in a tenant's recycling bin unless the items are allowed by the city recycling program.

Communication with Tenants

- Never make comments on repairs, lack of repairs, or the condition of the property to tenants.
- Never discuss in detail the repairs or the cause of the problem.
- Never make promises to tenants unless it is within the work order request.
- Accepting work instructions from a tenant may be at the vendor's expense if not authorized by RPMV

Additional Work Requested by Tenants

- Vendors are to call RPMV from the property if necessary, to clarify the work or request permission to do additional maintenance they see is required relating to the work order.
- If tenants request other work, the vendor is to instruct them to call RPMV and place a work order.

Tenant Behavior

- If tenants or animals pose a threat, vendors are to immediately leave the property and notify RPMV as soon as possible.
- If tenants or their guests are hostile, disrespectful, or condescending, leave the property and notify RPMV immediately.
- Complete an incident report and deliver to RPMV.

Inability to Complete Work

- Notify RPMV immediately if there is a delay or obstruction in the completion of the work order.
- If parts are not available from your primary supplier, we require you to search two additional suppliers to locate parts and advise us on the situation immediately.
- RPMV will then decide if the delay is warranted or if the work order should be reassigned to another vendor.

Completion of Work

- Notify RPMV that work is complete, so the work order can be verified and closed.
- **Submit the invoice and "before/after" photos within 2 days of completion of the maintenance repair.**

General Work Requirements

Permits and Building Code. Vendor is responsible for obtaining all permits and approvals from regulatory bodies to perform the Work. All Work shall comply with local building and zoning codes.

Scope of Work. The specific scope of work shall be detailed on a Work Order or Change Order issued to Vendor describing the work ("Work"). The Scope of Work may be to provide an estimate of Work, to perform Work, or to perform warranty Work; however, no Work shall be performed until a "notice to proceed" is authorized in an approved Work Order.

Change Orders. No additional Work or change to a Work Order shall be performed unless specifically approved by RPMV and documented in a written Change Order or Work Order.

Professionalism. All Vendor personnel shall be dressed appropriately for the work to be performed, shall be equipped with necessary safety equipment, personal protection, shoe covers, and shall present tenant with company credentials upon arrival at the jobsite. Vendor shall not use foul or vulgar language or be discourteous in any way.

Site Conditions. Vendor agrees that they have been to the jobsite and inspected the conditions and agree that there are no un-known conditions not specifically disclosed which will result in additional costs in completing the Work.

Site Protection. Vendor shall equip their workers with shoe covers and masks and shall provide additional protection material or systems to prevent any damage to the site, and to contain dust, particles, debris, vapors, or hazardous fumes from escaping the work area (including ductwork). Failure to provide such protection will result in chargeback to Vendor for cleaning or repair.

Approvals. Unless otherwise authorized, Vendor shall submit to RPMV for approval all equipment, fasteners, or material specifications prior to installation.

Testing. Upon completion of the Work, operational and functional testing shall be performed to ensure complete, accurate, and quality work has been completed. RPMV may review, and where appropriate, test the completed service for conformity to the specifications and warranties, implied and explicit. If RPMV claims that there is a failure to conform to such specification and /or warranties, RPMV shall promptly notify Vendor of such nonconformance, and Vendor will promptly take all steps necessary to affect conformance.

Debris Removal. Vendor shall provide their own dumpsters and portable restroom if necessary. During the Work, Vendor shall keep the job-site neat and orderly, safe, and free of hazardous conditions. At the end of each workday, Vendor shall leave the site "broom clean" and in a safe condition. At the completion of the Work, a complete cleaning shall be performed, and all containers, vessels, debris, and site protection materials shall be removed promptly.

Specified Suppliers. If specified on a Work Order, Vendor shall use the material supplier and RPMV account number for material purchase.

Documentation. If any equipment, material, appliance, mechanical, or electrical devices are installed and included any service or warranty documentation, such documentation shall be sent to RPMV.

Communication. Except for coordinating schedule times to perform the Work, Vendor, Vendor's employees or agents shall direct all communication about any work to be performed RPMV only. Vendor shall notify RPMV immediately upon completion of Work.

Tenant caused damage. Vendor shall notify RPMV if the damage or repair is likely caused by tenant due to neglect, improper use, foreign objects, damage caused by force, or other cause.

Miscellaneous. Unless otherwise authorized by RPMV, all work:

Shall meet the standards of quality generally accepted in the industry;

Shall be performed to match existing materials, finishes and surfaces with like kind;
Shall use fasteners and attachment methods that are appropriate, durable, and of lasting quality; and,
Shall use materials that match existing materials or use materials that are suitable for the job and of such quality to match existing character of the property.

Specifications

Painters

1. General:
 - a. Provide site protection to prevent any overspray, overpaint, drips, or damage.
 - b. All paint shall be Sherwin Williams paint unless otherwise specified in work order
 - c. All painting shall be neat with crisp and clean lines between surfaces (wall to trim, wall to ceiling, etc) with no jagged edges.
 - d. If an obstruction or other issue prevents achieving the specification herein, notify RPMV immediately.
2. Walls:
 - a. Remove all hooks, screws, anchors, or any other fastener unless an existing window covering exists. If window covering is removed, but the fastener or bracket remains, remove and set aside. Patch holes with appropriate material, sand to match. Paint to cover with no evidence of prior color.
 - b. Remove all switch/outlet plates prior to painting and replace when complete. Do not allow paint to get on switches/receptacles.
 - c. Use "eggshell" finish unless otherwise advised.
3. Ceiling: Remove all ceiling fixture escutcheons and paint up to outlet opening and replace when complete. Use flat finish unless otherwise specified.
4. Transitions: If a gap exists between the trim and the wall, seal the gap with caulk and paint to match wall color.
5. Trim: Remove all hooks, screws, anchors, or any other fastener unless an existing window covering exists and set aside, fill holes to match. If window covering is removed, but the fastener or bracket remains, remove and set aside. For paint, use acrylic semigloss paint only. For clear, use semi-gloss unless otherwise specified.
6. Doors/Cabinets:
 - a. Do not paint hardware. Remove all hardware (pulls, knobs) and replace after painting. Hinges can remain, but must be protected to prevent from receiving any paint.
 - b. Use acrylic semigloss paint only.

Carpet/flooring Installers

1. General: Clean all floors prior to installation. Clean all floors after installation.
2. Pads: All pads must have a pet stain/urine barrier and be rated as pet proof.
3. Transitions: All thresholds must be submitted to RPMV prior to installing for approval of material and color.

Cleaners

1. Walls - All
 - a. Wash baseboards and trim to remove soiling
 - b. Wash all doors and door frames to remove soiling
 - c. Clean dust from all registers, vents, radiators and other surfaces
 - d. Clean walls behind kitchen and laundry appliances and radiators
 - e. Remove smudges and marks with magic eraser
2. Floors - All
 - a. Vacuum all carpets
 - b. Hardwood floors should be hand washed and cleaned with a dust mop; do NOT wax hardwood floors

- c. Tile, LVT, LVP flooring should be mopped; all grout on tile floors should be clean and free of mildew and dirt
 - d. Clean floors behind and under all appliances, refrigerator, washer, dryer, etc.
 - e. Clean dust from all floor vents.
3. Windows/Glass Doors - All
- a. Remove all of fingerprints, smudges, streaks, and dirt from glass cabinet doors, interior glass doors, and mirrors
 - b. Perimeter windows to be cleaned only if included in work order.
 - c. Vacuum all window tracking and clean all windowsills.
 - d. Clean all blinds of dust, dirt, and grime
4. Light Fixtures/Ceiling Fans - All
- a. Dust all light fixtures
 - b. Wash all glass light fixture covers; fixture covers should be free of bugs, debris, and dust
 - c. Clean blades on ceiling fans to remove dust, dirt and buildup.
 - d. If a light fixture is complex or needs special care to clean, notify RPMV immediately.
5. Closets - All
- a. Dust closet shelves
 - b. Clean shelves and floors
 - c. Remove and dispose of all hangers
 - d. Remove smudges with magic eraser
6. Kitchen
- a. Clean outside of dishwasher and around door seal, add 1 cup of vinegar/dishwasher cleaner inside and run through one complete hot water cycle
 - b. Wipe out/clean all drawers, cabinets, cupboards, etc.
 - c. Clean and disinfect all surfaces in the kitchen including fixtures and appliances
 - d. Clean oven according to operations manual
 - e. Clean stove top and all walls to remove all grease; pans under coils/burners should be clean as well
 - f. Clean range hood and grease filters; all grease must be removed
 - g. Clean wall behind range; it should be free of grease and spatter
 - h. Clean microwave inside and out
 - i. Clean dishwasher inside and out
 - j. Clean and disinfect refrigerator inside and out, including sides
 - k. Empty ice bucket from ice maker and clean
 - l. Clean kitchen sink and under sink cabinet
7. Bathrooms
- a. Clean and disinfect everything in all bathrooms, showers, bathtubs, sinks, toilets, walls, mirrors, and remove any/all mildew
 - b. Tub/shower should be clean and free of all mildew; grout in tile must be clean as well (if mildew can not be removed, notify RPMV immediately)
 - c. Toilet bowl and back and sides of toilet must be clean and disinfected
 - d. Remove all items from vanity drawers, cabinet, showers, closets, etc.; wipe all surfaces
 - e. Mirror to be clean and free from streaks and smudges
 - f. All hair to be removed from drains, floors, and other surfaces
 - g. Exhaust vent to be clean and free of dust.
8. General

- a. Remove all cobwebs, dust all surfaces, and remove all debris/personal items
- b. Remove all garbage, debris and personal property from premises
- c. Sweep out Garage
- d. Relocate all cleaning supplies left to the utility room or garage
- e. Remove all personal items left in the unit to the garage or storage room
- f. If stale odors remain, notify RPMV

Billing, Payment & Accounting

Billing Procedures

- Always include the work order # on your invoice
- Always include the Owner's name in the Bill to section of the invoice (i.e. Gladys Johnson c/o Real Property Management, 33 Tenth Ave S, Suite 100 Hopkins, MN 55343)
- Once a bill is submitted RPMV will verify with the tenant that the work is completed.
- For repairs, the vendor must submit before and after photos of completed work to show completion to be paid.
- Checks are cut/direct deposited on the 10th, 20th and the last day of each month.
- If there is a question on the bill, RPMV will contact the vendor to work out any discrepancy before the bill is paid.

Payment of Invoices. The complete compensation for the Work shall be the amounts listed in an approved Work Order or Change Order. RPMV's payment to the Vendor will be 10-20 days from the date that RPMV receives the Vendor's complete invoice submittal which shall include:

- a. Invoice for complete Work as stated on Work Order
- b. Before and after digital photos illustrating the problem and the finished Work
- c. Lien waivers if applicable
- d. Installed equipment documentation
- e. IRS Form W-9 if applicable and not previously submitted
- f. Other submittals as required herein or on the Work Order.

The invoice shall include RPMV's Work Order number, date of service, job site address, relevant notes, and description of Work completed. No payment will be made for partial Work unless authorized by RPMV. All invoices are to be submitted to RPMV via RPMV Portal, fax or email within 48 business hours

Disbursement of vendor payments

- RPMV disburses payments from RPMV Owner's Trust Account on every 10 days.
- RPMV does not pay vendors in cash, and RPMV does not keep cash in RPMV office.
- RPMV uses direct deposit payments to vendors unless the vendor contacts RPMV to make other arrangements.
- RPMV complies with any court ordered deductions for vendors. RPMV will notify the vendor if RPMV receives a court order.

Year End Procedures

- RPMV issues the Internal Revenue Service 1099-miscellaneous to all vendors who exceed work above \$600.00 by January 31 of the following year, as required by law.
- It is the vendor's responsibility to report any discrepancies to RPMV as soon as possible so that RPMV can correct the 1099.
- RPMV requests that vendors review their 1099's immediately and report any discrepancies by February 20 before RPMV files 1099's with the Internal Revenue Service.

Conclusion

We hope that you have found RPMV Vendor Manual useful. Please let us know if there are questions or concerns on any of the enclosed information. The intent of the manual is to clarify the working relationship between vendor and RPMV and prevent future misconceptions or problems. Please provide all required vendor forms to avoid delays in payments.

Representation and Warranties.

Vendor represents and warrants that the Work rendered will be performed in a good workmanlike manner, by competent personnel, and in accordance with applicable professional standards and that services rendered will be performed in accordance with the specifications provided to Vendor by RPMV. If any element of the Work does not conform to the foregoing warranty, RPMV shall notify the Vendor in writing of such nonconformance, and Vendor shall re-perform such element in a manner that does conform.

Vendor agrees to hold RPMV harmless and to indemnify RPMV, any Affiliate, all holders of a legal or beneficial interest in RPMV, and all officers, directors, executives, manager, member, partners, owners, employees, agents, successors, and assigns from and against all losses, damages, fines, cost, expenses or liability (including reasonable attorneys' fees and all other costs of litigation) incurred in connection with any action, suit, demand, claim, investigation, or proceeding, or any settlement thereof, which arises from or is based upon Vendor's (a) any work performed, the right of which to perform was granted by these Terms; (b) acts, errors or omissions committed or incurred in connections with services performed under these Terms, including any negligent or intentional acts; (c) violation breach or asserted violation or breach of any law, regulation or rule; (d) breach of any representation, warrant, covenant, or provision of these Terms, or any other agreement between Vendor and RPMV (or an Affiliate). These obligations shall survive the termination of these Terms

These Terms shall be governed by the Laws of Minnesota and any dispute arising hereunder shall be resolved in the courts of the County of Hennepin.

If any term or other provision of these Terms, or any application thereof to any circumstance is invalid, illegal or incapable of being enforced by any rule of law, or public policy in whole or in part, such provisions or applications shall to that extent be severable and shall not affect other provisions or application shall to that extent be severable and shall not affect other provisions or applications of these Terms.

These Terms contains a complete statement of all arrangements between the parties relating to its subject matter, supersedes any terms contained in a Vendor proposal, estimate, or invoice, previous arrangement or understanding, whether written or oral and may only be changed by a written agreement signed by the parties hereto.

Forms

1. Vendor Application
2. Vendor Incident Report

VENDOR APPLICATION / CHANGE FORM

VENDOR INFORMATION

COMPANY NAME as shown on Federal tax return		VENDOR ID if applicable	
ALTERNATE NAME (doing business as)		TAX ID NUMBER FEIN or SSN	
POINT OF CONTACT NAME		TITLE	
VENDOR ADDRESS			
PAYMENT ADDRESS if different from above			
PHONE	FAX	VENDOR EMAIL	
TAX EXEMPT? Y or N		VENDOR WEBSITE	

ORGANIZATION TYPE

<input type="checkbox"/> Corporation	<input type="checkbox"/> Individual/Sole Proprietor	<input type="checkbox"/> Joint Venture
<input type="checkbox"/> LLC	<input type="checkbox"/> Partnership / Limited Partnership	<input type="checkbox"/> Non-Profit

PAYMENTS

Separate Checks?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

Accept Purchasing Cards?

<input type="checkbox"/>	Visa
<input type="checkbox"/>	Master Card
<input type="checkbox"/>	American Express

Banking Information

<input type="checkbox"/>	ACCOUNT #	
<input type="checkbox"/>	ROUTING #	

VENDOR TRADE

DESCRIBE THE SERVICES YOUR COMPANY PROVIDES

Vendor agrees to hold RPMV harmless and to indemnify RPMV, any Affiliate, all holders of a legal or beneficial interest in RPMV, and all officers, directors, executives, manager, member, partners, owners, employees, agents, successors, and assigns from and against all losses, damages, fines, cost, expenses or liability (including reasonable attorneys' fees and all other costs of litigation) incurred in connection with any action, suit, demand, claim, investigation, or proceeding, or any settlement thereof, which arises from or is based upon Vendor's (a) any work performed, the right of which to perform was granted by these Terms; (b) acts, errors or omissions committed or incurred in connections with services performed under these Terms, including any negligent or intentional acts; (c) violation breach or asserted violation or breach of any law, regulation or rule; (d) breach of any representation, warrant, covenant, or provision of these Terms, or any other agreement between Vendor and RPMV (or an Affiliate). These obligations shall survive the termination of these Terms and any work order.

ACKNOWLEDGEMENT

By signing this document, Vendor agrees to the terms and the information above is correct and that Vendor has received the RPMV Vendor Manual.

By: _____

Date: _____

Title: _____

VENDOR INCIDENT FORM

Use this form to document any type of significant incident where important facts might be needed at a later time. Examples of time you would fill out this form would be – injury, sexual harassment, intoxicated tenant, vandalism, violence, abusive behavior, etc. Use additional sheets of paper and photos as needed.

TYPE OF INCIDENT:		
DATE:	TIME:	LOCATION:
NAMES OF PERSONS INVOLVED:		
EMPLOYEE/OWNER/TENANT:		IN VIEW OF SECURITY CAMERA:
DESCRIBE THE INCIDENT IN DETAIL:		
MEDICAL TREATMENT REQUIRED?	WHERE TREATED?	
EXTENT OF INJURIES:		
NAMES AND CONTACT INFORMATION FOR ALL PERSONS INVOLVED. ALL EMPLOYEES, TENANTS, OWNERS, WITNESSES		