



VENDOR MANUAL

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Welcome from Guardian Property Management

Thank you for filling out the vendor application and applying to be an authorized Guardian Property Management (GPM) vendor. It is our intent that this business relationship is a success for both GPM and your company.

GPM has prepared this Vendor Manual to assist you in achieving success in working with GPM. You will find useful information such as office numbers, business address, email addresses, and more. Please keep this document where you can easily access this information when you need it. Full understanding and communication from both your business and GPM increases the success of the vendor/company relationship.

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

Before starting work with GPM, we require that you complete several forms for our records. You will find them in the Vendor Agreement Packet. The forms will establish a vendor file and payment account in our system. This ensures that GPM pays invoices correctly in accordance with our bookkeeping schedule.

If at any time you have questions on any of the material in GPM Vendor Manual, please contact our maintenance manager so that we can assist you. Again, we welcome you as a GPM vendor.

Guardian Property Management

Guardian Property Management is a residential property management company operating in Cumberland, Hoke, Harnett, Lee, Sampson and surrounding counties in North Carolina. We specialize in full-service property management of single-family residential homes. The company has been operating since 2012.

GPM is an abbreviation used in lieu of the full company name, Guardian Property Management, and is used throughout this Vendor Manual.

GPM Mission Statement

The mission of GPM is to provide the highest quality service in property management in the community, demonstrating integrity and professionalism.

GPM General Policy

GPM adheres to the following policies:

- GPM is an Equal Opportunity Employer
- GPM supports the laws and guidelines of Fair Housing
- GPM has a drug-free policy for all personnel, vendors, and tenants
- GPM follows the rules and regulations of the NCREC, FRAR, MLS, and NARPM
- GPM does not knowingly contract with illegal immigrants
- GPM strictly forbids any sexual harassment of personnel, vendors, tenants, or applicants
- GPM does not pay maintenance bills from GPM operating funds
- All work is arranged on the owner's behalf
- Owners are responsible for payment of maintenance to vendors
- Vendors receive payment through the GPM trust account or directly from the owners

GPM Principals

The owners/principals of GPM are Rhonda Leahy and Trisha Taris. Rhonda is the broker-in-charge and provides the guidance and direction of GPM. She personally oversees all contracts, policies, procedures, and work to educate her personnel to provide excellent service to clients.

GPM Teams

GPM has found teamwork is effective for servicing owners, tenants, properties, and vendors. Together Everyone Achieves More.

- **Maintenance:** GPM has assigned a maintenance team to properties and owners, consisting of a Maintenance Manager, Maintenance Coordinator, and Property Inspectors. They work with owners and tenants on necessary maintenance. Therefore,

they also work directly with the vendors. They assign work orders to vendors and approve the invoices received.

- **Client and Customer Relations:** The office team supports all GPM personnel and management. They handle the everyday business of accepting applications, preparing tenant documents, and bookkeeping. The office team at times will work with vendors, however, they do not approve work orders or payments.

CEO/Broker in Charge	Rhonda Leahy	rhonda@rentbragg.com
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Chief Operations Officer (COO)	clientservices@rentbragg.com
Administrative Assistant	office@rentbragg.com
Maintenance Manager	bruce@rentbragg.com
Maintenance Coordinator	maintenance@rentbragg.com
Move In/Out Inspector	inspections@rentbragg.com
Routine Inspector	conditionsurvey@rentbragg.com

Communication

Communication is a key to the success in any relationship and the GPM/vendor association is certainly no exception. We work constantly to improve communication with all our clients or prospective clients. This includes everyone – owners, tenants, vendors, prospective clients, and the public.

GPM Website

GPM stays current with business technology. The GPM website, rentbragg.com, has proved to be a tremendous benefit to our clientele. Take the time to review our website for general information on our company.

Company Communication

GPM personnel communicates with vendors by:

- Telephone
- Email
- Text

Office Information

Physical / Mailing Address	2915 Raeford Road Suite 101 Fayetteville, NC 28303
Telephone	
Business #	910-222-7368
FAX #	910-222-7200
Office Hours	
Monday – Friday	9:00am - 5:00pm
Friday Winter Hours: (November - January)	9:00am - 3:30pm
Saturday, Sunday & Federal Holidays	Closed
Emergency / After Hours Contact Information	
	910-222-7368 <i>*If after hours, leave a voicemail</i>

Vendor Communication

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, if your social security number has changed to a Tax ID, etc.

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

Email

GPM requires all vendors to communicate by email and phone. GPM encourages all vendors to use email to contact us quickly. It is fast and effective. Please supply us with your email address on all the GPM forms. We will enter your email address in our system as ***all work orders are sent to vendors via email.***

Special note: When using email, we request that you put the property address in the subject line. With the problems of spam, worms, viruses, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions.

Vendor Requirements

Required Vendor Forms

GPM requires all vendors to complete the following forms prior to commencing work. They are located in the Vendor Agreement Packet.

- Vendor Agreement
- Vendor Application
- Vendor Information Form
- Background Check Authorization
- W9

Other Vendor Forms

GPM has also supplied the following forms to use when necessary. These forms are located in the back of this Vendor Manual.

- Change of Information Form
- Incident Report

Licenses

- Contractor's License
 - GPM requires all vendors to have a contractor's license if NC requires licensing to complete work. If your work does require a license, please attach a copy to the Vendor Agreement Packet
 - Examples of licensed contractors are roofers, plumbers, electricians, general contractors, etc.

Insurance

- Workman's Compensation
 - GPM requires all vendors to carry current Workman's Compensation if they have employees
 - GPM requires the vendor to notify their Workman's Compensation company and request them to furnish GPM with an original endorsement of the policy
 - GPM requires an original endorsement of all yearly renewals
 - GPM requires notification if the insurance company changes
- General Liability Insurance
 - GPM requires that vendors carry a minimum \$1,000,000.00 of current general liability insurance
 - GPM requires an original endorsement of the current liability insurance policy
 - GPM requires an original endorsement of all yearly renewals

- GPM requires notification if the insurance company changes

Social Security/Tax ID

GPM requires that all vendors have a social security number or Tax ID, no exceptions. It is the responsibility of the vendor to supply GPM 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 on 1099s

Change of Information:

It is the responsibility of the vendor to notify GPM of any changes and we have provided a Change of Information Form in the back of this Vendor Manual. Vendors are to report changes for the following:

- Company name
- Address
- Business telephone
- Cellular telephone
- Fax
- Email address
- Insurance information
- Change of social security number to Tax ID number
- Change of insurance provider

Workmanship

- Competent Workmanship
 - GPM requires the vendor to supply competent work
 - The vendor guarantees they will redo the work to the reasonable satisfaction of GPM, if necessary
- Contract Labor
 - The work is on a contract labor basis
 - GPM does not treat any vendor as an employee
 - The vendor is responsible for reporting their income to government agencies
 - GPM issues 1099s for work exceeding \$600 as required by the Internal Revenue Service

Vehicles

The GPM policy on vendor vehicles is as follows:

- Vendor supplied vehicles
 - All vendors must supply their own vehicles

- Vendors cannot use any GPM owned company vehicles
- Vendors must carry appropriate insurance for their vehicles
- Vehicle expenses
 - GPM does not reimburse vendors for any vehicle expenses
- Vehicle maintenance
 - Vendors are responsible for maintaining their own vehicles
 - Vendor vehicles must have a reasonable and professional appearance
 - Continual mechanical problems with vehicles causing cancellation of tenant appointments can be the cause for removal from the GPM vendor service list
 - Unless it is necessary to park in the driveway to perform work, vendors are to park in front of the property
 - 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 Time

GPM requests that vendors notify the office of scheduled vacations in excess of 48 hours.

- GPM makes this request for scheduling or in the event of an emergencies, disasters, or incomplete work requests

Keys/Entry

Vacant Properties

- GPM uses a lockbox system on all vacant properties and vendors are to be responsible for the system:
 - Use the lockbox code or key issued
 - When using the lockbox, do not leave the key in the door to prevent theft
 - When finished with the lockbox, replace the key in the lockbox and close so it is completely locked and scramble the numbers
 - If a vendor accidentally takes a key, they are required to return it to the lockbox immediately
 - Report any missing or malfunctioning lockboxes to GPM
 - GPM changes all locks after a new tenant has taken possession of the property

Occupied Properties

- GPM does not issue keys to vendors when tenants occupy properties unless there are extenuating circumstances, such as an emergency/disaster or if the tenant has provided GPM with written authorization for vendors to enter
- If this happens, a GPM Property Manager must authorize the vendor to pick up a key from the GPM office

- If the vendor has obtained a key to an occupied property, it is the responsibility of the vendor to return all keys to GPM after completing the work and NOT to the tenant

Work Order Procedures

GPM Work Orders

- GPM issues routine work orders by emailing them to the vendor
- GPM can issue a work order by telephone when warranted by the maintenance situation
 - If GPM has issued a work order by telephone, the GPM office will also email a work order to the vendor
- GPM has a spending limit for work orders with the owner and cannot exceed this amount without owner authorization
- Vendors are to notify GPM immediately if the problem exceeds the authorized amount noted 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 GPM
- GPM then reimburses parts and materials when the vendor submits invoices for payment

Vendor Bids

Some work requires bidding by the vendor and then approval by the owner. The GPM procedures for bids are:

- GPM sends an estimate request through the standard GPM work order system
- Vendors are to notify GPM immediately if they know they will be unable to offer an estimate and complete the work in a timely manner
- When GPM receives the approval or denial from the owner, GPM will notify the vendor by telephone or email

Policies Regarding Vendors Working with Tenants

Appointments with Tenants

- Making the tenant appointment
 - GPM informs the tenant when taking a work order that a vendor will contact them directly
 - GPM requires vendors to set specific appointments with tenants after receiving a work order request. ***Vendors must contact the tenant within 2 business days to schedule an appointment even if an appointment is not immediately available***
 - If vendors have difficulty reaching the tenant, they are to notify the GPM office
- The appointment
 - Vendors are to appear clean and dressed appropriately for maintenance work

- Vendors are encouraged, but not required to, wear clothing that identifies their company
- Vendors are to carry identification to show the tenant if necessary
- Vendors are to arrive at the appointed time or within 15 minutes
- If vendors experience a delay in arriving on time, they are to contact the tenant immediately. If they cannot reach the tenant, they are to contact the GPM office
- Vendors are to knock on the door or ring the doorbell
- Vendors are not to enter properties unless a resident is there and given permission to enter
- 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 tenant fails to meet the appointment, vendors are to notify the GPM office
- During the appointment
 - Vendors are to avoid moving tenant possessions unless necessary to perform maintenance
 - Vendors are to request the tenant to move their possessions whenever possible
 - Vendors are always to be courteous and professional
 - Vendors are to clean up their work area in or outside the property

Completing the Appointment

- Vendor communication with tenants
 - Vendors are not to make comments on repairs, lack of repairs, or the condition of the property to tenants
 - Vendors are not to discuss in detail the repairs and only give out appropriate information
 - Vendors are not to make promises to tenants unless it is within the work order request
- Additional work requested by tenants
 - Vendors are to call GPM from the property if necessary to clarify the work or request permission to do additional maintenance they see is required
 - GPM requests vendors use their cellular phones when calling from a tenant residence
 - If it is necessary to use the tenant's telephone, the vendor is to request permission from the tenant
 - If tenants request other work, the vendor is to instruct them to call GPM and place a work order
- Tenant behavior
 - If tenants pose a threat, are verbally abusive, etc., vendors are to immediately leave the property and notify GPM as soon as possible

Inability to Complete Work

The vendor is to notify GPM immediately if there is a delay or obstruction in the completion of the work order. GPM will then make a decision on the completion of the work request.

Completion of Work

Vendor's invoices must be submitted within **15 days** of the completion of work. Invoices must be professional in appearance and include:

- Company name
- Mailing address
- Contact information
- Service address
- Date of service
- Itemized list of work performed and parts used
- Invoice number
- Before and after photos (can be emailed separately)

**Invoices missing any information above could delay payment*

Invoices can be mailed, faxed or emailed to the GPM maintenance department at maintenance@rentbragg.com.

Billing Procedures

Payment Procedures

- Vendor invoices/billings
 - Vendor invoices are sent to GPM through fax, email or postal mail
 - When received, the invoices are date stamped
 - Once approved, invoices will be sent to the Client Services Coordinator to be posted
 - The bookkeeping department will issue the funds to the vendor via check during the normal 30-day bookkeeping cycle
 - If there is a question on the bill, the vendor is responsible for contacting GPM as soon as possible
- Disbursement of vendor payments
 - It is the GPM policy to pay vendors promptly in the 30-day cycle
 - GPM does not disburse funds outside of the bookkeeping cycle unless there are extenuating circumstances approved in advance by GPM
 - GPM will not initiate a work order if GPM does not have owner funds in the trust account to pay for the work or if the funds will not be available within the next rent cycle
 - GPM does not pay vendors in cash, and GPM does not keep cash in the office

- GPM cannot make payments if funds are unavailable in the owner's account within the GPM trust account
- If there is a delay in owner funds, GPM will notify the vendor and make necessary contact with the owner for the funds
- GPM will keep the vendor apprised of the status of incoming funds
- GPM will notify the vendor if the owner is disbursing the payment directly to the vendor
- GPM mails payments to the vendor address on file. Vendors can request to pickup checks from the GPM office, however, due to the number of invoices and checks processed at one time, it cannot be guaranteed the check will be held for pickup
- GPM complies with any court ordered deductions for vendors. GPM will notify the vendor if GPM receives a court order

Year End Procedures

- 1099 Miscellaneous
 - GPM issues the Internal Revenue Service 1099-Miscellaneous to all vendors who exceed work above \$600.00 by January 31 of the following year
 - It is the vendor's responsibility to report any discrepancies to GPM as soon as possible so that GPM can correct the 1099

Conclusion

We hope that you have found the GPM Vendor Manual useful. Please let us know if there are questions or concerns on any of the enclosed information. The intent of this guide is to clarify the working relationship between the vendor and GPM to prevent future misconceptions or problems.

We look forward to working with you. We also want to remind you to fill out the required forms located in the Vendor Agreement Packet so there are no delays in receiving work orders or payments.



VENDOR CHANGE OF INFORMATION

Please use this form to notify Guardian Property Management of information change.
Check appropriate box for change and fill in new information.

Vendor Name			
Date of change			
Change of company name	<input type="checkbox"/>		
Change of address	<input type="checkbox"/>	List new address below	
	<input type="checkbox"/>		
Emergency contact change	<input type="checkbox"/>	New contact:	
Change of home #	<input type="checkbox"/>	New home #:	
Change of home fax #	<input type="checkbox"/>	New fax #	
Change of mobile #	<input type="checkbox"/>	New mobile #	
Change of cellular #	<input type="checkbox"/>	New cellular number	
Change of email address	<input type="checkbox"/>	New email address	
Social Security # changes to tax ID	<input type="checkbox"/>	New tax ID #	
	<input type="checkbox"/>		
Change of bond company	<input type="checkbox"/>	New bond company	
	<input type="checkbox"/>		
Workman's compensation change	<input type="checkbox"/>	New insurance company	
Insurance policy number	<input type="checkbox"/>	New policy #	
	<input type="checkbox"/>		
Insurance company change	<input type="checkbox"/>	New insurance company	
Insurance company for property	<input type="checkbox"/>	New insurance co. add	
Insurance policy number	<input type="checkbox"/>	New policy #	
Insurance agent name	<input type="checkbox"/>	New ins. agent name	
Insurance agent's telephone	<input type="checkbox"/>	New ins. business #	
	<input type="checkbox"/>		
Please list any other significant change			



VENDOR INCIDENT REPORT

Date		Priority	<input type="checkbox"/> Normal <input type="checkbox"/> Urgent
Service Address			
Tenant/Person Present			

Work Completed	<input type="checkbox"/> Yes <input type="checkbox"/> No	If not, list why below:
Tenant Cooperative	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please explain below:
Tenant Satisfied	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no, please explain below:
Please list anything noted at property of concern below:		