



9455 Greenhill Court
Henrico, VA 23294
804.475.2243 : quotes@mgsva.com
www.mgsva.com

Handyman On Call Scheduled Service Agreement

The Handyman On Call Scheduled Service Agreement offers a cost effective way to keep to your home well maintained with a set annual budget, select routine maintenance performed automatically, plus value added flexibility to leverage time saved from regular maintenance on your home to perform additional services on an as needed basis with an additional increase in cost.

These are the same services we offer on-demand, but they are performed on a regular schedule and doing so allows you to take advantage of cost saving benefits of scheduling maintenance on a regular basis.

How does this work?

We offer three distinct levels of residential maintenance plans, Bronze, Silver, and Gold, each offering automated maintenance on a schedule. Each plan offers features bundled appropriate for distinct house sizes to cover specific maintenance needs at that level.

These bundles are presented as annual hourly packages whose hours are calculated based on the time normally used to perform the covered maintenance provided in that level of service when they are performed on-demand.

Since many of these services can be completed in less time when performed on a regular schedule, additional unused time can be appropriated for other uses, something we do not offer with services when performed on demand. Because we track time used with our scheduled maintenance, we can offer to perform additional maintenance services outside the scope of the automated services presented in each bundle.

Setting up a plan for your Home

Step 1: Determine the size of your home

We classify homes into 6 categories using several criteria. The specifications listed apply as limits to the plan you select, if the plan you select does not apply to that feature, then it is not used to determine recommended bundles.

The size categories are as follows:

Small (S) - Single Family home up to 900 square feet of total interior space, including garages, sheds and other buildings, with no more than 60 linear feet of gutter troughs, eaves are no more than 16 from ground level, total amount of decks, porches, and patios do not exceed 150 square feet of cleaning surface, total of walkways and driveways not to exceed 800 square feet.

Medium (M) - Single Family home up to 1800 square feet of total interior space, including garages, sheds and other buildings, with no more than 120 linear feet of gutter troughs, eaves are no more than 22 from ground level, total amount of decks, porches, and patios do not exceed 200 square feet of cleaning surface, total of walkways and driveways not to exceed 1000 square feet.

Large (L) - Single Family home up to 3000 square feet of total interior space, including garages, sheds and other buildings, with no more than 180 linear feet of gutter troughs, eaves are no more than 24 from ground level, total amount of decks, porches, and patios do not exceed 250 square feet of cleaning surface, total of walkways and driveways not to exceed 1200 square feet.

Very Large (VL) - Single Family home up to 4000 square feet of total interior space, including garages, sheds and other buildings, with no more than 225 linear feet of gutter troughs, eaves are no more than 26 from ground level, total amount of decks, porches, and patios do not exceed 350 square feet of cleaning surface, total of walkways and driveways not to exceed 1600 square feet.

Extra Large (XL) - Single Family home up to 5000 square feet of total interior space, including garages, sheds and other buildings, with no more than 270 linear feet of gutter troughs, eaves are no more than 32 from ground level, total amount of decks, porches, and patios do not exceed 450 square feet of cleaning surface, total of walkways and driveways not to exceed 2000 square feet.

Extra Extra Large (XXL) - Single Family home up to 7000 square feet of total interior space, including garages, sheds and other buildings, with no more than 400 linear feet of gutter troughs, eaves are no more than 32 from ground level, total amount of decks, porches, and patios do not exceed 600 square feet of cleaning surface, total of walkways and driveways not to exceed 2500 square feet.

Beyond the specifications listed above related to the size of home, there are special conditions which may apply to your home specifically that may affect which plan and bundle you may select. We will inform you of those conditions when inspect your home prior to accepting any agreement.

Step 2: Select Your Plan

Your plan includes both the service level/hours bundle appropriate for your home. Each level of service Bronze, Silver and Gold comes with a selection of up to 6 pre-packaged annual hour bundles based on our specifications.

You do not have to select the bundle recommended for your home size, you can select a smaller or larger bundle as is appropriate for the service needs of your home. You can also reduce or increase the bundle size year to year, if you wish. You can even

change your service level year to year.

These plans are designed to be as flexible as possible to fit your budget and your actual maintenance needs.

Additionally, if you do not use all the hours in your bundle in the year, the unused hours are credited towards the next year's bundle, so you never waste time.

Service Levels

Bronze

Bronze level service includes 4 automatic visits per year, 2 of which are fixed months; June and December, and two of which can be re-assigned, if desired, but will fall on February and August if not re-assigned.

The following services are performed automatically at each visit, by default, unless you request other services..

1. Home exterior is inspected for any needed repairs, photo records made and estimates prepared and sent to customer if appropriate.
2. Gutters are inspected and cleaned. Minor repairs are made such as loose nails, brackets, loose downspouts. Missing or damaged pieces are repaired at additional cost for materials.
3. Any debris from gutters dropped onto bushes or into beds will be gathered and disposed unless requested otherwise.
4. Any debris removed from gutters is placed in natural areas around property or disposed of in customer's trash receptacles, in bags if required.
5. Patios, decks, walkways are swept of leaf debris. This debris is swept onto adjacent lawn or natural areas.

The following substitute services may be performed, automatically, if sufficient time is available in your bundle.

- Spotlight bulb replacement
- Skylight washing
- Fascia cover repair (parts additional cost)
- Loose soffit repair (parts additional cost)
- Other services may be available with approval by Metro General Services, LLC

Silver

Silver level service includes 5 automatic visits per year, 2 of which are fixed months; May and November, and two of which can be re-assigned, if desired, but will fall on February and August if not re-assigned, for Bronze level services.

Silver Level service includes a 5th visit for washing the house, decks, patios, walkways, HVAC pads and surround, and outbuildings. This 5th visit will default to June of each year, but can be assigned to March, April, September, or October, if desired.

In addition to substitute services in the Bronze Service Level, the following additional substitute services may be performed, automatically, if sufficient time is available in your bundle.

- Minor Carpentry (small repairs to decks, porches, siding, trim)
- Minor Electrical (fixture replacement)
- Minor Painting/Staining (touch-up)
- Minor shingle repairs
- Gutter guard or gutter screen repairs
- Other services may be available with approval by Metro General Services, LLC

Gold

Gold level service is the premier service that basically covers as much of your home maintenance automatically as possible.

In addition to the Bronze and Silver level scheduled services, Gold level service includes up to 7 additional scheduled visits per year to perform the following additional maintenance services (parts and materials extra), as they are needed, unless you request otherwise.:

Carpentry (rot repair), painting/staining/sealant maintenance, exterior fixture maintenance, fence/deck maintenance, shingle maintenance, siding maintenance, crawlspace maintenance, Christmas light installation and removal.

Gold level service bundles can also be used for certain interior maintenance services, toilet repairs, wall fixture mountings, minor drywall repairs, and other services subject to approval by Metro General Services, LLC.

Terms and Conditions of Service

Time Bundles

All service plans and pricing are based on time bundles for a 2 man crew to perform all services. All time is tracked by time tracking invoices which are issued on the date of service. An advanced copy of this invoice is issued when your service call is scheduled and will be e-mailed to the e-mail address we have on file for you. The advance copy will contain estimated time of service for that visit, but will be adjusted for actual time used once the service call is completed.

Our pricing includes 15 minutes of travel time TO the service location for each scheduled visit allowed under your plan. Excess travel time may occur when we are forced to re-schedule a visit, or if you have requested a service call date which does not permit us to route your service with other customers for that day. In either case, additional travel time will be deducted from your purchased time bundle. Time tracking invoices will have a \$0.00 value unless there are additional material costs or additional time purchased (including travel time) beyond your bundled time.

Using Service Time Bundles for Additional Services

All Plans have time bundles calculated based on home and features sizes. As such we have minimum priorities for services related to the good health of your home. Services automated on your plan are prioritized in the following order of precedence: Gutter cleaning, carpentry, painting, house washing. These prioritized services are essential to prevent water related or mold related damage to your home. All other services available to your plan will be performed after prioritized services are met according to schedule.

Prioritized services must be performed first to meet our obligations to you. As such, purchasing a smaller plan than recommended for your home may require that you purchase additional time in order to complete prioritized or other services you request.

All materials and sundries we provide for you, beyond the cleaning chemicals we use for washing or common non-disposable tools we use to provide service, carry additional costs which are billed on your time tracking invoice with payment due, in full, within 5 business days. You may purchase your own materials and provide them to us, as long as we determine that they meet our requirements.

Purchasing Additional Time

Should the time bundle you purchase not have enough time for all prioritized or additional services, or if you want us to perform services not covered under your plan, you may purchase additional time for the year at a minimum one hour per service call, where additional time is used, regardless of whether the full hour is used or not. Additional time after the 1st extra hour is billed in 15 minute increments.

Our **current rate** for additional service time is **\$24.95 per fifteen minutes** or **\$99.75 per hour**. If your plan runs out of time before the end of the year, we will automatically add additional time to your bundle so that we may complete prioritized services for your plan and bill you on your time tracking invoice.

Payment Schedule

We bill services annually, payable in either monthly increments or payable in a single annual payment every January. The time of this service agreement runs from January to December of each year. The agreement renews automatically every January, at the current rate set January 1 of each year, unless you cancel in writing, either by letter or e-mail.

If you select to pay your service agreement annually, we discount your plan pricing by up to 10%. Please note that annual payments are NON-REFUNDABLE should YOU terminate your plan for any reason. We will transfer the remaining balance to a credit which may be applied toward additional on-demand services or you may use it towards a service plan for another home you own.

Monthly billing occurs on the 1st day of each month. You will be e-mailed a billing invoice about 10 days prior to the due date each month. We accept monthly payments by check, ACH, Visa, MasterCard, Discover, American Express, PayPal, and Zelle. If you set-up automatic recurring payments through us, by either ACH or credit card (you will need to sign an authorization), we will automatically collect payment on the 1st of the month.

Otherwise, we must receive your payment no later than the 5th business day of the month or we will withhold scheduled services until payment is received. Payments later than the 5th business day will also be charged a late fee of \$10 or 10%, whichever is greater. Late fees which remain unpaid after 30 days will be converted to a time deduction from your bundle, with a minimum of 15 minute deduction or actual converted value, whichever is greater. Late fees unpaid at renewal time will be added to the first invoice of the new year.

Right To Terminate

We reserve the right to terminate your service agreement if conditions prohibit us from fulfilling the prioritized services set forth in this agreement. Should Metro General Services, LLC terminate your agreement, for cause, we will refund any unused balances you have paid or issue a final invoice for any balance still due for services provided.

All time bundles present are recommended based on level of service and the classification specs for the home, but you may purchase a larger or smaller bundle to customize to your specific needs. Please note that additional service time may be added to your bundle, as per our page 4 *Terms and Conditions of Service*, if your service needs exceed the bundle you have purchased.

Classification	Small	Medium	Large	VL	XL	XXL
Bronze Plan Service Bundles						
Hours In Bundle	4	5	7	10	12	16
Annual Price	\$360	\$449	\$629	\$898	\$1078	\$1437
Monthly Payment	\$34	\$42	\$59	\$84	\$100	\$133
Silver Plan Service Bundles						
Hours In Bundle	8	10	12	14	16	20
Annual Price	\$720	\$898	\$1078	\$1258	\$1437	\$1796
Monthly Payment	\$68	\$84	\$100	\$118	\$133	\$168
Gold Plan Service Bundles						
Hours In Bundle	22	24	28	32	38	44
Annual Price	\$1976	\$2156	\$2516	\$2873	\$3412	\$3951
Monthly Payment	\$183	\$200	\$236	\$266	\$316	\$366
Please circle the select service level and hour bundle you prefer below:						
Bronze 4 Bronze 5 Bronze 7 Bronze 10 Bronze 12 Bronze 16 Silver 8 Silver 10 Silver 12 Silver 14 Silver 16 Silver 20 Gold 22 Gold 24 Gold 28 Gold 32 Gold 38 Gold 44						

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

If you would like to set up automated recurring payment for your service agreement please provide either a valid checking account or credit card, whose billing information matches the billing address you provided.

Checking Acct#:

Bank Routing #

CC#

Expiration Date

CVV

I have read the Terms of Service for the Handyman On-Call Scheduled Service Agreement 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 or costs, as outlined in the terms of service. I hereby authorize Metro General Services, LLC to provide agreed upon automatic maintenance services as noted on this form.

If I have provided banking or credit card information on this form, I hereby authorize Metro General Services LLC to use this information for obtaining payment for all service time and materials related to this service agreement.

Please sign, print name and date.

_____ Signature _____ Date of Signature

_____ Print Name <Form-Unified-2021-1>