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Handyman On-Call Program Gold Service Agreement

Details of Basic Gold Service Plan

All services performed as needed during scheduled service calls, subject to local weather conditions, material limitations and annual labor limitations.

Gutters and Roof - All debris is removed from gutters and roof, leaf and natural debris is disposed in a natural area or, if natural area is unavailable, is placed in customer trashcan (debris will be bagged for trash pick-up, if it is required by your waste disposal company). All other debris will be bagged for your trash pick-up as required. Gutters are flushed at least once per year, or whenever a clog is detected. Gutters are inspected and any non-material repairs are performed. Labor for the following material repairs is included: re-hanging downed gutters or downspouts, replacing damaged gutter components. Roof is inspected and any non-material repairs are performed. Labor for the following material repairs is included: repair damage shingles, caulk metallic vent pipe flashing, install Perma-boot to repair damage thermoplastic vent pipe flashing.

Siding and trim - Siding and trim is cleaned of cobwebs and dried debris. Once per year all siding and trim and foundation is washed to remove mold, mildew and fungus from surfaces. Once per year and painted siding and trim is inspected and caulk repair and paint touch-up is performed as needed. Customer will need to provide accurate brand finish and color of paints to provide most accurate color match for new paints if we will be providing paints for you.

Deck and Porches - Deck and porches are swept to remove debris. Once per year deck and porches are washed to remove mold, mildew and fungus from surfaces. Any paints, sealants or stains are re-touched in high traffic areas, as needed. Deck and porches are inspected and any non-material repairs are performed.

Driveway and Walkways - Surfaces are swept to move debris off walkways and driveways. Debris is moved to an adjacent area for customer clean-up. Once per year surfaces are cleaned and any cracks are patched with appropriate patching material. Sealants are re-touched in high traffic areas, as needed.

Crawlspace - Once per year, crawlspace is inspected and any deficiencies are reported.

Fencing - The fencing is inspected and any deficiencies reported. Non-material repairs are performed, as needed.

Gutter Stain Removal - Includes cleaning of exterior of gutters to remove bonded pollutants which cause gray and tiger strip staining on enamel surface. If enamel surface is too deteriorated to clean, we will apply a new enamel surface using Rustoleum® oil enamel metal paint. Service is performed once per year.

Roof Stain Maintenance - Includes application of roof cleaners to remove mold, mildew and algae growths from roof or the application of preventative treatments as a prophylaxis against mold, mildew, and algae, on roofs that do not yet show signs of contamination.

Christmas or Holiday Light Installation - Labor for installation of light displays on gutters and roof line on the front of home and well as labor to remove and re-pack lights at conclusion of display, subject to annual labor limitations. Any ground installations or removal and re-packing are subject to additional labor charges.

Terms of Service for Handyman On Call Program

Pricing for this program is based on the service location classification, determined by the specifications below:

S/M/L - Single family dwelling up to 3000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 180 linear feet of gutter troughs. Roof line is no more than 24 feet above ground. Deck size up to 250 sf, combined driveway and walkways up to 1200 sf.

VL - Single family dwelling up to 4000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 225 linear feet of gutter troughs. Roof line is no more than 26 feet above ground. Deck size up to 350 sf, combined driveway and walkways up to 1600 sf.

XL - Single family dwelling up to 5000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 270 linear feet of gutter troughs. Roof line is no more than 32 feet above ground. Deck size up to 350 sf, combined driveway and walkways up to 2000 sf.

XXL - Single family dwelling up to 6000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 400 linear feet of gutter troughs. Roof line is no more than 32 feet above ground. Deck size up to 500 sf, combined driveway and walkways up to 2400 sf.

What your service plan includes - Labor for up to a two man team to perform all services covered by your plan. Material costs for various cleaners, disinfectants, mold control and other materials directly related to cleaning.

How service calls are scheduled - A total of 12 scheduled visits are provided for either plan. In addition, the Plan includes up to 3 additional "follow-up" service calls. These are additional visits we may make to perform follow-up service related to your covered maintenance. All enumerated services for your plan are performed as needed subject to weather, material limits, and annual labor limits, during your scheduled and "follow-up" service calls.

Limits of Labor for Gold Service Plans - Annual total labor, in hours, for a two man team may not exceed the annual total cost of your service agreement divided by 78.90, or a number equal to 80% of our per hour two man service rate, whichever is greater. Any "follow-up" service calls also draw from this pool of man hours.

Follow-up Service Calls - This are special unscheduled service calls which are used to complete some maintenance service which can not wait for the next scheduled service. There is a limit of three per year and any time used during these service calls count toward your annual labor limits. Follow-up service calls may not be used for issues not related to covered maintenance.

Additional Labor Costs - Any additional labor provided beyond that enumerated in your service, schedule more than 3 "follow-up" service calls, or when you have exceeded your annual labor limits, will be billed at \$39.45 per half hour or portion thereof, or at the current per half hour rate, whichever is greater. If the additional labor costs are part of an additional unscheduled service call the minimum billing hours will be 2 hours, even if actual work time is under the minimum. This includes "Restoration Services" such as rot repair or other major repairs. Additional services may be quoted in writing as a whole job using these rates as basis if such services can not be completed during a normal service call.

Additional Material Costs - The following materials are not included as a part of your service plan: paints, stains, caulks, adhesives, specialty tools or rented tools, sealants, vapor barrier components, holiday light components, wood repair components, lumber, nails, screws or other construction/repair materials. Such materials must either be provided by you immediately upon our arrival to perform any service requiring these materials or, upon request, we will provide the materials for you at a standard 20% mark-up. Any additional material charges will be added to your current invoice and an adjusted invoice will be sent via e-mail to you when service call is completed. If you have pre-paid for the year, additional material charges will be drawn from the credit you have, which will require payment of credit shortfall at the last service call of the year, or whenever credit is used up, whichever comes first.

Paying For Services - Recurring payment for the included services, as noted on this form, is due by the 1st of each month. You have a 5 day grace period to get payment to us without penalty. If payment in full is not made by the end of day on the 5th day, a late payment penalty of the greater of \$10 or 10% of the amount due will be applied to your unpaid invoice. Interest will accrue on the invoice beginning on the 6th day past due at a compounding daily rate of 0.1%. No exceptions will be made for late payments, and unpaid fees will be added to your next billing cycle. If you have a credit card on file, payment will be processed on the 1st of each month. Additional services are billed by invoice under our standard on-demand billing terms.

We accept cash, checks, Visa, MasterCard, American Express, Discover/Novus. You may also pay us via PayPal (<http://paypal.me/mgsva>)

Period of Service

1 Year Service Agreement covers a 12 month period from January 1 until December 31 of each

calendar year. Service automatically RENEWS on January 1 of each year. Prices are subject to change at renewal. You may cancel this agreement anytime during the month of January, as long as no work has been performed yet that month without penalty. ***Cancellations made during any other time of the year carries a cancellation fee in a dollar amount equal to 20% of the remainder of the unpaid balance for the entire value of the Plan Agreement calendar period.***

You may cancel this agreement, with notification in writing or e-mail, as long as you have no outstanding balance due and pay any early cancellation fees. Any service fees already paid will not be refunded if you cancel this agreement. Metro General Services reserves the right to cancel or amend this agreement should any conditions of the service site change, any outstanding balance extends beyond 30 days, or if our ability to fulfill service agreement changes. In such a case when we cancel your agreement, any unused credit from prepaid agreements will be refunded and no early cancellation fee will apply.

Bill To	Service Location Classification _____
Name:	Name:
Address:	Address:
City/State/Zip:	City/State/Zip:
Phone:	Phone:
E-mail:	E-mail:

GOLD SERVICE PLANS - Pricing by Service Location Classification					
1 year Auto-Renew Agreement			Price is per month		
Select (x)	Description	S/M/L	VL	XL	XXL
	1 Year - Monthly Scheduled Gold Service Plan	\$199.59	\$241.77	\$297.81	\$385.67

I have read the Terms of Service for the Handyman On-Call Gold Level Service Plans and agree to all terms. I understand that prepaid fees are non-refundable should I cancel this service agreement. I agree to make payment in full for all services provided as a part of this agreement within the specified time period outlined in this agreement, as well as any additional fees as outlined in the terms of service. I hereby authorize John W. Mills and Metro General Services to provide agreed upon maintenance services as noted on this form.

Please sign, print name and date.

_____ Signature _____ Date of Signature

_____ Print Name <Form-GOLD-2020>