



VENDOR MANUAL



Vendor Table of Contents

Vendor Welcome	4
Dragonfly Property Management	4
DPM Mission Statement	5
DPM General Policy	5
Communication	6
Office Information	6
Address information	6
Contact Information	6
Office Hours	6
Vendor communication	7
Email	7
Vendor Requirements	8
Required vendor forms	8
Other vendor forms	8
Social security/Tax ID	8
Change of information:	9
Workmanship	9
Vehicles	9
Vendor communication	10
Vendor vacation	10
Vendors and tenant status	11
Keys/Entry	11
Vacant properties	11
Occupied Properties	12
Work order procedures	13
DPM Work Orders	13
Vendor Bids	13
Policies Regarding Vendors Working with Tenants	14
Appointments with tenants	14
Completing the appointment	14
Inability to complete work	15
Completion of work	15
Billing procedures	15
Payment procedures	16
Year End Procedures	17
Conclusion	17





VENDOR WELCOME

from Dragonfly Property Management

Thank you for filling out the vendor application and applying to be an authorized DPM vendor. We have approved using your company to perform work on our property management and real estate sales properties. It is our intent that this business relationship is a success for both Dragonfly Property Management (DPM) and your company.

Enclosed with this information, please find a copy of the signed DPM Vendor Agreement for your records. We recommend you keep this document with this information booklet.

DPM has prepared the *DPM Vendor Guide* to assist you in achieving success working with Dragonfly Property Management. You will find useful information such as office numbers, business address, email address, personnel names, and more. Please keep this document where you can access the information you need when you want it. Full understanding and communication from both your business and DPM increases the success of the vendor/company relationship.

Information contained in the *DPM Vendor Guide* is to provide you with the DPM requirements and expectations of vendors. It is also to prepare you for working with DPM tenants. Working with tenants can be a challenge and DPM wants to ensure your success.

Before starting work with DPM, we require that you complete several forms for our records. You will find them with this information. The forms will establish a vendor file and payment account in our accounting system. This ensures that DPM pays invoices correctly in accordance with our bookkeeping schedule.

If at any time you have questions on any of the material in the *DPM Vendor Guide*, please contact Dragonfly Property Management as soon as possible, so that we can assist you. Again, we welcome you as an DPM approved vendor.



DRAGONFLY PROPERTY MANAGEMENT

Dragonfly Property Management is a dba under Elite Realty Experts llc, operating in Houston metro area, TX, specializing in full-service property management and residential sales. The company has been operating since 2013, and is actively involved in the community.

DPM is an abbreviation used in lieu of the full company name, Dragonfly Property Management and is used throughout the *DPM Vendor Guide*.

DPM Mission Statement

The mission of DPM is to provide quality service in property management and real estate sales in the Houston community, demonstrating integrity and professionalism.

DPM General Policy

DPM adheres to the following policies:

- DPM is an Equal Opportunity Employer.
- DPM supports the laws and guidelines of Fair Housing.
- DPM has a drug-free policy for all DPM personnel, vendors, and tenants.
- DPM follows the rules and regulations of the Texas Real Estate Commission
- DPM does not knowingly contract with illegal immigrants.
- DPM strictly forbids any sexual harassment of personnel, vendors, tenants, or applicants.
- DPM does not pay maintenance bills from DPM operating funds.
- Owners are responsible for payment of maintenance to vendors.
- Vendors receive payment through the DPM trust account or directly from the owners.



COMMUNICATION

Communication is a key to the success in any relationship and the DPM/vendor association is certainly no exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, vendors, buyers, sellers, prospective clients, and the public.

Office Information

Address information		
Mailing Address	11211 Katy Freeway, Ste 500-11	
	Houston, TX 77079	
Contact Information		
Business #	(832) 404 2030	Text # (470) 330-8560
Email	Office@YourDreamRE.com	
Website	www.YourDreamRE.com	
Office Hours		
	Monday – Friday AM	9:00 – 6:00
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed



VENDOR COMMUNICATION

Communication works both ways. We need detailed communication from you, the vendor. It is important that you let us know when you have encountered tenant difficulties, if you have a problem with payments, if your social security number has changed to a Tax ID. To assist with this task, we have provided information forms with this package of information.

Later in the *DPM Vendor Guide*, there is detailed information on work orders and payment. DPM wants to provide you with the information you need to avoid conflict or confusion.

Vendors need to communicate with tenants with respect and be professional. All appointments with tenants should be verified in writing.

Email

DPM encourages all vendors to use email to contact us quickly. It is fast and effective. Please supply us with your email address on all the DPM forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. With the problems of spam, worms, viruses, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions.



VENDOR REQUIREMENTS

Required vendor forms

DPM requires all vendors to complete the following forms prior to commencing work for DPM. They are located in the back of the Vendor Guidelines.

- Vendor Contract
- Vendor Information Form
- DPM ACH Form
- W9
- Vendor Void Check

Other vendor forms

DPM has also supplied the following forms to use when necessary in the future:

- Change of information form
- Vendor Work Order Request
- Vendor Work Report
- Vendor Vacation Notice

Social security/Tax ID

DPM requires that all vendors have a social security number or Tax ID, no exceptions. It is the responsibility of the vendor to supply DPM with accurate information.

- Social security requirements:
 - Personal names are required with social security numbers on 1099s
- Tax ID requirements
 - Company names are required with Tax ID numbers for 1099s



Change of information:

It is the responsibility of the vendor to notify DPM of any changes and DPM has provided a Change of Information Form in the back of the Vendor Guideline. Vendors are to report changes for the following:

- Company name
- Address
- Business telephone
- Cellular telephone
- Fax
- Email address
- Insurance information
- Change of social security number to Tax ID#

Workmanship

- Competent workmanship
 - DPM requires the vendor to supply competent work.
 - The vendor guarantees they will redo the work to the reasonable satisfaction of DPM, if necessary
- Contract labor
 - The work is on a “contract labor” basis.
 - DPM does not treat any vendor as an employee.
 - The vendor is responsible for reporting their income to government agencies.
 - DPM issues 1099s for work exceeding \$700 as required by the Internal Revenue Service.

Vehicles

The DPM policy on vendor vehicles is as follows:

- Vendor supplied vehicles



- All vendors must supply their own vehicles.
- Vendors cannot use any DPM owned company vehicles.
- Vendors must carry appropriate insurance for their vehicles.
- Vehicle Expense
 - DPM does not reimburse vendors for any vehicle expense.
- Vehicle maintenance
 - Vendors are responsible for maintaining their own vehicles.
 - Vendor vehicles must have a reasonable appearance.
 - Continual mechanical problems with vehicles causing cancellation of tenant appointments can be the cause for removal from the DPM vendor service list.
 - Unless it is necessary to park in the driveway to perform work, vendors are to park in front of the property.
 - If a vendor's vehicle causes damage, such as an oil leak, it is the vendor's responsibility to repair the damage immediately.

Vendor communication

DPM requires all vendors to communicate by using:

- Cellular telephone
- Business phone
- Email
 - A vendor Email is required for work orders
- Emergency contact number for vendor
 - All vendors are to supply an emergency contact number.

Vendor vacation

- Vacation notification
 - DPM requests that vendors notify DPM of scheduled vacations of 5 or more days.
 - DPM makes this request for scheduling or in the event of an emergencies, disasters, or incomplete work requests.



- Vacation notice form
 - DPM has enclosed a Vendor Vacation Notice with the *DPM Vendor Guide* for your convenience.
 - DPM requests the vendor to fax or mail this notice to the DPM office.

Vendors and tenant status

The DPM policy regarding vendors as tenants is:

- Vendors as tenants
 - DPM does not rent to DPM vendors
- Tenants as vendors
 - DPM does not accept tenants as vendors while they reside in a DPM managed property.
- Immediate relatives of vendors as tenants
 - DPM does not accept immediate relatives of vendors as tenants.
 - DPM respectfully requests that vendors alert DPM if an immediate relative apply to rent a property.
- Basis for policy
 - The basis for this policy is to prevent any conflicts of interest between DPM, vendors, owners, and/or tenants. This is good business practice.

KEYS/ENTRY

Vacant properties

- DPM uses a lockbox system on all vacant properties and vendors are to be responsible to the system:
 - Use the lockbox code or key issued.
 - When using the lockbox, do not leave the key in the door to prevent theft.
 - When finished with the lockbox, replace the key in the lockbox and close so it is completely locked
 - If a vendor accidentally takes a key, they are required to return it to the lockbox immediately.
 - Report any missing or malfunctioning lockboxes to DPM.
 - DPM changes all locks just prior to a tenant occupying a property.



Occupied Properties

- DPM does not issue keys to vendors when tenants occupy properties unless there are extenuating circumstances, such as an emergency/disaster.
- If this happens, a DPM Property Manager must authorize the vendor to pick up a key from the DPM office.
- If the vendor has obtained a key to an occupied property, it is the responsibility of the vendor to return all keys to DPM when completing work and NOT to the tenant.



WORK ORDER PROCEDURES

DPM Work Orders

DPM issues routine work orders by emailing them to the vendor

- Additionally, DPM can issue a work order by telephone when warranted by the maintenance situation.
- If DPM has issued a work order by telephone, the DPM office will also email a work order to the vendor to complete his billing.
- DPM has a limit for work requests with the owner and cannot exceed this amount without owner authorization.
- Vendors are to notify DPM immediately if the problem exceeds the authorized amount on the work order.
- The vendor is responsible for paying for all parts and materials required for the work order, unless there are special arrangements authorized by DPM.
- DPM then reimburses parts and materials when the vendor submits invoices for payment.

Vendor Bids

Some work requires bidding by the vendor and then approval by the owner. The DPM procedures for bids are:

- DPM sends a bid request on the standard DPM Work Order.
- Vendors are to notify DPM if they know they will be unable to offer a bid and complete the work in a timely manner.
- When DPM receives the approval or denial from the owner, DPM will notify the vendor by telephone.
- If the owner approves the bid, DPM will contact the vendor and send an updated work order.

If the owner does not approve the bid, DPM will send a “canceled work order.”



POLICIES REGARDING VENDORS WORKING WITH TENANTS

Appointments with tenants

- Making the tenant appointment
 - DPM informs the tenant when taking a work order that a vendor will contact them directly.
 - DPM requires vendors to set specific appointments with tenants after receiving a work order request. Final appointment should be verified by text message.
 - If vendors have difficulty reaching the tenant, they are to notify the DPM office.

- The appointment
 - Vendors are to appear clean and dressed appropriately for maintenance work.
 - Vendors are encouraged, but not required to wear clothing that identifies their company.
 - Vendors are to carry identification to show the tenant if necessary.
 - Vendors are to arrive at the appointed time or within 15 minutes.
 - If vendors experience a delay in arriving on time, they are to contact the tenant. If they cannot reach the tenant, they are to contact the DPM office
 - Vendors are to knock on the door or ring the doorbell.
 - Vendors are not to enter properties unless a resident is there and given permission to enter.
 - Vendors are not to enter a property unless there is a responsible party present. A responsible party cannot be under the age of 18 years.
 - If the tenant fails to meet the appointment, vendors are to notify the DPM office.
 - DPM will contact the tenant to find out the problem for the canceled appointment and then advise the vendor.

- During the appointment
 - Vendors are to avoid moving tenant possessions unless necessary to perform maintenance.
 - Vendors are to request the tenant to move their possessions whenever possible.
 - Vendors are to be courteous and professional at all times.
 - Vendors are to clean up their work in the property.

Completing the appointment

- Vendor repairs communication with tenants



- Vendors are not to make comments on repairs, lack of repairs, or the condition of the property to tenants.
- Vendors are not to discuss in detail the repairs and only give out appropriate information.
- Vendors are not to make promises to tenants unless it is within the work order request.
- Additional work requested by tenants
 - Vendors are to call DPM from the property if necessary to clarify the work or request permission to do additional maintenance they see is required relating to the work order.
 - DPM requests vendors use their cellular phones when calling from a tenant residence.
 - However, if it is necessary to use the tenant's telephone, the vendor is to request permission from the tenant.
 - If tenants request other work, the vendor is to instruct them to call DPM and place a work order.
- Tenant behavior
 - If tenants pose a threat, vendors are to immediately leave the property and notify DPM as soon as possible.

Inability to complete work

- The vendor is to notify DPM immediately if there is a delay or obstruction in the completion of the work order.
- DPM will then make a decision on the completion of the work request.

Completion of work

- Vendors are to complete an DPM Maintenance Report and submit the online form with their invoice within 15 days of completion of the maintenance.
- Vendor is to provide pictures of the completed job.
- The DPM Maintenance Report is easy to complete and designed to notify DPM of problems with the work, the tenant, or the property.
- The vendor will receive an email with the link to the portal for each work order to provide the invoice, pictures, and notes.



BILLING PROCEDURES

Payment procedures

- Vendor invoices/billings
 - DPM forwards the Maintenance Report and vendor invoice/billing to the appropriate DPM Property Manager for approval.
 - When approved, the Property Manager sends the invoice to the DPM bookkeeping department.
 - The bookkeeping department will issue the funds to the vendor during the normal 30-day bookkeeping cycle.
 - If there is a question on the bill, the DPM Property Manager will contact the vendor to work out any discrepancy.

- Disbursement of vendor payments
 - DPM disburses vendor payments every 14 days.
 - It is the DPM policy to pay Vendors promptly in the 7-day cycle.
 - DPM does not disburse funds outside of the bookkeeping cycle unless there are extenuating circumstances approved in advance by DPM.
 - DPM does not pay vendors in cash, and DPM does not keep cash in the DPM office.
 - DPM cannot make payments if funds are unavailable in the owner's account within the DPM Trust Account.
 - If there is a delay in owner funds, DPM will notify the Vendor and make necessary contact with the owner for the funds.
 - DPM will keep the vendor apprised of the status of incoming funds.
 - DPM will notify the vendor if the owner is disbursing the payment directly to the vendor.
 - Dragonfly Property Management uses ACH or mails payments to vendors unless the vendor contacts the Dragonfly Property Management to pick up funds.
 - DPM complies with any court ordered deductions for vendors.
 - DPM will notify the vendor if DPM receives a court order.



Year End Procedures

- 1099 miscellaneous
 - DPM issues the Internal Revenue Service 1099-miscellaneous to all vendors who exceed work above \$700.00 by January 31 of the following year.
 - It is the vendor's responsibility to report any discrepancies to DPM as soon as possible so that DPM can correct the 1099.
 - DPM requests that vendors review their 1099's immediately and report any discrepancies by February 20 before DPM files 1099's with the Internal Revenue Service.

CONCLUSION

We hope that you have found the *DPM Vendor Guide* useful. Please let us know if there are questions or concerns on any of the enclosed information. The intent of the guide is to clarify the working relationship between vendor and Dragonfly Property Management and prevent future misconceptions or problems.

We look forward to working with you. We also want to remind you to fill out the required forms for your file so there are no delays in payments. Please contact DPM at any time if you need any of the enclosed forms. We are happy to help you whenever possible.

Dragonfly Property Management





The following information on this page is required in order to process the application

Company name			
Full name		Tax ID / Social Sec. #	
Cell phone		Driver's license #	
Work phone		Cell phone	Birth date

What type of work does your company do? Please fill out detail on the following lines

Please answer all of the following questions

Do you prefer receiving payments through ACH payments?	(Yes) (No)		
Do you have a contractor's license?	(Yes) (No)	License #	
Do you have a current bond?	(Yes) (No)	Company	
If so, how much do you carry?		\$	
Do you carry current business/liability insurance?	(Yes) (No)	Company	
If so, amount of liability		\$	
Do you have employees?	(Yes) (No)		
Do you use other licensed contractors?	(Yes) (No)		

I, the UNDERSIGNED APPLICANT, affirm that the information contained in this application is true and correct, and I authorize Dragonfly Property Management to verify all information contained in this application. Misstatements, either false or incorrect are reasons for denial of application.

APPLICANT SIGNATURE: _____

DATE: _____

Submit application to

Dragonfly Property Management
11211 Katy Freeway, Ste 500-11
Houston, Texas 77079

Bus: (832) 404-2030

Fax: (832) 404-6142

Email: Office@YourDreamRE.com



The undersigned agrees to the following conditions:

- The vendor has received an DPM Vendor Guide to review prior to signing this agreement
- The vendor agrees to follow the policies and procedures of DPM when performing work for DPM.
- The vendor will complete the following forms prior to commencing any work for Dragonfly Property Management
 - Vendor Information Form
 - Vendor Insurance Form
 - Vendor Contract

Tax information

- Vendors will supply a social security number or Tax ID.
- It is the responsibility of vendors to notify DPM of any changes and DPM has provided a Change of Information Form in the back of the DPM Vendor Guideline.

Vehicles

- All vendors must supply their own vehicles.
- Vendor vehicles must be in a reasonable working condition.
- Vendors cannot use any DPM company-owned vehicles.
- Vendors must carry appropriate insurance for their vehicles.

Vacation time

- Vendors are to notify DPM of scheduled vacations more than 5 days
- Vendors are to notify DPM if they cannot complete a work order because of a pending vacation.

Work Orders

- Vendors agrees to accept work orders by email and telephone



- Vendors are to notify DPM immediately if the problem exceeds the authorized amount on the work order.
- Vendors are to pay for parts for maintenance requests and DPM then reimburses them when the vendor submits invoices for payment.

Work Order Bids

- Vendors are to notify DPM if they know they will be unable to offer a bid and complete the work in a timely manner.
- When DPM receives the approval or denial from the owner, they will notify the vendors when to start work on the property or if the work order is completely canceled.

Keys

- Vendors are to follow the DPM Vendor Guideline regarding keys and lockboxes
- Vendors are to be responsible for DPM property keys at all times.

Tenants

- Vendors are to be courteous and professional with tenants.
- Vendors are to be dressed appropriately for work when meeting with tenants.
- Vendors are to clean up their work in the property.
- Vendors are NOT to make comments on repairs or the condition of the property to tenants.
- Vendors are NOT to discuss in detail the repairs with tenants.
- Vendors are NOT to make promises to tenants unless it is within the work order request.
- Vendors are to call DPM from the property if necessary to clarify the work or request permission to do additional maintenance they see is required relating to the work order.
- DPM requests vendors use their cellular phones when calling from a tenant residence. However, if necessary, the vendor is to request permission to use the tenant's telephone.
- If tenants request other work, the vendor is to instruct them to call DPM and place a work order.



- If tenants pose a threat, vendors are to immediately leave the property and notify DPM.

Payment

- Vendors are to submit their invoices within 15 days of completion of work.
- Vendor is to provide pictures of the completed job.
- Vendors understand that DPM makes payments on a 7-day cycle, and does not reimburse vendors immediately.
- Vendors are responsible for contacting DPM as soon as possible, if they have an error or dispute with a payment.
- Vendors understand that DPM works for the owner and the owner is responsible for the funds for payment.
- Vendors understand DPM must comply with any court ordered deductions from payments.

Disputes

- Vendors are to put all disputes with Real Estate Services, Inc. in writing.

Drug-free policy

- The undersigned vendor understands that DPM requires a drug-free policy with all personnel, vendors, and tenants.
- By signing this agreement, the undersigned vendor, its employees, and/or subcontractors commit to a drug-free policy when working on the DPM managed properties and appointments with tenants.

I agree to the terms of this Vendor Agreement with Real Estate Services Inc., and have received the DPM Vendor Guideline.

Name of Vendor (please print)

Authorized Vendor Signature

Date: _____

Date: _____

Company

DPM representative



Vendor Information Form

Please fill out and return to DPM, thank you

Full Name		Business #	
Company		Email	
Address		Mobile #	
		Fax #	
City		Office contact:	
Zip		Website	
Incorporated	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Emergency contact			
Vehicle type			
Type of Business:			

Insurance & licensing

Tax ID	
Social security #	
Bond, if non-licensed (provide copy of current bond)	
Amount of bond	\$
Business Insurance (provide proof of current insurance)	
Amount of liability	\$
Business insurance agent name	
Business insurance agent telephone number	
Contractor's license # (provide copy of license)	

I, the undersigned, verify that the above information is correct. I understand that I will notify DPM with the Change of Information form if necessary.

Signature authorized vendor _____

Date _____





VENDOR BANK ACCOUNT INFORMATION

11211 Katy Freeway, Ste 500-11, Houston TX 77079 • Bus (832) 404-2030
info@yourdreamre.com • www.yourdreamre.com

We are transitioning to electronic check (eCheck) payment methods! This means your payments will reach your bank account the next business day after being processed. No more waiting until your payment arrives in the mail!

The sign-up process is easy: Simply complete the form below and return to the referenced email with a copy of your canceled check where you'd like us to deposit the funds.

Authorization Agreement for Automatic eCheck Deposits (ACH Credits):

I authorize and request Dragonfly Property Management to deposit all funds due for services rendered, automatically to my account identified below.

I understand that it is my responsibility to ensure the below account information is correct and I confirm that I am authorized to accept funds into this account.

This authorization will remain in effect until I have canceled it in writing.

Checking Account ___ Savings Account ___

Account # _____

Routing # _____

Name, Please Print

Signature Date

A voided check must be included for bank purposes. If one is not included, your form will be sent back to you immediately and will delay your start date.

