



## Vendor Acknowledgement

1. Must provide photos of the front, back, side, side of the property on each and every service complete
2. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood on each and every service complete
3. Must provide photo of street sign and address on house or curb one each and every service complete
4. Debris Removal – paid per cubic yard and must have clear, concise photos showing removal. TNS will review all loads removed internally and will pay per yard based on photo documentation.
  - a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Measurements of all trailers used must be provided
  - e. Must provide trailer during photos (photos showing trailer being loaded)
  - f. Must provide after photos of each angle of trailer to decipher different loads.
  - g. Tarped loads will not be paid. All photos must be taken prior to tarp.
  - h. Loads will be determined by both trailer measurements and consistency of the load.
  - i. TNS must be able to decipher between the different loads. Fuzzy photos and or dark photos will not be accepted or counted. Please make sure all photos are clear.
5. Landscaping Package – Mulch and weed barrier install is required for ALL Landscaping packages. Landscaping Package will not be paid without photo documentation of both weed barrier and mulch installed.
  - a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Mulch must be installed in all flower beds in street view
  - e. Must provide clear photos of flower beds free of weeds prior to weed barrier install
  - f. Must provide clear photos of weed barrier installed prior to mulch
  - g. Mulch must be installed with adequate coverage (2-3in deep)
  - h. Must provide measurements of flowerbeds with photo documentation of measurements.
  - i. Must provide photos of all bushes/hedges decoratively pruned
6. Roof and Gutter Package – consists of gutters cleaned, trees trimmed back from the roof, roof clear of all debris.
  - a. Must provide photos of address, street sign, front, back, side, side of property



- b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide before photos showing Roof and Gutter Package was required. Photos must show dirty gutters, dirty roof, and or trees touching the roof
  - e. Must provide during photos of trees trimmed, roof cleaned, or gutters cleaned
  - f. Must provide clear after photos of gutters clean and free of debris, roof clean and free of debris, and roof line free of any limbs. All limbs must be cut 3 feet back
7. Exterior Window Package – consist of cleaning exterior of all windows with streak free cleaner.
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide before photos of windows
  - e. Must provide during photos showing ext. windows while cleaning
  - f. Must provide after photos showing all exterior windows clean
8. Clear Boarding
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide measurements of clear board installed for each window
  - e. Must provide before photos showing broken windows
  - f. Before photos must include shots from the exterior of the property showing how many windows are broken. We must be able to clearly count the number of windows broken from your photos
  - g. Must provide during photos
  - h. Must provide after photos showing clear board installed properly with either cross bar and bolts or corner pieces and bolts
  - i. Must provide photos of bolts cut down to ½ in
  - j. Clear board installed like a reglaze will not be accepted. Clear board must be installed and secure with cross bar/corner plastic and bolts for payment
  - k. After photos must include exterior after photos showing all previously broken windows secured with clear board. We must be able to clearly determine the number of windows broken and clear boarded to receive payment.
9. Power Wash – Must be approved by TNS prior to completing services.
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood



- c. Must provide photo of street sign and address on house or curb
  - d. Must provide before photos showing all surfaces to be power washed
  - e. Must provide during photos showing all surfaces to be power washed
  - f. Must provide after photos showing all surfaces power washed
10. Winterization
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide photos of water meter zip tied
  - e. Must provide photos of water heater draining
  - f. Must provide photo of breaker off and winterization sign at panel for electric water heaters
  - g. Must provide photos of winterization signs at all wet areas
  - h. Must provide photos of antifreeze (pink RV) poured in all wet areas
  - i. Must provide photos passed or failed pressure test
  - j. Must provide clear photo of pressure gauge showing PSI
  - k. Must provide photo of faucets on with no water running
11. De-winterization
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide photo of water meter turned on and zip tie removed
  - e. Must provide photos of all signs removed at all wet areas
  - f. Must provide photos of running water
  - g. Must provide photos of passed/failed pressure test
  - h. Must provide clear photo of pressure gauge showing PSI
  - i. Must provide photo of breaker on for electric water heater and winterization sign removed
12. Maid Services
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of street sign and address on house or curb
  - d. Must provide photos of current dated air fresheners
  - e. Must provide during photos showing all surfaces wiped.
  - f. Must provide full after photos of all areas of the house including the garage.
  - g. Must provide photos of all lights on showing no burned out bulbs (photos of entire room where we can see the light on and working is sufficient). This includes closets.
13. Lawn Services



- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of house taken from street
  - d. Must provide photo of street sign and address on house or curb
  - e. Must provide photo of lock box, fence and out buildings
  - f. Must provide full shots of back yard to include fence and behind out buildings
  - g. Must show full after photos of lawn cut. If photos are missing of side yards, back yard, or front yard you will not receive payment
  - h. Must provide photos showing yard free of leaves and debris
  - i. Must provide during photos showing lawn cut/edged/weed eat
  - j. Must provide photos showing hard edge at drive way and sidewalk to show weed eat/edging complete
  - k. Must provide photos with tape measure showing height of grass before and after cut
14. Initial Services
- a. Must provide photos of address, street sign, front, back, side, side of property
  - b. Must provide photo up and down street (left and right of house) to determine how house compares to the neighborhood
  - c. Must provide photo of house taken from street
  - d. Must provide photo of street sign and address on house or curb
  - e. Must provide photo of lock box, fence and out buildings
  - f. Must provide full shots of back yard to include fence and behind out buildings
  - g. Must provide photos of safety hazards addressed. At the very minimum photos of washer lines capped and water heater capped are required or photos showing these items not existing.
  - h. Must provide photos of gas fireplace properly capped.
  - i. Must provide photos of all fixtures with bulbs on and illuminated. If there is no electricity there should still be photos of all fixtures with bulbs and lack of electricity should be reported.
  - j. Must provide photos of all out buildings secure with pad lock
  - k. Must provide photos of all out buildings free of debris
  - l. Must provide photos of properly dated air fresheners at all wet areas. Sales clean price will be reduced for lack of proper photo documentation
  - m. Must provide clear before, during and after photos of all services billed
  - n. Must provide photos of clean toilets
  - o. Must provide photos showing drawers and cabinets free of debris
  - p. Must provide photos of all appliances clean both interior and exterior
  - q. Must provide photos of all sinks and tubs clean
  - r. Must provide photos of all floors vacuumed, swept, mopped



- s. Must provide photos of all window sills clean
- t. Must provide photos showing interior and exterior free of debris
- u. Must provide photos of exterior lawn services complete (lawn cut, weed eat, edge)
- v. Must provide photo showing hard line at drive way and sidewalk to show property edged/weed eat
- w. Must provide photo showing height of grass with tape measure before and after cut
- x. Must provide photos showing all trees trimmed back from roof line
- y. Must provide photos showing shrubs trimmed

**I understand I will not be paid for services or may receive Chargebacks for services if:**

1. I do not provide a photos of the address of the house
2. I do not provide photos of each side of the house (front/back/side/side)
3. I do not provide photo of street sign and address on house or curb
4. I do not provide clear before, during and after photos of all packages (Landscape, Ext Window Clean, Power wash, Roof and Gutter)
5. I do not provided clear photos of each load of debris removed
6. I provided fuzzy or dark photos
7. I do not provide photos of flowerbeds free of weeds and debris prior to weed barrier install
8. I do not provide photos of weed barrier installed prior to mulch for landscaping package
9. Upon inspection Mulch is not installed to specs with adequate coverage
10. I do not provide measurements of flower beds with photo documentation
11. I do not provide photo documentation (before/during/after) photos of Roof and Gutter Package
12. I do not provide photo documentation showing a Roof and Gutter Package is required
13. I do not provide adequate photos showing before/during/after photos of all Ext windows cleaned.
14. I do not provide clear photos for clear boarding where we can clearly decipher the number of windows broken and clear boarded
15. I do not install clear board properly. Installing Clear Board like a reglaze is not acceptable and will not be paid.
16. I do not provide photos of boarded openings showing bolts cut down to ½ in or less (this is for both preventative and clear boarding)
17. I try to reglaze a window with acrylic. Only glass is used for reglaze.
18. I do not provide before/during/after of all surfaces power washed
19. I do not provide photos of zip tie at water meter for winterizations
20. I do not use the proper pink RV antifreeze
21. I do not winterize the property properly



22. I do not provide photos of passed or failed pressure test and report if passed or failed for both winterizations and de-winterizations
23. I do not provide photos of all wet areas with running water and signs removed for dewints
24. I do not provide photos of the water meter for both winterizations and de-winterizations
25. I do not provide photos of current dated air fresheners for both Initial Sales cleans and Ongoing maid services
26. I do not provide photos of all light fixtures with bulbs present and working. (If property has no electricity this must be reported and there should still be bulbs present in all sockets for all fixtures)
27. I do not provide photos of all areas of the lawn for lawn cuts. Failure to provide photos of side yards or back yards will result in no payment
28. Trash and leaves are not removed during routine lawn cuts
29. Property is QC'd and services were not complete to expectations (ex. Interior refresh complete and toilets not cleaned or floors not vacuumed. Lawn services complete and property not edged, back yard not cut or trash not removed.)
30. Health and Safety items are complete by TNS QC. If vendor fails to cap gas lines, water lines, mitigate trip hazards etc. at time of initials and QC inspector is capable of completing while onsite vendor will not have the chance to remediate. QC inspector will complete, document, and charge back the vendor
31. At second BSO Fail. Vendor will have the chance to fix all deficiencies at first BSO Fail. If a second BSO Fail should occur TNS in house staff will mitigate the remaining deficiencies and chargeback the vendor for services
32. I reuse old photos for current routine services. Vendors caught using fraudulent photos will be removed from TNS vendor network. Properties will be audited and charged back for any found reused or fraudulent photos

**Note: TNS reserves the right to charge back for services not complete properly and vendor refusal to complete services to standards**

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Signature

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Date

**I understand by not signing, dating, and returning this form I relinquish my right to be a subcontractor with Truly Noble Services.**