



Hassle Free Homes By Hands For Hire Houston

Preventative Monthly Maintenance Contract

Benefits:

- As a HFH VIP Customer you receive an initial 1 hour home walk through with our HFH lead Technician to discuss any issues or concerns about your home or office and go over all-important locations of safety devices around your home including where shut off valves are and how to use them.
- You no longer have to spend your weekends doing tedious jobs around the house, we take care of the "honey do" list for you. You deserve to sit back and relax, knowing that your home or office is finally Hassle Free.
- Each month you will have a trained technician walk through your home or office with the ability to catch small issues before they become expensive disasters.
- As a HFH VIP Customer you get priority over other clients that are not on the membership plan, we will contact you to schedule your maintenance for the next month 1 week prior to the month starting.
- As a HFH VIP Customer your Handyman services get reduced from \$65 an hour to \$55 an hour during standard business hours of 8:00am-5:00pm Monday through Friday.
- As a HFH VIP Customer you receive deeply discounted rates from partnered VIP licensed contractors who we have personally worked with, this way we can vouch for their services and work ethic. We also stay in the loop as a 3rd party, free of charge, to make sure you are getting VIP service throughout your experience- Please see attached VIP Contractors list.

Not So Fine Print

- \$65 one time set -up fee for new members. You will be charged monthly on the 1st day of each month. If a month starts on a Sunday your payment will be processed the following day, this also applies to any bank holidays. If you need to change the card on file for any reason please contact the office 3 days prior to your billing date if possible. (832) 622-0548
- Monthly Appointment: We will make 3 attempts to contact you the week before the month begins to schedule your appointment via Email, Text, and phone calls. If we are unsuccessful in reaching you before the month starts your monthly service will be scheduled based on our availability. If you forget and miss a month we will not make up the month and the money will not be returned. If that service is still needed you will need to repay for the additional service call priced at \$55 an hour for one technician during our standard 8:00am- 5:00pm business hours.
- If the technician discovers a problem in your home or office they will notify you immediately, plus our office will send a detailed report with pictures within 24hrs. At that point you may choose to use our handyman services, our VIP contractors, or hire someone on your own. Once you have been notified it is your responsibility to fix the issue before it becomes a larger problem.

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Disclaimer: HFH doesn't guarantee that we will find all issues around the house every month, and will not be held liable for any issues that go undetected or taken care of. We will do our best with the naked eye and make a note of everything we see, however things may be missed. If you have noticed or are concerned about something in the house, please notify the office or your technician ASAP.

- Your subscription is for 1 calendar year of service. If you need to cancel the contact for any reason we require written notice, 2 (two) weeks prior to the next billing date either mailed to 13100 Wortham Dr-3rd Floor Houston, TX 77065, or emailed to info@handsforhirehouston.com. There will be a cancellation charge applied for the amount of two months worth of service. If you move and need to change or transfer the service address there will be a \$65 set up fee and your rate may change based on the location and/or size of the new property. We understand that things happen, if you suffer financial difficulty throughout the year you can put your account on up to a 3 month hold, this will increase your contract length at the back end.

- If HFH will be providing the parts for your maintenance every month, we will be providing basic level parts. If you require special brand name parts please let us know and we can provide them at an additional cost or you can provide them to the technician upon arrival.

-At the end of every service you will receive a survey. Our technicians will get bonuses based on your responses, we also use these for monthly training purposes. We appreciate you filling these out monthly so we know better how to serve you. Our office is always open to feedback as well, text or call (832) 622-0548 anytime.

-Hands For Hire Houston is a handyman maintenance company and does not have or claim to have a contractors license of any kind.

A Year of Service

*****EVERY MONTH-** Our Technicians will be going under all sinks in the house with a moisture gun and testing for moisture, while also looking for any visible leaks.**

January: Drain and Flush water heater

The Why (Credit to Family Handyman Magazine) Water heaters often work perfectly for a decade or more without any care, so they're easy to neglect. But an hour of water heater maintenance once a year pays off by extending the tank's life span and maintaining your water heater's efficiency and safety.

The What: Technician will be hooking up a hose to your water heater and completely draining the unit. Flushing your water heater clearing out any sediment and/or debris inside. The Technician will also be testing you pressure relief valve ensuring proper function in emergency situations. If you have a tankless water heater your technician will be flushing your internal coils with a cleaning agent to reduce sediment build up inside your unit.

Disclaimer: This does not include repairing leaks or replacing any faulty parts. Your technician will not be removing any hard pipes. There **MUST** be a clear pathway to get to your water heater for service. We do not guarantee that it will prolong the length of your water heater or that in some highly unusual situations cause leaks to form in your water heater. We do not guarantee that it will stop or prevent banging or

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Houston jing in your water heater. This service may also cause faucets, showers and toilets to be clogged with backflow sediment. We will not be responsible for fixing any such damage.

February: Smoke Detector and CO2 Service

The Why: (Credit to Family Handyman Magazine) Every year people die because their smoke detectors didn't go off during a fire. That's usually because the batteries were dead or had been removed to stop false alarms or the detector was past its useful life or was located where occupants couldn't hear the alarm.

The What: Your Technician will be changing the batteries in all of your smoke detectors and testing all CO2 and smoke detectors.

Disclaimer: *We do not guarantee that this will not cause them to chirp. CO2 and smoke detectors do have a shelf life and we do not replace old ones as part of our monthly maintenance service. This month we will be making noise in the house so be sure to not schedule your appointment during any needed quiet time in the household.*

March: HVAC Service

The Why: (credit to DIY Network) Keep your air-conditioner (AC) maintained and you'll not only save money on energy, but you'll also extend its lifespan, saving money on costly early replacement. Dave Moody, HVAC pro from Service Experts, says, "An AC needs regular attention to be sure it's operating at the highest efficiency." The best time to service your HVAC is just before each cooling season begins.

The What: We will be pouring a cup of bleach mixture in the access opening in the drain line near the AC unit to kill any algae, mold, or mildew that has formed in the pipe. If the condensation line is clogged we will use a shop vac to pull out the clog from the line.

Disclaimer: *We do not guarantee that the shop vac will be able to clear out all clogs in condensation lines, if it is a clog that will not come out with the shop vac your technician will inform you and give you the information for our VIP HVAC contractor.*

April: Change Air Filters and Test GFCI's

The Why: (credit to Wikipedia) A ground fault circuit interrupter (GFCI), or Residual Current Device (RCD) is a type of circuit breaker which shuts off electric power when it senses an imbalance between the outgoing and incoming current. ... A circuit breaker protects the house wires and receptacles from overheating and possible fire. (credit to Angie's List) Change your air filter to extend furnace life, reduce energy bills and improve indoor air quality. Changing the air filter on a regular basis can improve your indoor air quality and help your HVAC system run more efficiently.

The What: Our Technicians will be bringing the correct size air filters in attic and/or home (if your plan includes parts). Access to these locations must be available by your scheduled appointment. We will be testing all GFCI's throughout the house to assure that they are in good working order.

Disclaimer: *We will clean the vent, but will not be cleaning the duct work. We will not be cleaning the AC or HVAC unit. We still recommend the use of proper water and electrical standards as stated by*

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Houston city and state you reside in. Also do not guarantee the electric shock or false GFCI Trips or failed GFCI's from happening.

May: Test Water and Gas Shut Off Valves

The Why(credit to New Concept tools)By exercising the valves, or putting them through their range of motion, on a regular basis, you can make sure that the valves will operate when they're needed for a repair on that section of line or to shut off water to a broken line during an emergency.

The What: Our Technicians will be moving your valves back and forth plus fully opening and closing the valves to make sure they are clear of debris and fully functional.

Disclaimer: *We do not guarantee that this will not cause a dripping valve or a leaking gas line. Many times when valves have not been exercised for extended periods of time using them can cause them to leak or fail, leading to having them replaced completely. If you ever smell gas or think that there might be a gas leak, please contact your gas company's emergency line immediately.*

June: Lubricate all Doors and Service Garage Door

The Why Any moving component requires some sort of lubrication - especially door locks, hinges rollers and chains . Proper lubrication on the locks and hinges of doors helps extend their life and use, reduce rusting, and decrease the possibility of mechanical failure and expensive repairs. Although today's products are typically assembled with parts that have a special coating to reduce the potential of rust and contamination, they still are made of metal. By the time you realize they need care, they are often already causing problems, such as sticking or failing to open and close.

The What: Our Technicians will be providing and applying the proper lubrication to all door hinges and locks as well as apply the specific lubricant based on your type of garage door.

Disclaimer: *We will not be repairing garage doors or misaligned doors or any broken locks or handles during your service. We will do our best to make sure powder and lubricant will stay just on the hinges but can not guarantee any getting on any other service. Please insure that nothing of value is left near any door getting lubricated. For this service make sure your car is not in the garage during the service or for the 24hrs to follow the appointment.*

July: Service Condenser Coils and Check Fire Extinguishers

The Why: (Credit to Jerrykelly.com) Over time, dirt and debris gets sucked into your outdoor condensing unit and begins to coat your condenser coil. This makes it difficult for the condenser coil to do its job, because it is harder to transfer heat to the outside air when the coil is covered with dirt.

The What: Clean condenser coils with medium pressure nozzle insuring all sides of the condenser are cleaned. Cut or remove any debris within a 12inch radius of the condenser. Then our technicians will inspect the fire extinguishers in the home. They will make sure it is filled and still pressurized.

Disclaimer: *We do not guarantee that the water will not damage your condenser causing it to need to be replaced. If you have any special plants near or around your condenser please let the technician know upon arrival so he knows not to cut that specific plant or object. Our Fire Extinguisher*

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Houston, action is only visual, we do not test or send them out for testing. Please follow all regulations set in place by your local fire department or local governing agency

August: Service Water Fixtures

The Why(credit to Home-Water-Works.org) Leaks from pipes, plumbing fixtures and fittings are a significant source of water waste for many households. Research has shown that the typical home can lose 2,000 to 20,000 gallons (7.6 m³ to 76 m³) of water per year due to leaks. Some leaks are obvious, such as dripping faucets and leaking water heaters. Unfortunately, many leaks go undetected for years because the source of the leak is not visible.

The What: Your technician will be testing all water fixtures including but not limited to sinks, toilets, and showers. Your technician will also be testing for the stability of the toilet, if we notice that it is moving we will document it and send it to you after your appointment.

Disclaimer: *We very likely might find a leak while doing this service that could save you thousands in the long run but do not guarantee that we might not miss a small leak. Leaks can occur after the service technician leaves. If your toilet starts moving after we leave we are not responsible for this occurrence.*

September: Clean Dryer Vent

The Why (credit to American Home Warranty) Every year, you should remove, clean out, or entirely replace, the exhaust duct on your dryer. A clogged exhaust duct can cause a house fire – trapped lint will catch fire easily when exposed to the heat coming out of your dryer's exhaust. If you have a vinyl dryer exhaust duct, consider replacing it with a metal one.

The What: removing the lint trap in your dryer, and cleaning every area that can be reached inside. Your Technician will be moving the dryer to access the back of the unit were we will clean inside the duct work as well as the ducting inside the wall all the way to the exterior.

Disclaimer: *we will do everything we can to take care of your gas line. If at any point you smell a gas leak, please contact the gas company immediately. We do not guarantee that we will prevent a fire in your home, we will just be assisting you in preventing one to the best of our abilities. The flexible duct line between the wall and dryer can tear easily with age. Our technicians will have replacements should this occur. There will be a replacement fee of \$20 if this happens.*

October: Clean HVAC Vent Covers and Replace Air Filters

The Why: (credit to HomeGuides.com) Dust that makes its way into your air conditioning duct system not only irritates allergies, but it can also cause your cooling system to work harder, making it less energy-efficient. (credit to Angie's List) Change your air filter to extend furnace life, reduce energy bills and improve indoor air quality. Changing the air filter on a regular basis can improve your indoor air quality and help your HVAC system run more efficiently.

The What: To clean the vent covers we will take a soft bristle brush attached to a vacuum and clean all vent covers in the home. Our Technicians will be bringing the correct size air filters in attic and/or home. Access to these locations must be available by your scheduled appointment.

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Disclaimer: We will be cleaning the exterior of the vent cover. We will not be removing the vent and or cleaning the duct work. We will not be cleaning the AC or HVAC unit.

November: 1 Hour Worth of Exterior Pressure Washing

December: Service Refrigerator Coils

The Why(Credit to Family Handyman) Refrigerator condenser coils are located on the back of the fridge or across the bottom. When coils are clogged with dust, pet hair and cobwebs, they can't efficiently release heat. The result is your compressor works harder and longer than it was designed to, using more energy and shortening the life of your fridge.

The What: Every refrigerator is different as far as were the location of your refrigerator coils are. They can be on the top, bottom or the back of the unit. We will be locating the coils and leaning them with a brush and vacuum also if needed a little pressurized air as well.

Disclaimer: If the refrigerator needs to be pulled out we cannot guarantee the floor in front or around the refrigerator will not be dented or scratched. Also old water lines can be brittle over time. Although we will do our best to prevent or cause any damage while removing the unit unforeseen items can occur.

REFERRAL PROGRAM

We will reward you for sharing our services with your family and friends. Have them let us know when they sign up that you referred them and receive a special gift in your email box that day!

GIVE BACK PROGRAM

We are committed to not only keeping your home in good working condition, but also providing homes for those in need. With every new monthly membership we will donate a portion back to Habitat for Humanity with the goal of funding the build of one new home a year. We will also be going out as a team for a day every quarter to assist with the building and would love for our VIP customers to join us. If you are interested in helping us give back please email info@handsforhirehouston.com

DIY EXPERT CLASSES

Join us on the second Wednesday of every month to learn how to service and maintenance your house. We will show you exactly how to maintain a certain part of your home every month and offer a guest speaker who will be an EXPERT in a specific trait, everything from home organizing to landscaping. You will receive a video and checklist to take home and try it out yourself! As a member of our Hassle Free Homes program you may attend classes for free, based on availability. We keep these classes to 10 households per class to make sure everyone is able to recieve 1on1 attention by both our HFH representative and household expert.

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