



Property Management INC.

PMI VIRGINIA

Welcome New Vendor

PMI Virginia has approved using your company to perform work on our property management properties. It is our intent that this business relationship is a success for both PMI Virginia (PMI) and your company. PMI is an abbreviation used in lieu of the full company name PMI Virginia and is used throughout this manual.

Enclosed with this information, please find a copy of the PMI Virginia Vendor Agreement for your records. We recommend you keep this document with this information booklet.

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

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

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

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

PMI Virginia is a property management company operating in Hampton Roads, VA, specializing in full-service property Management. The company has been operating since 2010.

PMI General Policies

- PMI Virginia is an Equal Opportunity Employer
- PMI Virginia supports the laws and guidelines of Fair Housing
- PMI Virginia has a drug-free policy for all PMI Virginia personnel, vendors and tenants
- PMI Virginia follows the rules of the Virginia Real Estate Board
- PMI Virginia does not knowingly contract with illegal immigrants
- PMI Virginia strictly forbids any sexual harassment of personnel, vendors, tenants, or applicants
- PMI Virginia does not pay maintenance bills from PMI Virginia operation funds
- Property owners are financially responsible for payment of maintenance to vendors, not PMI Virginia
- Vendors receive payment through the PMI Virginia Owner's Trust Account, and the vendor can only be paid if the property owner has enough funds in the account to cover the bill

PMI Virginia Personnel

PMI Virginia 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 PMI Virginia may never receive compensation of any kind in exchange for assigning jobs to Vendors. After hours property emergency questions should be directed to Troy Robertson at 757-287-4477.

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 PMI Vendor Manual, there is detailed information on work orders and payment. PMI 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 should be documented in that portal, whether it is with our officer personnel, the tenant, or the owner of the property. This allows everyone to be kept up today and creates a permanent record of the events.

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, it is important that you connect on the work.

General Office Information

Physical and Mailing Address: 4605 Pembroke Lake Circle, Unit 101, Virginia Beach, VA 23455

Office Phone: 757-466-8378

Website: www.pmivirginia.com

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

Vendor Requirements

Required Vendor Forms

PMI requires all vendors to complete the following forms prior to commencing work for PMI. They are in the office and on the company web site.

- Vendor Application
- Vendor Policy Manual Receipt Acknowledgement
- W-9
- Vendor Information Worksheet
- Vendor Indemnification Agreement

Other Vendor Forms

PMI has also supplied the following forms for your benefit:

- Change of Information Form
- Vendor Incident Report

Contractor's Licenses

PMI requires all vendors to have a contractor's license if Virginia 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.

Confidentiality

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

Vendor should never discuss a repair with a tenant. All information regarding the cause and extent of repair should be communicated only with the PMI Virginia, who will relay any pertinent information to the tenant.

Social Media

Vendors are not to post ANY information or pictures about PMI 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
 - PMI requires all vendors to carry current Workman's Compensation (this includes single person companies showing owner exemption.)
 - PMI requires the vendor notify their Workman's Compensation Company and request them to furnish HPM with an original endorsement of the policy.
 - PMI requires an original endorsement of all yearly renewals going forward.
 - PMI requires notification if the insurance company changes.

- General Liability Insurance
 - PMI requires that vendors carry a minimum \$1,000,000.00 of current general liability insurance.
 - PMI requires an original endorsement of the current liability insurance policy.
 - PMI requires an original endorsement of all yearly renewals going forward.
 - PMI requires notification if the insurance company changes.

PMI is audited annually by our insurance carrier to confirm all vendors have the required coverages

Social Security/Tax ID

PMI requires that all vendors have a social security number or Tax ID, no exceptions. It is the responsibility of the vendor to supply PMI 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 PMI of any changes and PMI has provided a Change of Information Form in the office or company web site. 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#

Workmanship

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

Vendor Communication

PMI requires all vendors to communicate by using:

- Cellular phone
- Business phone
- E-mail
- Text
- Emergency contact number for vendor

- All vendors are to supply an emergency contact number.

Vehicles

The PMI policy on vendor vehicles is as follows:

- Vendor supplied vehicles
 - All vendors must supply their own vehicles.
 - Vendors cannot use any PMI owned company vehicles.
 - Vendors must carry appropriate insurance for their vehicles.
- Vehicle Expense
 - PMI does not reimburse vendors for any vehicle expense.
- Vehicle maintenance
 - Vendors are responsible for maintaining their own vehicles.
 - Vendor vehicles must have a reasonable appearance.
 - Continual mechanical problems with vehicles causing cancellation of tenant appointments can be the cause for removal from the PMI 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 Notification

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

Key Policy

- PMI 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.
- PMI keys must never be passed to a different contractor without permission of PMI Virginia.
- If a Vendor misplaces a key, they must notify PMI immediately.

Drug-free policy

- PMI Virginia 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 the PMI Virginia managed properties and appointments with tenants.

Work Orders

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.
- Photos of completed work on vacant properties must be submitted to PMI, along with an invoice before payment will be made.

Assignment of Work

- PMI issues routine work orders by hand delivery, email or texting them to the vendor.
- Additionally, PMI can issue a work order by telephone when warranted by the maintenance situation.
- If PMI has issued a work order by telephone, the PMI office will also email a work order to the vendor to complete their billing.
- PMI has a limit for work requests with the owner and cannot exceed this amount without owner authorization.
- Vendors are to notify PMI 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 PMI. PMI then reimburses parts and materials when the vendor submits invoices for payment.

Vendor Estimates

- PMI sends an estimate request on the standard work order form, labeled Estimate.
- Some work requires estimates by the vendor and then approval by the owner.
- PMI procedures for estimates are to be received back in 3 business days.
- Vendors are to notify PMI if they are aware they will be unable to offer an estimate and complete the work in a timely manner.
- When PMI receives the approval or denial from the owner, PMI will notify the vendor by telephone, text or email.
- If the owner approves the estimate, PMI will contact the vendor and send an updated work order.
- If the owner does not approve the estimate, PMI will notify the vendor.

Working in Occupied Properties

- Virginia Residential Landlord Tenant Act requires tenants be given at least 24 hours' notice before anyone enters the property, unless the tenant submitted a repair request or unless the repair is deemed to be an emergency.
- PMI informs the tenant when taking a work order that a vendor will contact them directly.
- PMI requires vendors to set specific appointments with tenants after receiving a work order request.
- 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, they are to notify the PMI office.
- 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. Please remember that most tenants will be taking time off of work to meet you.
- If the owner does not approve the estimate, PMI will notify the vendor.

The Appointment with a Tenant

- 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.
- 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. If they cannot reach the tenant, they are to contact the PMI 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, 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 tenant fails to meet the appointment, vendors are to notify the PMI office. PMI will contact the tenant to find out the problem for the cancelled appointment and then advise the vendor.

During the Appointment

- Vendors shall not smoke in any PMI properties.
- Vendors shall not use the toilets if the water is not turned on.
- 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 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

- Don't make comments on repairs, lack of repairs, or the condition of the property to tenants.
- Don't discuss in detail the repairs.
- Don't make promises to tenants unless it is within the work order request.

Additional Work Requested by Tenants

- Vendors are to call PMI 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.
- PMI 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.
- If tenants request other work, the vendor is to instruct them to call PMI and place a work order.

Tenant Behavior

- If tenants or pets pose a threat, vendors are to immediately leave the property and notify PMI as soon as possible. Complete an incident report and deliver to PMI.

Inability to Complete Work

- Notify PMI immediately if there is a delay or obstruction in the completion of the work order.
- PMI will then decide if the delay is warranted or if the work order should be reassigned to another vendor.

Completion of Work

- Notify PMI that work is complete, so the work order can be verified and closed.
- Submit the invoice within 15 days of completion of the maintenance repair.

Billing, Payment & Accounting

Billing Procedures

- Always include the work order # on your
- Once a bill is submitted PMI will verify with the tenant that the work is completed.
- For vacant properties, the vendor must submit photos of completed work to show completion in order to be paid.
- Bills submitted by 5pm on Friday will be paid on the following Friday.
- If there is a question on the bill, PMI will contact the vendor to work out any discrepancy before the bill is paid.

Disbursement of vendor payments

- PMI disburses payments from the PMI Owner's Trust Account on Friday of each week.
- PMI does not pay vendors in cash, and PMI does not keep cash in the PMI office.
- PMI cannot make payments if funds are unavailable in the owner's account within the PMI Trust Account.
- If there is a delay in owner funds, PMI will notify the Vendor and make necessary contact with the owner for the funds.
- PMI will keep the vendor apprised of the status of incoming funds.
- PMI will notify the vendor if the owner is disbursing the payment directly to the vendor.
- PMI mails payments to vendors unless the vendor contacts PMI to pick up funds.
- PMI complies with any court ordered deductions for vendors.
- PMI will notify the vendor if PMI receives a court order.

Year End Procedures

- PMI 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 PMI as soon as possible so that PMI can correct the 1099.
- PMI requests that vendors review their 1099's immediately and report any discrepancies by February 20 before PMI files 1099's with the Internal Revenue Service.

Conclusion

We hope that you have found the PMI 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 PMI Virginia and prevent future misconceptions or problems. Please provide all required vendor forms to avoid delays in payments.