PROPERTY
MASTERS

Trade Partners Meeting 2025

Training and development are essential processes to identify, analyze, and address skills and competency gaps that can impact vendor success.
The purpose of this meeting is to help you be successful, get paid quicker, make more money per job, and receive more jobs.

GREEN DIAMOND SERVICE™
ONLY BY PROPERTY MASTERS

Vendor Training Manager: Dylan Giles

2564451984 dylan.giles@propertymasters.com

Introduction to Training and Development

What We Provide

Property Masters provides a broad range of property-improvement services throughout the Midwest, Southeast, and along the Eastern seaboard of the United States. Since our inception in 1996, Property Masters has been delivering multi-faceted renovations that add significant value to residential and commercial properties. With a commitment to a high level of quality and service, the Property Masters' companies have developed a reputation for expertise, efficiency, and a personal, caring approach that results in an exceptional experience truly valued by customers.

Military Warriors Support Foundation

MWSF Mission Statement

Our Mission is to provide support for our nation's combat wounded heroes as they transition out of the military and into their new civilian life. Our programs are designed to facilitate a smooth and successful transition, including home donation, academic and employment assistance, as well as recreational activities to develop life skills that are essential to achieving success.

Property Masters operates nationwide (48 continental States) for MWSF.

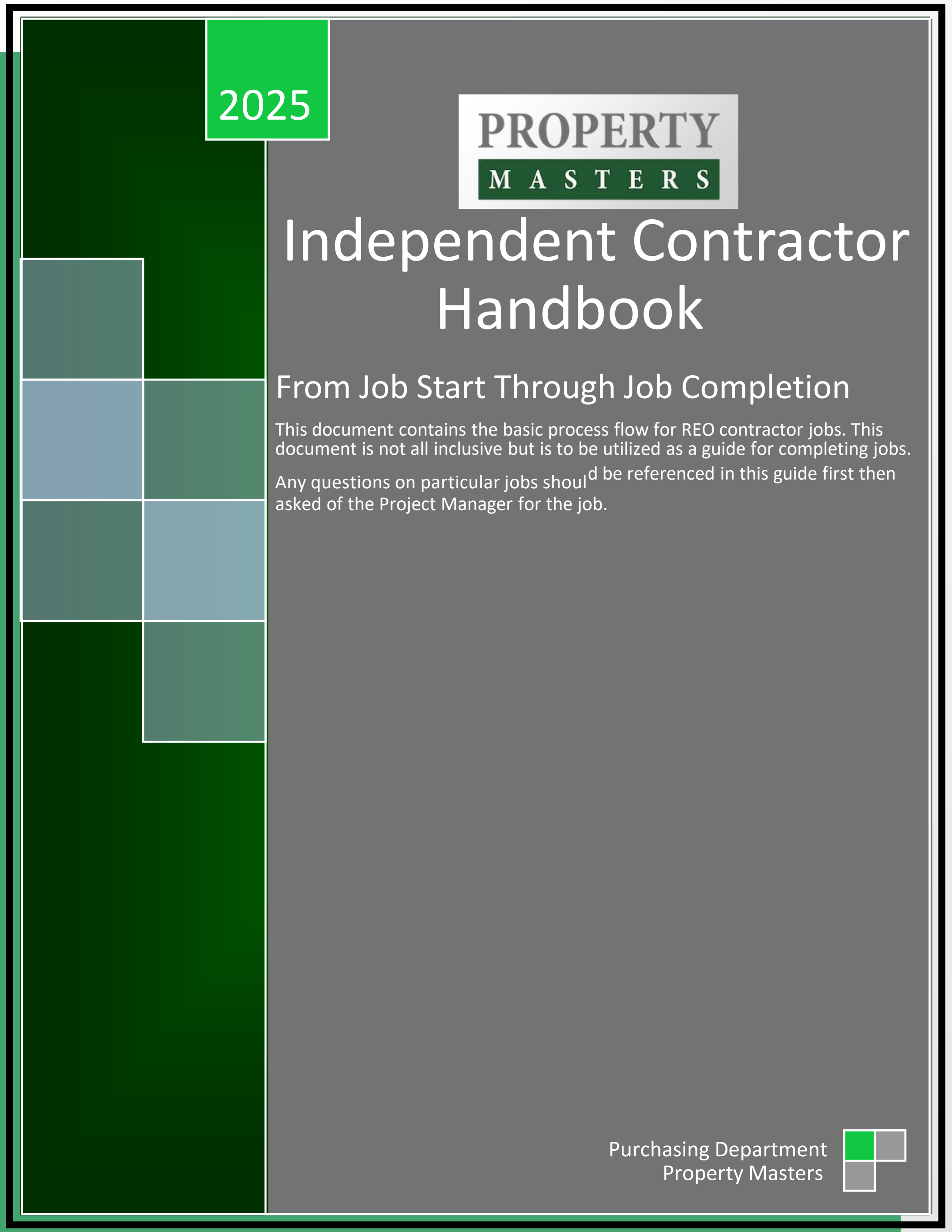
MEETING AGENDA

PROPERTY MASTERS

- CONTRACTOR HANDBOOK
- RECEIVING & STARTING NEW JOBS
- JOB TYPES
- INITIAL WALK & PERMITTING
- MATERIALS
- PREPPING & PAINTING
- BAD HABITS
- APPLIANCES
- ADDENDUMS TO SCOPE OF WORK
- DAILY RESPONSIBILITIES
- NOT PERMITTED
- COMPLETING A JOB
- INVOICE PROCESS
- COMPANY SUPPORT

Contractor Handbook

It Will Help You As Much As Your Project Manager



- Basic Policies
- Receiving Work Orders
- Job Start
- Invoicing
- Materials Purchasing
- Appliances
- Communication with the Main Office
- Paperwork with Examples
- Contacting the Vendor Department 877.253.3445

You can have a copy emailed to you at anytime.

Just ask your Project Manager or the Regional Director.

Receiving & Starting a New Job

Work Request

When you get a Work Request email make sure to **<u>Reply All</u>** and acknowledge receipt.

Questions/Problems

All questions about the work request should be directed to your Project Manager. Walk the job with the Project Manager prior to beginning if possible. **Making sure you fully understand the scope of work before you begin will save you time and money. Call your Project Manager with any problems or issues you run into as soon as you identify them.** The Project Manager's phone number will be located at the top of the work request.

Job Start Date

Work should begin within 48 hours of receipt of the Work Request.

Declining Jobs

If you cannot take the job, you must **<u>Reply All</u>** to the Work Request email within 48 hours and decline the job.

PROPERTY MASTERS

Property Masters, Inc 117
Towne Lake Parkway, Suite
300 Woodstock, GA 30188

Work Request

PO Number	Date	Work Request
	9/10/2024 9:46 AM	GS-016014-WR-33661

Vendor Information:

Property Address:
140 Pershing Avenue

Kampsville IL, 62053
Calhoun County

Sales Order	Bid	PO Type
SO-48822	Standard	Turnkey

Contact	LockboxCode
John Blasingame	5636

Vendor Due Date	Project Estimator
2/28/2025	

Project Manager	Project Administrator
Matt Krpan	Carrie Short

#	Description	Quantity
1	Sink cutout for new granite tops Granite Countertops - APPROX 26 sf Quality: Level 1 Granite, thickness is usually 3/4". Mostly domestic materials, few imports,	1.00
2	neutral (light) colors, square/small radius or bevel edges Includes: Granite countertop and/or 4” backsplash IF tile backsplash has not been approved – not both, sink cutouts, faucet holes, caulk, and installation labor. Labor cost to remove existing countertop and to discard in a job-site waste receptacle Excludes: Undermount sink and labor to finish edge of sink cutout ($100 allowed for each sink cutout/polish for undermount sink)	26.00

Total : $2356.14

Phone #	Fax #	Email	Website
866.200.0110	770.874.1863	pd@propertymasters.com	www.propertymasters.com

JOB TYPES

TURNKEY

- You are responsible for all materials and labor on the job.
- Turnkey materials purchased must align with our design guidelines.
- Before proceeding, substitutions must be communicated **in writing** to the Project Manager.
- Pays more but requires more capital and carrying costs.

LABOR ONLY

- Property Masters, Inc. provides all materials required for the job. You provide the labor and proper tools.

INITIAL JOB WALK & PERMITTING

Walk a new job with your Project Manager within 48 hours of receiving the work order email.

Have a printed copy of the work request with you at the initial walk. If utilities are not on, work cannot be started. The only exception is if the work request includes turning on the utilities.

Go over pricing and make sure there are no issues. Once the job is accepted, you will take ownership of costs.

Order special order items immediately, as these usually take longer than the whole job to get in and installed. Special order items can hold up payment on an invoice, as a job cannot be called complete without it.

If permits are required, they must be obtained the same week the job is started. Contact the Project Manager if additional information is necessary for permits.

MATERIALS

(other than paint)

LABOR ONLY JOBS

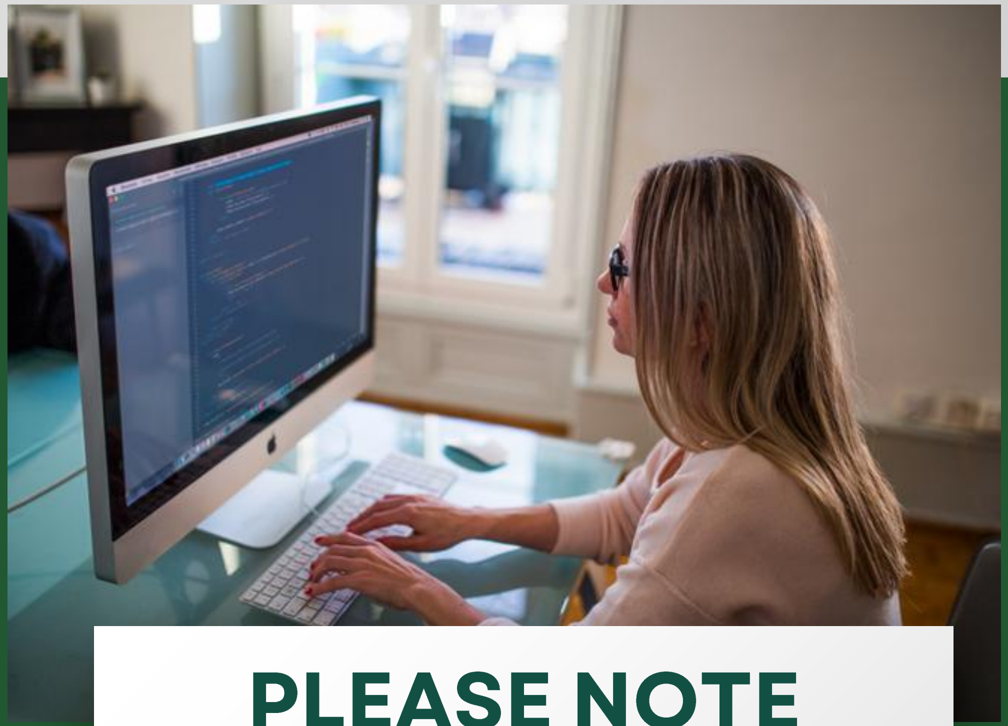
For all Labor Only jobs, create a materials list from your initial walk and fill the list at Home Depot taking the materials to the Pro Desk along with our work order.

THE HOME DEPOT

Home Depot will call our purchasing department at

404-419-8794

to verify materials and approve payment. You will be required to give the work request number to purchasing before approval.



PLEASE NOTE

Be patient with our purchasing department as they handle thousands of contractors. If you have a problem, take it to your Project Manager or Regional Director as the purchasing department cannot help you further.

PREPPING & PAINTING

Over 65% of all paint failures can be attributed to poor or improper surface preparation.

The Three Key Step to Successful Painting:

1. Prepare the Surface.
2. Prepare the Surface.
3. Prepare the Surface.

COVER FLOORING
Cover all floors before painting, unless specifically instructed not to by your Project Manager.

NAILS and HOOKS
All nails and hooks must be removed from interior and exterior prior to painting.

CAULK
Caulk all trim, countertops, showers, sinks, and any other gaps requiring it.

WALLPAPER
Wallpaper must be removed unless the removal damages the paper facing of the drywall. If this occurs notify your Project Manager to determine the best solution.

PRIME
Prime with tinted primer and use stain blocking primer when necessary for bold/vibrant colors and bleed through. OIL BASED PRIMER will block all stains and cover all colors.

Poor Work

Quality Work

Poor Work

Quality Work

Bad Habits that Cost Money

Skipping Surface Prep

Tape, caulking, and spackling will save you from a repaint every time.

Failure to Protect the Floor

You are liable for flooring damage due to paint.

Painting Without Primer

Painting without a primer will end up in a repaint.

Painting the Wall Plates

Replacing damaged, mismatched, and painted over wall plates is part of the painting scope.

APPLIANCES

- Currently these are being delivered to the house. We require someone to be present to accept these deliveries.
- If you accept delivery and sign, you must send your Project Manager a picture of the delivery paperwork and pictures of the appliances to ensure they are not damaged.
- **All Appliance Paperwork** must be put in one kitchen drawer.
- Always install the anti-tip bracket for a freestanding range.
- **Test** all appliances after install when possible.

Addendums & Change Orders

- If you encounter a repair that must be made to complete other repairs or a repair that was obviously missed, contact your Project Manager as soon as possible to submit an addendum, or change order to the scope of work.
- **Pictures** are required to get an addendum or change order approved. Take more than you think you need to.

Daily Responsibilities

Be Professional

Treat the home like it will be inspected daily, as it very well may be by one of our clients or your Project Manager. **Look professional, use quality materials, clean up after the crew, and secure the property daily.**

Honesty

"**Honesty is the best Policy**" applies to our line of work more than anything. Do what you say you are going to do, and if something changes let your Project Manager know quickly.

Pictures

Pictures should be sent to your Project Manager during the entire process of each line item. Our clients require progress pictures, and we **MUST** have them to get paid. The more pictures you take, the more proof you have of the work being completed.

Communicate

Communicate with your Project Manager as often as necessary. Communication is the KEY to being successful.

NOT PERMITTED

NO SMOKING
on properties.

OVERNIGHT stay at the job sites is not permitted.

TOILETS without running water are not to be used.

NO ALCOHOLIC DRINKS OR DRUGS
on the premises.

NO YARD SIGNAGE
The only sign in the yard should be the Real Estate Agent's.

TRASH should not be put in the trash cans that belong with the house, as the city will not pick it up. Haul your trash away.

APPLIANCES may not be used.

COMPLETING A JOB

1

After you have completed all work requests, perform your own punch list to eliminate obvious flaws in completed work.

2

Inform your Project Manager when your work request order is 100% completed to schedule the final walk.

3

Final Walk the job with your Project Manager.

4

Complete punch items in a timely manner. Your invoice will not be approved until the Project Manager and Regional Director sign off on the job as complete. This includes the punch items.

PROPERTY MASTERS

AP Invoice Submission

$ Invoice Process

2 Email *

your_email@email.com

3 Work Request Number *

WR-12345

This number can be found on the Work Request you received from the Purchasing Department.

4 Invoice Number

123456

5 Invoice Date *

3/29/2025

6 Invoice Amount *

5,001.00

This amount must match the current WR amount sent from Purchasing to avoid delays in approval for payment.

7 Vendor Invoice *

Upload or drag files here.

8 Lien Waiver *

Upload or drag files here.

1. After Final Walk with the Project Manager, you will begin the **invoice process**. To locate the link to the invoice, you will refer back to the work request email for any job. For easy access to the invoice, bookmark it on your computer and/or phone browser.
2. Enter the **email** that the company has on file.
3. Enter the **work request number** found on the work request.
4. Enter your **invoice number** for your records.
5. The **invoice date** is the date you finish the job. However, the NET 15 does not start until the Project Manager and Regional Director approve that the work request has been completed.
6. Enter the **invoice amount**.
7. You will need to complete your own **vendor invoice** and upload it to the system as if it were any other job.
8. **Lien Waivers** are only needed if the work is over $5K. This is to protect everyone.

**If you want early payment, you will need to contact your Project Manager for approval. Early payment is not guaranteed. It is important to note that early payment will require a 5% fee.

WAIVER AND RELEASE UPON FINAL PAYMENT

STATE OF __________ COUNTY OF__________

THE UNDERSIGNED MECHANIC AND/OR MATERIALMAN HAS BEEN

EMPLOYED BY ________________________________ (NAME OF CONTRACTOR) TO FURNISH____(DESCRIBE MATERIALS AND/OR LABOR) FOR THE CONSTRUCTION OF IMPROVEMENTS KNOWN AS ____________________________ (TITLE OF THE PROJECT OR BUILDING) WHICH IS LOCATED IN THE CITY OF ____________________, COUNTY OF_________________, AND IS OWNED BY _________________________ (NAME OF OWNER) AND MORE PARTICULARLY DESCRIBED AS FOLLOWS:

____

____

(DESCRIBE THE PROPERTY UPON WHICH THE IMPROVEMENTS WERE MADE BY USING EITHER A METES AND BOUNDS DESCRIPTION, THE LAND LOT DISTRICT, BLOCK AND LOT NUMBER, OR STREET ADDRESS OF THE PROJECT.)

UPON THE RECEIPT OF THE SUM OF $______________, THE MECHANIC AND/OR

MATERIALMAN WAIVES AND RELEASES ANY AND ALL LIENS OR CLAIMS OF LIENS IT HAS UPON THE FOREGOING DESCRIBED PROPERTY OR ANY RIGHTS AGAINST ANY LABOR AND/OR MATERIAL BOND ON ACCOUNT OF LABOR OR MATERIALS, OR BOTH, FURNISHED BY THE UNDERSIGNED TO OR ON ACCOUNT OF SAID CONTRACTOR FOR SAID PROPERTY.

GIVEN UNDER HAND AND SEAL THIS ______ DAY OF ______________, _______.

__________________________(SEAL)

EXECUTED IN THE PRESENCE OF: (CONTRACTOR SIGNATURE)

____
(WITNESS)

____
(ADDRESS)

NOTICE: WHEN YOU EXECUTE AND SUBMIT THIS DOCUMENT, YOU SHALL

BE CONCLUSIVELY DEEMED TO HAVE BEEN PAID IN FULL THE AMOUNT STATED ABOVE, EVEN IF YOU HAVE NOT ACTUALLY RECEIVED SUCH PAYMENT, 60 DAYS AFTER THE DATE STATED ABOVE UNLESS YOU FILE EITHER AN AFFIDAVIT OF NONPAYMENT OR A CLAIM OF LIEN PRIOR TO THE EXPIRATION OF SUCH 60 DAY PERIOD. THE FAILURE TO INCLUDE THIS NOTICE LANGUAGE ON THE FACE OF THE FORM SHALL RENDER THE FORM UNENFORCEABLE AND INVALID AS A WAIVER AND RELEASE UNDER O.C.G.A. SECTION 44-14-366.'

SUPPORT

Property Masters, Project Managers, and You!

- Communicate constantly with your Project Manager. They are there to help you finish the job in a timely manner and with proper quality.
- Property Masters, Inc. has 100s of years of combined construction experience. Utilize this by asking questions or getting help with specialty materials.
- If you are successful Property Masters, Inc. will be successful. **We are a team and if we work together, we can't lose!**

Contact
Vendor Department

Vendor Department
877.253.3445

Vendor Management
Dylan Giles
256.445.1984

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Thank You for Attending the Trade Partners Meeting 2025!

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