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# Handyman On-Call Program Silver Service Agreement

## Details of Silver Service Plan

### At Each Service Call:

- **Roof and gutters** are inspected for any needed debris removal or repairs. All debris will be removed to a natural area on property or prepared for trash disposal if no disposal area is available. Non-material repairs to roof or gutter are performed. If materials are required, customer will be informed of additional costs for approval.
- **Siding, trim, and windows** are swept to remove cobwebs and loose material, then inspected for any needed repairs. If repairs are required, customer will be informed of additional costs for approval.
- **Decks, patios, screened porches or decks, walkways, and driveway** are swept and inspected for any needed repairs. If repairs are required, customer will be informed of additional costs for approval.
- Remainder of home is inspected for maintenance or repairs. Estimates will be prepared and e-mailed to customer.

### The following are performed once per year:

- **House is washed** using a two part disinfecting mixture, to remove mold, mildew, algae and dirt. Also Includes exterior faces of windows, foundations, decks, patios, walkways, detached buildings, driveway. Customer should remove screens from windows for effective sill cleaning, prior to our arrival.

### The following is optional service once per year

- **Install and Remove Christmas Lights** - We will provide labor to install, remove, and re-pack Christmas Lights for your front roof line. You must provide a needed materials to install or remove such as lights, hangers, extension cords, etc.. Or we will provide such materials at our normal mark-up. You must select a plan with Christmas light installation to be eligible for this service.

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

BASIC SILVER SERVICE PLANS - Pricing by Service Location Classification						
1 Year Auto-Renew Agreement		Price Per Month				
Select ( x )	Description	S/M	L	VL	XL	XXL
	Semi-Annual (February, May, August, November) House Wash Month: March or April	\$69.37	\$89.37	\$99.37	\$139.37	\$179.37
	Semi-Annual (February, May, August, November) House Wash Month: June or July	\$59.37	\$79.37	\$89.37	\$129.37	\$169.37
	Semi-Annual (February, May, August, November) House Wash Month: September or October	\$69.37	\$89.37	\$99.37	\$139.37	\$179.37
	Semi-Annual (February, May, August, November) House Wash Month: Mar   Apr   Jun   Jul   Sep   Oct Christmas Lights on Roof line: Dec Install / Jan Removal	\$99.37	\$139.37	\$149.37	\$189.37	\$229.37
	Semi-Annual (February, May, August, December) House Wash Month: Mar   Apr   Jun   Jul   Sep   Oct Christmas Lights on Roof line: Nov Install / Jan Removal	\$109.37	\$149.37	\$159.37	\$199.37	\$239.37

**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** - Single family dwelling up to 2000 sq ft interior space (incl. garages, sheds and other buildings) with no more than 120 linear feet of gutter troughs. Roof line is no more than 24 feet above ground. Deck size up to 150 sf, combined driveway and walkways up to 800 sf.

**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 26 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 360 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 from 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.

**Additional Labor Costs** - Any additional labor provided beyond that enumerated in your service, will be billed at \$39.95 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.

**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 contract.**

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.

I have read the Terms of Service for the Handyman On-Call Silver Level Service Plan 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, and to pay any additional fees as outlined in this agreement 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-SILVER-2020>