

SERVICE PROCEDURES

SERVICE TYPE: **Int/Ext Trash Out and Maid Service**

ACCESS: **See Order Instructions**

Client needs a vacant home trashed out and cleaned.

SCHEDULING PROCEDURES:

- Print all order instructions as well as the blank report to take to the property so that you know exactly what must be done and reported per the client's guidelines.
- Always bring a **35241** key, in case there is not a working lockbox in place.

ON-SITE PROCEDURES:

- **The pre-approved allowable for this entire order is \$700.** This includes:
 - **All interior and exterior debris, personal belongings, etc.** (includes outbuildings).
 - All debris, personal belongings, etc must be properly and legally disposed of.
 - **A complete Maid Service** ("sales clean") of the entire interior of the home.
 - Includes thorough cleaning of all sinks, tubs/showers, toilets, interior and exterior of all appliances, windows, mirrors, ceiling fans, and cleaning of all floors.

If there is anything that you are not certain you should remove, contact the Listing Agent to confirm. If you cannot get an immediate answer from the agent, you should take a photo of what you think should remain in the home, and be sure to report in detail what was left.

If you cannot complete this entire order for within the allowable, you must take photos and submit a bid. NVMS does not pay for unapproved bids, so please try to complete the work for within the allowable amount if at all possible.

The amount billed for completed work must be justified with supporting photos.

Billing/bidding tips:

Trash-outs: Standard rate is \$25 per cubic yard (3ft. x 3ft. x 3ft.)
Maid Service: \$50-75 for a home that is less than 2000 square feet
\$75-125 for a home that is 2000-3000 square feet

REQUIRED PHOTOS

- Photos of every interior room/space, interior and exterior of any outbuildings, attics, crawlspaces, basements, garage, and each side of the home and all areas of the property.
- **CONCLUSIVE "BEFORE" AND "AFTER" PHOTOS ARE REQUIRED:**
 - Take "before" photos of each area of the home/yard so that the condition is visible.
 - Take "after" photos of the same sections so that the completed work is visible.
 - Take clear "before" and "after" photos of all work so there is no question what is needed and/or what has been completed.
 - Include a photo of the truck/trailer load(s) of debris to show how much was removed.

REPORTING PROCEDURES:

- Every report must include either a billed amount for work completed, or a bid if work could not be complete within the maximum allowable amount.
- Photos must justify the billed amount (before and after photos), or the bid submitted.

NOTE: Any specific instructions typed on the order take precedence over these standard Service Procedures.