



9455 Greenhill Court  
Henrico, VA 23294  
804.475.2243 : quotes@mgsva.com  
Fax: 804-988-5348  
www.mgsva.com

# **Handyman On Call Scheduled Service Agreement**

## **Description of Service**

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 without an additional increase in costs.

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 this works**

Scheduled Service is performed using an annual bundle of manhours ranging from 10 to 60. By selecting a plan of sufficient time for the service demands of your home, you can automate a number of maintenance services such as gutter cleaning, house washing, carpentry and painting, Christmas light installation, exterior light maintenance, etc.

You may also choose to use your time for typical exclusive on-demand services, things you need to do just once or on a more irregular schedule.

You may use this plan for any service that we normally perform and the labor, up to the manhour limit of your plan, is covered. Material costs for things like caulk, paints, lumber, nails, screws, etc are billed separately from your service agreement payments.

You may select any size time bundle for your home, with the understanding that if you choose a bundle too small you may occur additional labor charges during the year at our normal labor rates once your time bundle is used up. The good news is that if you don't use all your time in a year, the unused time is carried over into the next year as a credit towards your new year's service agreement price (we may also adjust your plan to a smaller size).

The time bundles listed on this agreement are based on standard home sizes we service, but we can customize the hours in a bundle to a specific home.

## **Invoicing**

We use invoices to track your payments, the time that is used, and your material charges. All invoices are subject to the terms of service posted at our website - [www.mgsva.com](http://www.mgsva.com)

**Payment of Plan fees:** If you choose to pay monthly, you will receive an invoice on or about the 20th of each month requesting payment for the next months plan installment charge. If you pay annually you will receive a single invoice around January 20th for the next years service agreement time bundle cost. Annual payments reflect a 10% discount over monthly installments. Please note, all payments for time bundles are non-refundable, but time purchased does not expire.

Late monthly installments will delay scheduling of service calls until payments are brought up to date.

**Service Call and Time Used:** Each time we schedule a service call you will receive an invoice in advance that ALWAYS has a \$0.00 value. This is the tracking invoice that we use to track the time you use and a description of what services we will be performing at that visit. This invoice will be adjusted, as needed, to reflect accurate time usage and services performed once the service call is complete. The date on the invoice is the date we are scheduled to appear; if multiple dates are needed for a service, we will note that in an addendum line on the invoice.

You have a minimum of 4 service calls per year regardless of service plan size. For every 2.5 hours of time in your time bundle over the first 10 hours, you may have one additional service call, up to a maximum of 24 service calls per year for a 60 hour bundle. Each individual visit to your home is treated as a separate service call. Once you have exceeded the maximum number of service calls for your plan, we will deduct 15-45 minutes of travel time to your home (based on your distance from our base of operations in Glen Allen), from your bundle of hours.

We typically travel with a two man team for all service calls. Time charges will be billed in 15 minute increments for each team member present, with time beginning when we arrive on site and ending when our vehicle pulls away. We use the daily timeline in Goggle Maps to track time on site. For reasons of safety, you may not request fewer team members for any services involving use of ladders, power equipment, any chemicals, or any service deemed hazardous. In cases where time is a factor, we may increase the team size in order to complete larger services. The team size we will be using will be noted on the invoice whenever it is more or less than a two man team.

**Material Costs:** If we supply materials for your service call, these materials will be charged to you via a separate invoice that ALWAYS has a value above \$0.00. You will only receive this invoice if we supply materials for your service call, you have a choice to provide any construction materials yourself. If you keep a payment on file with us, you will be charged for these materials within 72 hours of service call completion. If custom materials are required or material costs exceed \$100, such materials must be paid up front.

Material costs for cleaning chemicals used in pressure wash services are already included for the first cleaning of each year, and any cleanings we decided are needed additionally throughout the year. All other materials we provide are subject to materials invoicing. Material invoicing will also be used for dumping fees or other service based fees we incur providing service to you. All materials and fees are subject to our standard 30% mark-up.

## **Scheduled Services**

Unless you designate otherwise, we perform the following services, in descending order and up to the manhour limit of your plan, automatically during the year, using materials appropriate to complete the service:

**Gutter cleaning** (February/March, May/June, September/October, November/December) If you have a plan that is smaller than recommended for your home size we may restrict visits to May/June and November/December so that time remains to perform other services, while still cleaning during critical material fall periods.

**Pressure washing** (March/April or June/July) If you have delicate plants that may be injured by cleaning we will schedule you for March/April. If plants are not a consideration, we will schedule for June/July, after the spring pollen has fallen. Pressure washing includes house, patios, decks, concrete walkways.

**Carpentry and Painting** (January, April/May, August-October) This includes spot repairs and spot painting, as needed to arrest or prevent water damage.

**Christmas Lights** (November/January) You must opt-in for this service, when you sign up. We will install Christmas lights for your home, using lights either provided by you or lights we lease to you. Lights are removed and re-packed in January, usually after Epiphany (January 6). We can also schedule other months for light displays such as St Patrick's Day (February/March), Independence Day (June/July), and Halloween.

All other services may be performed on an automatic schedule at your request, subject to the manhour limits of your time bundle. You may also change the scheduling of your scheduled services within the limits of our scheduling.

Other than overflow scheduling for pressure washing or Independence Day lights (June/July), no other scheduled services will be performed in July.

Requests to change scheduled services, make on-demand service call requests, or other questions may be e-mailed or faxed to us or you can text us at the business phone number.

## **Renewal, Cancelling or Changing Service**

Your service will automatically renew for the same time bundle every January 1, unless we determine that your *scheduled service* usage requires a larger or smaller bundle, in which case your plan will be automatically adjusted to fit your scheduled service needs.

Any unused time from your service plan will be converted to a credit memo, at the going plan labor rate for your plan that year, by December 30th, and an e-mail copy of the credit memo will be forwarded to you. Such credit memo will be applied to installment or annual payments for the following year. If you choose to discontinue your plan, the credit may be applied to any future service, but is not refundable.

You may cancel your plan at any time, but any unused time accrued will be converted to a credit memo for use against future on-demand service. If you have used more time than you have paid for under monthly installment, a final bill will be issued for time overage at our standard labor rates.

You may choose to change the size of your service plan at any time with written notice (e-mail, fax, or text), changes will go into effect at the next billing cycle (usually around the 20th of each month). If your changes reduces your plan size, causing you to exceed the manhours used that year for your new plan, you will be billed for the overage hours at our standard labor rates.



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## **Handyman On Call Scheduled Service Agreement**

<b>Bill To</b>	<b>Service Address ( ) Check here if same as billing</b>
Name:	Name:
Address:	Address:
City/State/Zip:	City/State/Zip:
Phone:	Phone:
E-mail:	E-mail:
Is your Billing phone number able to receive text notices for billing purposes? ( )Yes ( )No	Is your Service Call phone number able to receive text notices for service calls? ( )Yes ( )No
Do you prefer an early house wash? (March/April) ( )Yes ( )No	Do you want Christmas Lights installed? (November/January) ( )Yes ( )No

All time bundles may be used for any service offered by Metro General Services, LLC. Once the hours in the bundle are used up, additional labor is priced at our current hourly labor rate. 2023 standard labor rate is \$75 per manhour, your service agreement uses \$60 per manhour for Monthly installment plans and \$54 per hour for Annual installment plans.

Plan size	Small	Medium	Large	VL	XL	XXL
<b>Man hours in bundle</b>	<b>10</b>	<b>20</b>	<b>30</b>	<b>40</b>	<b>50</b>	<b>60</b>
Annual Price	\$540	\$1080	\$1620	\$2160	\$2700	\$3240
<b>Monthly Payment</b>	<b>\$50</b>	<b>\$100</b>	<b>\$150</b>	<b>\$200</b>	<b>\$250</b>	<b>\$300</b>
<b>Select Plan (x)</b>						

If you would like to set up Payment On File for your service agreement please provide either a valid checking account or credit card, whose billing information matches the billing address you provided. Payment information is stored in password protected encrypted files.

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 using 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-2023-1>

**You need only mail, fax, or e-mail this page to sign up.**