



# HANDYMAN SERVICES

A DIVISION OF TOTALLY DEPENDABLE CONTRACTING

## Policies & Procedures Agreement

**We appreciate the opportunity to complete your home improvement repair/projects!**

The following outlines our policies and procedures specific to our Handy Man Service and serves as a service agreement between the homeowner and Totally Dependable Contracting Services, LLC. Please return this signed agreement by fax within 36 hours prior to your confirmed appointment. **Note: Agreement Form must be completed in full and returned prior to confirmation of appointment booking. (Fax to: 770-977-4686)**

<b>Name:</b> _____	<b>Today's Date:</b> _____
<b>Address:</b> _____	<b>Ph: HM:</b> (    ) _____ - _____
<b>City, State, Zip:</b> _____	<b>Cell:</b> (    ) _____ - _____
<b>Project Description:</b> _____	<b>Appt. Date:</b> _____
	<b>Appt Time:</b> _____

We want to ensure our ability to assist you as efficiently as possible. Please note whether your project may require a special tool or ladders taller than 8'. Yes! My project will need a  Ladder(s) taller than 8' (height of: \_\_\_\_ )  Other: \_\_\_\_\_

### SCHEDULING & SERVICE POLICIES:

- Scheduled appointments are based on project length, which includes a minimum of 2 hrs. and a maximum project length of 8 hrs. Any projects requiring more than 8 hrs. to complete will be scheduled as separate appointments (not to exceed 8 hrs.) subject to serviceman availability. Full payment is due upon completion of each scheduled appointment.
- Appointments are scheduled based on our understanding of the homeowner-provided project description. Upon arrival, your serviceman will fully assess the project scope; and, should the scope of work vary greatly from the homeowner's provided description, the change of scope will be discussed with the homeowner for approval prior to commencing any work.
- Service appointments are booked on our schedule with your specific project in mind. The appropriate servicemen, materials, and blocked time are set aside for your scope of work. **If we are unable to perform the scope of work and the appointment is not completed for any reason (which may include but is not limited to insufficient provided materials, materials that require a special order, or significant change(s) to the scope of work), payment is due for the time completed with a minimum charge of \$150 (see "Cancellation Policy" below).**
- Handy Man Service does not include the removal of construction debris. Our servicemen will neatly pile any trash/debris on your property per your direction. Any removal of debris from the premises will be the sole responsibility of the homeowner; but, we will be happy to refer you to one of our hauling subcontractors.
- Handy Man Service does not include the purchase or matching of paint/stain color(s); therefore, the homeowner must provide paint/stain as required for all applicable projects.
- **Homeowner must be home at both the start and completion of the appointment to discuss the project scope with your serviceman, allow access to work area, and to approve work upon completion.**

### PAYMENT & TERMS:

- **\$75/hr (\$50/hr per additional serviceman) with a 2-hr minimum.** Hourly rate includes time gathering materials specific to project with the exclusion of standard construction materials (nails, screws, etc.) and tools.
- **Materials\* + 25% mark-up** (service invoice to be reviewed upon completion will show itemized materials purchased)
- **Equipment Rental\*.** Pressure washers, generators, and other provided construction equipment carry rental fees of \$75/day or \$50/half-day. You will be informed of any applicable rental fee(s) prior to scheduling your service.

*\*Materials/equipment can be provided by the homeowner at their own expense; however, a warranty with Totally Dependable Contracting will be void (see "Warranties" section) for any owner-supplied materials. If the homeowner elects to provide material(s), the homeowner will be responsible for providing appropriate/accurate materials specific to job. If Totally Dependable Contracting*

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State Contractor License #: RBCO000654

Services is unable to complete work due to inappropriate materials, homeowner will be charged the minimum service fee or for any work completed.

- Payment can be made by cash (exact amount only), check, or credit card orders (Note: A signature must be provided below for credit card payment approval).
- Returned checks will incur a \$50 processing fee in addition to the full amount due.
- **Homeowner must be present at appointment completion to provide payment and approval of project completion by signing *Handy Man Service Invoice*. If the Homeowner is not present upon appointment completion, full payment will be charged to the credit card on file (required below) and project completion will be confirmed by serviceman.**

**WARRANTIES:**

From date of project completion, all new construction workmanship is under warranty for a 12-month period; and, repairs/modifications to existing workmanship are under warranty for a 30-day period. Our warranty excludes normal workmanship defects defined as natural imperfections visible only by close inspection at a distance of 36" or less and natural curing cracks of caulk, grout, and concrete. Warranties are void of any liability for materials or products supplied by the owner or owner's agents. Manufacturer warranties apply to all supplied materials as applicable.

**PUNCTUALITY / RESCHEDULING & CANCELLATION POLICY:**

- In order to accommodate our clients with work completed in a timely manner, punctuality is critical. Our servicemen will arrive at your house on time. If for any reason we are unable to honor our scheduled appointment, you will be notified as soon as possible, and your appointment will be rescheduled at the next available time.
- If you incur a scheduling conflict, appointments may be rescheduled with a minimum notice of 24-hours. **Appointments not cancelled within 24 hrs. will be billed the 2-hr. minimum appointment charge (Note: Minimum charge dependant on total servicemen scheduled: \$150.00 for (1) Serviceman; \$250 for (2) Servicemen, etc.). The minimum charge of (2) hrs. also applies to incomplete appts (to include last-minute cancellations, homeowner-neglected appts, or our inability to complete the appointment as stated above).**

**APPROVAL & PAYMENT:**

I, \_\_\_\_\_, agree with the above policies and procedures.

Signature: \_\_\_\_\_ Payment Method: **Cash** **check** **CC\*** (cards accepted below)



**APPOINTMENT RESERVATION:**

**Credit card information is required to hold appointment and will not be processed unless the appointment is not honored and no advance notice is provided. If you would like to use this card as payment, please initial below.**

Cardholder: _____	Billing Address: _____	Billing Zip Code: _____
<input type="checkbox"/> Check here if same as above.	<input type="checkbox"/> Check here if same as work site address.	
Card Type: _____	Acct No.: _____	Security Code: _____ Exp: ___/___

**If a signature and initial are not provided below, authorization has not been provided to use your card as payment; therefore, payment will be accepted by check or cash only.**

Signature  
 Authorization: \_\_\_\_\_

**I authorize the above credit card to be billed as payment upon completion of work  
 (please initial to authorize): \_\_\_\_\_**

FAX COMPLETED AGREEMENT FORM TO (770) 977-4686.

**Did you know?**  
 We can also help you with your next **renovation**....call our office to schedule a **\*FREE** estimate.  
 (\*for major remodeling projects)



2006 Chrysalis Award Winner: "Interior Renovation"

2007 Chrysalis Award Regional Winner: "Additional Under \$100,000"



Regional Winner- Contractor of the Year. **NARI** Residential Addition Under \$100,000

