Prime Maintenance Solutions, Inc.

15155 W. Colonial Dr. #783903
Winter Garden, FL 34778

Information and Scheduling| 407-451-7074 |

PrimeMaintenanceFL@Gmail.com



**General Guidelines**

**1)** Please submit **all** service requests/work orders, estimate requests, change orders, and approvals in writing (email preferred) with the following information:

A\*Complete contact information for tenant(s) and property manager and Accounts Payable Email (if Applicable).

B\*Description of repair or service requested and limit/budget for request.

C\*Any special vendor instructions (such as Estimate only, vacant, Subdivision/Complex name, **gated, gate code, lock box code with location**, pets, No power or water, special billing, estimate approved ~include the estimate number, etc.)

D\*Complete job location address (including zip code.)

E\*Name of person authorizing work.

F\*Work Order Number (If applicable.)

G\* If you have pictures, please include them. They can be very helpful and can save time!

**2)** Work Order Revisions (change orders) must be submitted in writing and may result in appointments to be rescheduled due to time, tool and material changes. We schedule an appointment's time according to the estimated time of repair to maintain an efficient schedule.

**3)** In order to improve our communication: Please clearly designate whether items are to be repaired, replaced or estimated as they are timed differently. The words “Check”, “Look at” and “See” generally are understood as requesting an estimate. Estimates are valid for 30 days and invoiced amount may differ due to actual time worked and supplies costs.

**4)** We schedule work/estimate requests in the order in which they are received with consideration for: special orders, zone schedule, customer response and availability, receipt of upfront fees/deposits, and emergencies. (Our schedule generally runs about a week or so ahead during our busy season.)

**5)** Work is generally scheduled during the normal rate working hours of Mon-Fri 8AM to 5PM and Saturdays 8 AM – 12noon EST. PMSI does-not provide emergency handyman services. All repairs and quotes are by scheduled appointment. Our minimum charge is $70.00. We bill at a time and one and one-half our regular hourly rate for all service calls 5 PM to 8 AM Monday thru Friday and at double our regular hourly rate for all service calls Saturday, Sunday, and holidays. If you would prefer to establish a service contract, please contact us for more information

**6)** Estimates are provided on a line item basis. Any items selected individually that are quoted at a lesser rate will be charged at the minimum $70.00 labor charge (plus materials, if applicable.)

**7)** We make every effort to contact the resident within 24 business hours of receipt of a work order. After we have scheduled an appointment with your resident, we also will make every effort to contact the resident with a “courtesy reminder” of their scheduled appointment. Any submitted work orders/estimate requests not cancelled before the appointment will be considered a missed appointment. All missed appointments are billed to the originator of the work request/estimate at a one hour rate (to help cover the expense of the maintenance truck’s gas, the technician’s time and the loss of income from the missed appointment slot). This includes delay/denial of access-For any reason. Should you need to cancel or reschedule your appointment, please contact us by phone at 407-451-7074 or by email at PrimeMaintenanceFL@Gmail.com during office hours. (Missed appointments result in a $70 charge). \*To cancel a Saturday or Monday appointment ON SATURDAY please call Martin directly at 407-619-4648\*

**8)** We run a tight schedule and strive to be on time, every time. Should our technician run off-schedule (early or late) we will attempt to contact the resident. Vacant units and/or outside work may have a fluid schedule.

**9)** All existing property management customer invoices are due and payable- net 30. Homeowner, realtor, business or tenant/resident scheduled invoices are due- on receipt. Please include invoice number with payment. At the completion of your appointment you will be emailed an invoice. Please pay the invoice online 24/7 with the invoice email-link OR feel free to call the office during business hours with the credit card information to pay over the phone. If you prefer you may pay the technician in the field by cash, check, or money order.

**10)** Monthly statements are sent listing all open items. We also ask that you utilize the statements we send to you to verify open and unpaid Work orders/invoices.

**11)** Past-Due invoices may be subject to interest and late fees. Nonpayment may result in collections, notice to owner and/or liens.

**12)** Properties/Companies/Accounts with past due balances will not be eligible for service until account is brought current.

**13)** Special or custom order parts and/or materials are non-returnable. In the event of a cancelled appointment, that is not rescheduled, the special order parts and material must be paid for at the time of cancellation. Per industry standard, PMSI only warranties labor for 30 days. Products and Parts warranty become the responsibility of the owner/owner's agent after installation.

Please NOTE: PMSI is not responsible for the accuracy, quality or warranty of provided parts or provided paint. If part/paint is non-standard, incorrect or not usable, or if there are not enough, then PMSI may reschedule appointment at an additional charge.

**14)** Utilization of PMSI’s services implies acceptance of our General Guidelines in their entirety.

**15)** It is difficult to reach Martin and the other technicians in the field. With the nature of their work they cannot always answer the phone. -It is usually quicker to contact Gina in the office to relay a message or send an email.

**16)** Office hours are 8 AM to 5 PM EST Monday through Friday. Gina’s office number is 407-451-7074.

**17)** PMSI has the right to refuse service at any time due to a hostile environment, hazardous conditions, inclement weather and/or the presence of illegal activity. PMSI also reserves the right to null and void an estimate or discontinue service if we feel the working relationship and/or situation has become a non-positive work environment and that it is not conducive of a positive outcome.

**18)** PMSI reserves the right to require a conditional release of lien to be signed, a deposit/fee to be paid and/or require payment in full before work commences.

**19)** PMSI accepts cash, check, money order/cashier’s check, credit card and ACH payments in US dollars for your convenience. Any refunds issued will be less any processing fees.

**20)** Please add invoice2go@spemail.2go.com to your address book to prevent estimates/invoices from going to the spam/junk folders or being blocked. (This is a non-monitored mailbox).

**21)** In consideration and as part of the handy person services request received, the owner/owner’s agent, being the legal owner of, or having the right to permit the taking and use of photographs and/or videography of the service address irrevocably grants to Prime Maintenance Solutions, Inc , heirs, legal representatives, agents, and assigns the right to take and use such photographs and/or videography in advertising, trade, art, illustration, promotion or for any other purpose, in whole or in part, distorted in character or form, without restrictions as to changes or alterations made through any media for any purpose. Owner/owner’s agent is of full legal age and competent to agree to this release. Owner/Owner’s agent agree that this release shall be binding on me, my legal representatives, heirs, and assigns.

**22)** PMSI is not responsible for color deviations during the color matching process as provided by paint supplier. Texture and color may not be an exact match.

**23)** Power and Water need to be on at time of service.

**24)** All personal items must be moved at least 4+ feet away from the walls/areas to be serviced. (PMSI does not move personal belongings and is not responsible for damages caused or areas un-serviced from failure to move belongings.)

**25)** Any pets must be secured in an area away from the technician during service

**26)** Outside work is weather dependent and may be rescheduled due to weather/weather forecast.

**27)** PMSI does not work on roofs or above the first floor.

**28)** Re: Caulk and Grout-The baths/showers/kitchen need to be completely dry in order for the caulk and/or grout to set up and seal/cure properly. We request that you towel dry the area and then let it stay dry for 24-hours before the work to be done. Then let the area(s) stay dry for 3+ hours before using the bath/shower/kitchen areas (Technician will advise as to the correct time frame). Please NOTE: That removing caulking from refinished or glazed surfaces may result in scratches, cracks, removal or discoloration of the glaze. Such effects are not the responsibility of PMSI.

**29)** Re: Pressure Cleaning- Please make sure that all the tenants are aware that we will be on property. PMSI will need access to water onsite. Pressure washing will clean most surface stains. Certain types of stains and discolorations will not be removed in this process. PMSI does not pressure wash the underside of vented soffit areas to avoid water entering the attic/roofing areas. PMSI is also not responsible for any paint removed during the cleaning process. PMSI is not responsible for areas not cleaned due to vegetation covering the area. Pressure cleaning has a two-hour minimum.

Management reserves the right to enforce these guidelines at their discretion.

~If you have any questions please do not hesitate to contact us.

Our email address is: PrimeMaintenanceFl@Gmail.com.

Our Website is: [http://www.primemaintenancesolutions.com](http://www.primemaintenancesolutions.com/)

Our Facebook: <https://www.facebook.com/PrimeMaintenanceSolutionsIncorporated>

Prime Maintenance Solutions, Incorporated is a NARPM Preferred Partner Affiliate member. We have proudly served Central Florida since 2007. Our service area includes Solivita to Deltona and from Bithlo to Mascotte.

We are professional, neat, and tidy. We are bonded and carry general liability as well as workman’s comp insurance. We also have a FAA Registered Drone that is flown by a FAA Certified Commercial Part 107 SUAV Pilot

​A current copy of our General Guidelines and Brochure can be found on our website. Both may be updated with or without notice.

\*Know someone who needs a handyman? The finest compliment we can receive is a referral ~Thank you for your trust!\*

Our schedule does fill up quickly and we just wanted to make sure we are all on the same page and that there aren't any misunderstandings or errors.

We look forward to working with you! :) Revised 07/2019 cc: file