

Done Rite Maintenance Plan **Frequently Asked Questions**

Do I need a monthly home maintenance service?

A regular, scheduled monthly home maintenance service makes a lot of sense for a lot of homeowners. Here are just a few reasons:

- We maintain your major systems and appliances to keep them operating at peak efficiency and to prolong their lives
- We install energy saving devices like timers, motion sensors, and energy efficient-lighting to save you money on utilities
- We keep your family safe by servicing your smoke and carbon monoxide detectors as well as your fire extinguishers. We also clean your dryer vent line
- We prevent issues that lead to wood rot and other structural damage
- We resolve problems with caulking and grout, leaky water lines, clogged drains and other causes of water damage in your home
- We identify ways to better weatherize your home and as a result, save you money on your heating and cooling bills
- Finally, we take care of that “honey-do” list for you so you can relax and enjoy your free time

What is the service?

In a nutshell, the **Done Rite Maintenance Plan** manages your home, so you don't have to. We accomplish this through three basic services:

1. First, we conduct a monthly maintenance visit during which our technicians handle all basic maintenance and minor honey-do needs of the home
2. Next, we work with service partners to deliver any other service needed to maintain and enhance your home. This includes but is not limited to, HVAC service, lawn care, window, and gutter cleaning
3. Third, we estimate, schedule and manage larger-scale repair or improvement work on your home

Why should I sign up?

We believe there are three key reasons you should consider the **Done Rite Maintenance Plan**:

1. We take care of the preventive maintenance that is often neglected yet needed to keep your home in prime condition
2. We free up the valuable time you might otherwise waste waiting for a contractor
3. We give you a single, trusted source for dealing with anything that goes wrong in your home

What happens during the monthly maintenance visit?

Each month, our technicians complete a thorough inspection of the home and conduct the basic maintenance tasks required to keep the house in good shape. During this time, they change light bulbs and furnace filters, touch up caulking, lubricate doors, check and clear drains, inspect weather stripping and complete various other tasks listed under our monthly maintenance checklist. Once or twice a year, they also complete items listed on our seasonal maintenance list, such as changing smoke detector batteries and cleaning dryer vents. Once the maintenance is complete, they spend time on “honey-do” repairs such as replacing light fixtures, hanging pictures or other small tasks requested by the homeowner.

How long does the monthly visit last?

Our monthly maintenance appointments depend on the size of the home. Each range from about two and a half hours to a full eight-hour workday. Half the visit is spent completing the maintenance checklist, while the other half is dedicated to completing minor repairs and honey-do type projects.

Who conducts my maintenance appointments?

We have a team of skilled technicians who conduct monthly maintenance appointments. Once you sign with us, you will receive an assigned technician and pick a monthly time slot based on your preference. Your assigned technician will come out each month on the same day (e.g., third Wednesday of the month) at the same time.

Do I need to be home for my appointment?

You do not need to be home during your monthly maintenance appointment. Roughly 70% of our customers provide us with keys or garage codes so we can gain access when you are not available. This allows us to deal with problems and meet our contractors at your home without disrupting your busy schedule. Just think, no more waiting around during a four-hour window for help to arrive.

Whom do I call if I have a question or problem?

Each customer is assigned to a home manager at the outset of their contract. Your home manager is then responsible for managing all work done in your home by our technicians and service partners. Your home manager handles scheduling, estimating and quality assurance while also managing the ongoing list of work to be done in your home.

Are larger repairs included in the monthly maintenance visit?

Most repairs taking 30 minutes or less to complete are included in the basic monthly maintenance cost. Products that cost less than \$30 are covered under the basic fee. For larger projects, our in-house handyman or appropriate service partners will provide an estimate for your approval before doing the work.

Do you get multiple bids for larger projects?

We try to balance the need to offer competitive pricing with our goal of providing high-end results. For that reason, we work with a pool of screened and qualified service partners on all project work. Because we work with them regularly, they give us preferred pricing, which allows us to manage the work for you while remaining competitive. We will not be the cheapest provider around, but we will take the entire burden of the project off your shoulders and we guarantee the quality of the work.

Do I need to sign up for all of your services?

The only required service is the basic monthly maintenance program. Through this service, we get to know your home and take care of the little issues that arise before they become big ones.

I already have an HVAC service. Would I need to switch?

The additional service offerings are available to you on an a la carte basis – you only sign up for the ones you want. We recognize that as a homeowner, you may already have a specific vendor you trust, and we encourage you to continue to use them if you prefer. If you decide after your contract has begun that you would like to add a service, we would be happy to accommodate that request.

How do you price the service?

Pricing for the basic monthly service starts as low as \$200 per month and depends on the size of your home. We base our prices on the number and type of rooms in your home, regardless of geographic location. The basic maintenance price includes the labor and materials (light bulbs, furnace filters, etc...) needed for your appointment. During your initial meeting with your home manager, any add on services will be priced and included in your contract. Those costs are then divided into twelve equal payments and you are billed monthly for one year.

How do I pay for the service?

Directly following each monthly visit, you will receive an invoice via email. The invoice will include the basic monthly maintenance fee, the monthly portion of any additional services in your contract and any costs relating to project work completed since your previous invoice. For any projects costing over \$1,000, we will invoice you upon satisfactory completion of the work. You can pay by check, online banking or credit card. When paying by credit card, there is a 2.5% service charge.

What if I decide after a few months that the service is not for me? Am I stuck for the rest of the year?

While we are confident that you will love the service, we understand life happens and there are times when you may need to terminate the service before the ending of the contract. We simply ask that you give us one months' notice.