



Dear Success Realty Vendor,

Thank you for joining our team of expert professionals to service our rental properties! We really appreciate your wealth of experience and professionalism and look forward to a strong relationship in helping maintain our properties.

Please review and complete the attached forms to follow IRS and office policy requirements.

Please turn in the following documents to be listed as vendor for Success Realty:

- ☐ Professional Vendor's Contact Information
- ☐ Vendor Specialties Form
- ☐ Worker's Compensation Insurance Notice
- ☐ Workman's Compensation Insurance Policy
- ☐ Current Copy of Contractor's General Liability Insurance Policy
- ☐ Independent Contractor Release, Waiver of Liability and Covenant Not to Sue
- ☐ eCheck (EFT) Payments Form
- ☐ IRS Form W-9: Request for Taxpayer Identification Number and Certification
- ☐ Vendor Non-Availability Notice (for future dates)

We look forward to working with you.

Thank you for your help,

Angela Ochoa

BROKER/Property Manager

PO BOX 960487 ☆ El Paso, TX 79996
Office 915-252-7943 ☆ Fax 915-247-3960
www.successrealtyrentals.com



Professional Vendor's Contact Information

Business Name

Mailing Address

City, State Zip

Office Phone

Office Cell Phone

Office Email

Office Fax

Contact Person

Type of License

State License #

License Expiration

Type of Company ☐ Sole Proprietor/DBA ☐ Partnership ☐ LLC ☐ Corporation

Consent to Receive Text Messages ☐ YES ☐ NO

Is your Company EPA Lead Renovator Certified? ☐ Yes ☐ No

If yes, please attached Lead Renovator Certification.

Contractor agrees to contact Tenant within 7 business days to schedule and complete repair. The contractor agrees to keep Success Realty updated with the process of the repair by updating the service request within the office website.

Texas Property Code presumes that 7 days is a reasonable period of time for Landlord to make a diligent effort to repair a condition unless there are circumstances which establish that a different period of time is appropriate (such as the severity and nature of the condition and the availability of materials, labors and utilities).

Success Realty will not pay invoices past 30 days of the completion date of the repair. All invoices must be uploaded to office website via the service request and will be paid within 30 days of receipt and mailed to Contractor's mailing address or sent via EFT/direct deposit to company's bank account. Company must fill out EFT/Direct Deposit Form before any EFT/Direct Deposit payments are made.

IRS reporting practices will be followed within IRS Guidelines. IRS 1099-MISC Forms will be mailed to Vendor's mailing address.

Vendor's Signature

Date

PO BOX 960487
El Paso, TX 79996

www.successrealtyrentals.com

Office 915-252-7943
Fax 915-247-3960



VENDOR SPECIALTIES

Success Realty wants to make sure we assign the repairs that fit your specialties. Please check which style of repairs you want to be assigned.

We look forward to a long prosperous business partnership.

Thank you,

Angela Ochoa

Broker/Property Manager

Company

Contact Person

Phone

Email

- | | | |
|---|--|---|
| ☐ General Contractor | ☐ Drywall Repair | ☐ Electrical |
| ☐ Plumbing | ☐ Roofing | ☐ Tiling |
| ☐ Pressure Washing | ☐ Rockwall Repair | ☐ Appliance Repair |
| ☐ Interior Painting | ☐ Exterior Painting | ☐ Interior Doors |
| ☐ Exterior Doors | ☐ HVAC | ☐ Evaporative Coolers |
| ☐ Gas Heater/Furnace | ☐ Remodeling | ☐ Yard Maintenance |
| ☐ Handyman Services | ☐ Water Heaters | ☐ Tree/Bush Removal |
| ☐ Stucco Repair | ☐ Full Remodeling | ☐ Yard Design Landscape |
| ☐ Welding | ☐ Lighting | ☐ Pull Permits as Needed |

EPA Lead Based-Paint Renovator Certified

☐ Yes ☐ No

Other Services:



Worker's Compensation Insurance Notice

I, _____, hereby certify that I am the only individual in my business entity. Therefore, I am not required to carry Workman's Compensation.

I will not hold Success Realty Inc., responsible in the event of injury or accident on any job that I am performing for Success Realty Inc. I accept full responsibility for my own insurance coverage.

Signature of Independent Contractor Date

Printed Name Mailing Address

Phone Number City, State Zip

I, _____, hereby certify that I do have other individuals working with or for my business entity. I do have Workman's Compensation Insurance and proof is attached.

Signature of Independent Contractor Date

Printed Name Mailing Address

Phone Number City, State Zip



PO Box 960487
El Paso, TX 79998

Independent Contractor Release, Waiver of Liability and Covenant Not to Sue

I fully understand that I have agreed to provide services, as an independent contractor, for Success Realty Inc. As an independent contractor, I understand that I am responsible for all related income/self-employment taxes for fees received from Success Realty, Inc. for services provided. In addition, I acknowledge that I am solely responsible for any medical or other costs arising out of any bodily injury or property damage sustained while providing services as an independent contractor. I certify that I have adequate insurance coverage, including health and accident, for any injuries I may sustain while providing said services.

I further covenant and agree that I will not sue Success Realty Inc., its successors, assigns or licensees, its advertising agency, its producers, agents, or employees for any claim for damages, for bodily injury or other, arising while performing services for Success Realty Inc. as an independent contractor.

I certify that I am _____ years of age and suffering under no legal disabilities and that I have read the above carefully before signing.

Signature of Independent Contractor Date

Printed Name Mailing Address

Phone Number City, State Zip



eCheck (EFT) Payments Form

Vendors: Retain a copy of this form for your records

Property Managers: Keep this form on file for your records

This form was created by **SUCCESS REALTY**

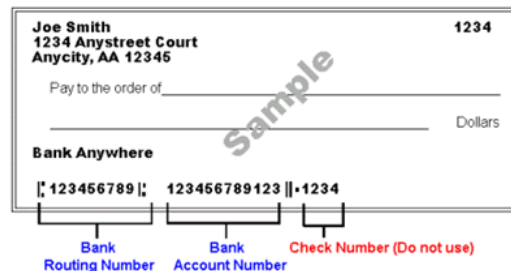
Note to Vendors: By filling out and signing this form, you are giving your permission to have your invoice payments electronically transferred from Success Realty to your bank account.

Company Name
Contact Person
Mailing Address
City, State Zip
Phone

Routing Number#

Bank Account #

Type of Account ☐ Checking ☐ Savings



Payments may be subject to additional convenience fees.

VENDOR AUTHORIZATION

I hereby authorize Success Realty to set up electronic payments for the purposes of paying my company invoices and associated convenience fees.

Signature

Name

Date

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type.
See Specific Instructions on page 3.

1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
2 Business name/disregarded entity name, if different from above.	
3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
5 Address (number, street, and apt. or suite no.). See instructions.	Requester's name and address (optional)
6 City, state, and ZIP code	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number	
or	
Employer identification number	

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	Date
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

must obtain your correct taxpayer identification number (TIN), which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid).
- Form 1099-DIV (dividends, including those from stocks or mutual funds).
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds).
- Form 1099-NEC (nonemployee compensation).
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers).
- Form 1099-S (proceeds from real estate transactions).
- Form 1099-K (merchant card and third-party network transactions).
- Form 1098 (home mortgage interest), 1098-E (student loan interest), and 1098-T (tuition).
- Form 1099-C (canceled debt).
- Form 1099-A (acquisition or abandonment of secured property).

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

Caution: If you don't return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued);
2. Certify that you are not subject to backup withholding; or
3. Claim exemption from backup withholding if you are a U.S. exempt payee; and
4. Certify to your non-foreign status for purposes of withholding under chapter 3 or 4 of the Code (if applicable); and
5. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting is correct. See *What Is FATCA Reporting*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding. Payments made to foreign persons, including certain distributions, allocations of income, or transfers of sales proceeds, may be subject to withholding under chapter 3 or chapter 4 of the Code (sections 1441–1474). Under those rules, if a Form W-9 or other certification of non-foreign status has not been received, a withholding agent, transferee, or partnership (payor) generally applies presumption rules that may require the payor to withhold applicable tax from the recipient, owner, transferor, or partner (payee). See Pub. 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*.

The following persons must provide Form W-9 to the payor for purposes of establishing its non-foreign status.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the disregarded entity.
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the grantor trust.
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust and not the beneficiaries of the trust.

See Pub. 515 for more information on providing a Form W-9 or a certification of non-foreign status to avoid withholding.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person (under Regulations section 1.1441-1(b)(2)(iv) or other applicable section for chapter 3 or 4 purposes), do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515). If you are a qualified foreign pension fund under Regulations section 1.897(l)-1(d), or a partnership that is wholly owned by qualified foreign pension funds, that is treated as a non-foreign person for purposes of section 1445 withholding, do not use Form W-9. Instead, use Form W-8EXP (or other certification of non-foreign status).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a saving clause. Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if their stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first Protocol) and is relying on this exception to claim an exemption from tax on their scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include, but are not limited to, interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third-party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester;
2. You do not certify your TIN when required (see the instructions for Part II for details);
3. The IRS tells the requester that you furnished an incorrect TIN;
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only); or
5. You do not certify to the requester that you are not subject to backup withholding, as described in item 4 under “*By signing the filled-out form*” above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier.

What Is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all U.S. account holders that are specified U.S. persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you are no longer tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

• **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note for ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040 you filed with your application.

• **Sole proprietor.** Enter your individual name as shown on your Form 1040 on line 1. Enter your business, trade, or “doing business as” (DBA) name on line 2.

• **Partnership, C corporation, S corporation, or LLC, other than a disregarded entity.** Enter the entity’s name as shown on the entity’s tax return on line 1 and any business, trade, or DBA name on line 2.

• **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. Enter any business, trade, or DBA name on line 2.

• **Disregarded entity.** In general, a business entity that has a single owner, including an LLC, and is not a corporation, is disregarded as an entity separate from its owner (a disregarded entity). See Regulations section 301.7701-2(c)(2). A disregarded entity should check the appropriate box for the tax classification of its owner. Enter the owner’s name on line 1. The name of the owner entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For

example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner’s name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity’s name on line 2. If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, enter it on line 2.

Line 3a

Check the appropriate box on line 3a for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3a.

IF the entity/individual on line 1 is a(n) . . .	THEN check the box for . . .
• Corporation	Corporation.
• Individual or • Sole proprietorship	Individual/sole proprietor.
• LLC classified as a partnership for U.S. federal tax purposes or • LLC that has filed Form 8832 or 2553 electing to be taxed as a corporation	Limited liability company and enter the appropriate tax classification: P = Partnership, C = C corporation, or S = S corporation.
• Partnership	Partnership.
• Trust/estate	Trust/estate.

Line 3b

Check this box if you are a partnership (including an LLC classified as a partnership for U.S. federal tax purposes), trust, or estate that has any foreign partners, owners, or beneficiaries, and you are providing this form to a partnership, trust, or estate, in which you have an ownership interest. You must check the box on line 3b if you receive a Form W-8 (or documentary evidence) from any partner, owner, or beneficiary establishing foreign status or if you receive a Form W-9 from any partner, owner, or beneficiary that has checked the box on line 3b.

Note: A partnership that provides a Form W-9 and checks box 3b may be required to complete Schedules K-2 and K-3 (Form 1065). For more information, see the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

If you are required to complete line 3b but fail to do so, you may not receive the information necessary to file a correct information return with the IRS or furnish a correct payee statement to your partners or beneficiaries. See, for example, sections 6698, 6722, and 6724 for penalties that may apply.

Line 4 Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third-party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys’ fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space on line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2).

- 2—The United States or any of its agencies or instrumentalities.
- 3—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities.
- 5—A corporation.
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or territory.
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission.
- 8—A real estate investment trust.
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940.
- 10—A common trust fund operated by a bank under section 584(a).
- 11—A financial institution as defined under section 581.
- 12—A middleman known in the investment community as a nominee or custodian.
- 13—A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
• Interest and dividend payments	All exempt payees except for 7.
• Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
• Barter exchange transactions and patronage dividends	Exempt payees 1 through 4.
• Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5. ²
• Payments made in settlement of payment card or third-party network transactions	Exempt payees 1 through 4.

¹ See Form 1099-MISC, Miscellaneous Information, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) entered on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37).

B—The United States or any of its agencies or instrumentalities.

C—A state, the District of Columbia, a U.S. commonwealth or territory, or any of their political subdivisions or instrumentalities.

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i).

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i).

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state.

G—A real estate investment trust.

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940.

I—A common trust fund as defined in section 584(a).

J—A bank as defined in section 581.

K—A broker.

L—A trust exempt from tax under section 664 or described in section 4947(a)(1).

M—A tax-exempt trust under a section 403(b) plan or section 457(g) plan.

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, enter "NEW" at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have, and are not eligible to get, an SSN, your TIN is your IRS ITIN. Enter it in the entry space for the Social security number. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester*, later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/EIN. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or Form SS-4 mailed to you within 15 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and enter "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, you will generally have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon. See also *Establishing U.S. status for purposes of chapter 3 and chapter 4 withholding*, earlier, for when you may instead be subject to withholding under chapter 3 or 4 of the Code.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third-party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor ²
5. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
6. Sole proprietorship or disregarded entity owned by an individual	The owner ³
7. Grantor trust filing under Optional Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))**	The grantor*

For this type of account:	Give name and EIN of:
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity ⁴
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing Form 1041 or under the Optional Filing Method 2, requiring Form 1099 (see Regulations section 1.671-4(b)(2)(i)(B))**	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name on line 1, and enter your business or DBA name, if any, on line 2. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

* **Note:** The grantor must also provide a Form W-9 to the trustee of the trust.

** For more information on optional filing methods for grantor trusts, see the Instructions for Form 1041.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information, such as your name, SSN, or other identifying information, without your permission to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

- To reduce your risk:
- Protect your SSN,
 - Ensure your employer is protecting your SSN, and
 - Be careful when choosing a tax return preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity, or a questionable credit report, contact the IRS Identity Theft Hotline at 800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 877-777-4778 or TTY/TDD 800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 800-366-4484. You can forward suspicious emails to the Federal Trade Commission at spam@uce.gov or report them at www.ftc.gov/complaint. You can contact the FTC at www.ftc.gov/idtheft or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see www.IdentityTheft.gov and Pub. 5027.

Go to www.irs.gov/IdentityTheft to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and territories for use in administering their laws. The information may also be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payors must generally withhold a percentage of taxable interest, dividends, and certain other payments to a payee who does not give a TIN to the payor. Certain penalties may also apply for providing false or fraudulent information.



Vendor Non-Availability Notice

Company Name

Contact Person

Phone

Email

Address:

Dates of Unavailability: _____

- We have checked all open service requests to make sure they have been requested to be reassigned to another company or completed the requested work.
- We have submitted all pending invoices for all completed work to Success Realty.

Additional comments:

Signature

Date

Please email this form to angela@successrealtyrentals.com.

Office Phone 915-252-7943



VENDOR MANUAL

2025

BROKER/Property Manager: Angela Ochoa
angela@successrealtyrentals.com

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Vendor Welcome

From

Success Realty

We have approved using your company to perform work on our property management properties. It is our intent that this business relationship is a success for both Success Realty and your company.

Enclosed with this information, please find a copy of the signed Success Realty Vendor Agreements for your records. We recommend you keep these documents with this information booklet.

Success Realty has prepared the Success Realty Vendor Manual to assist you in achieving success working with our company. 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 Success Realty increases the success of the vendor/company relationship.

Information contained in the Success Realty Vendor Manual is to provide you with the Success Realty requirements and expectations of Vendors. It is also to prepare you for working with Success Realty tenants. Working with Tenants can be a challenge and Success Realty wants to ensure your success.

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

If at any time you have questions on any of the material in the Success Realty Vendor Manual, please contact Success Realty as soon as possible, so we may assist you.

Again, we welcome you as Success Realty Approved Vendor!

Success Realty

Success Realty is a S-Corporation operating in Texas, specializing in full-service property management and residential sales. It has been operating since 1987 and actively involved in the communities where we do business.

Mission Statement

It is the mission of Success Realty to provide well-maintained and fairly priced residential property for lease or for sale in the markets we serve.

We strive to consistently and persistently:

- Pursue an expanding inventory of quality properties.
- Demonstrate top-notch professionalism in all endeavors.
- Advance our industry expertise by the continual pursuit of relevant education.
- Commit to the honest and ethical treatment of everyone we may encounter.
- Foster a personalized approach, making every person feel as though they are our only and highest priority

General Policy

Success Realty adheres to the following policies:

- Success Realty is an Equal Opportunity Employer.
- Success Realty supports the laws and guidelines of Fair Housing.
- Success Realty has a drug-free policy for all Success Realty Personnel, Vendors, and Tenants.
- Success Realty follows the rules and regulations of the Texas Real Estate Commission and Texas Property Code.
- Success Realty does not knowingly contract with illegal immigrants.
- Success Realty strictly forbids any sexual harassment of Personnel, Vendors, Tenants, or Applicants.
- Success Realty does not pay maintenance bills from Success Realty Operating Funds.
- Owners are responsible for payment of maintenance to Vendors.
- Vendors receive payment through the Success Realty Property Management Trust Account or directly from the Owners.

Principles

Angel and Angela Ochoa are the owners of Success Realty Inc.

- Angel Ochoa is the Associate Broker of Success Realty.
- Angela Ochoa is the BROKER and Property Manager of Success Realty.
- Angela personally oversees all contracts, policies, and procedures to provide excellent services to their clients.
- Contact Information for Angela Ochoa
 - Cell: 915-252-7943
 - Email: angela@successrealtyrentals.com
 - Website: www.successrealtyrentals.com

Communication

Communication is a key to the success in any relations and the Success Realty/Vendor association is certainly no exception. We work constantly to improve communications with all our clients or prospective clients. This includes everyone – Owners, Tenants, Vendors, Buyers, Sellers, Prospective Clients, and the Public.

Website

Success Realty stays current with business technology. The Success Realty website, launching from www.successrealtyrentals.com, has proven to be a tremendous benefit to our clientele. Take the time to review our website for general information on our company. Various forms which are also available on our website. Please be sure to check the site for appropriate forms when you need to update your contact or insurance information or notify our office of your upcoming unavailability.

Company Communication

Success Realty will communicate with Vendors by:

- Telephone
- Email
- Texting through website
- Website with Vendor Account Access

Office Information

Mailing Address: Success Realty

PO Box 960487

El Paso, TX 79996

Phone: 915-252-7943

Email: angela@successrealtyrentals.com

Special Note: Personnel are not authorized to give the after-hours telephone number our to Clients, Tenants, or Public, unless with permission of the Management or in the event of a true emergency/disaster.

Licenses/Bonds

Contractor's license

- Success Realty requires all Vendors to have appropriate trade license if county or state requires licensing to complete work. If you work does require a license, please attach a copy of the Vendor Information Form.
- Examples of licensed contractors, are Roofers, Plumbers, Electricians, HVAC Technicians, General Contractors, etc.

Bonds

- If you are not required to have a contractor's license, Success Realty requests the Vendor to carry a bond.
- Examples of non-licensed vendors are carpet cleaners, cleaning companies, gardeners, etc.

Social Media

Vendors are not to post ANY information or pictures regarding Success Realty rental properties or Success Realty company on any social media, such as Facebook, Twitter, YouTube, or any other medium at any time.

Confidentiality

Vendors are to keep all information on Success Realty, Property Owners, Tenants, and any other property information confidential at ALL times.

Insurance

Worker's Compensation

- Success Realty requires all Vendors to carry current Worker's Compensation Insurance
- Success Realty requires Vendor to notify their Worker's Compensation Company and request them to furnish Success Realty with an original endorsement of the policy.
- Success Realty requires an original endorsement of all yearly renewals.
- Success Realty requires notification if insurance company changes.
- Sole Proprietor Vendors can fill out and turn in Workman's Compensation Waiver In lieu of Insurance Policy.
- Failure to supply or maintain either document shall result in removal from Success Realty Available Vendor List.

General Liability Insurance

- Success Realty requires all Vendors carry a minimum of \$100,000 of current general liability insurance.
- Success Realty requires an original endorsement of the current liability insurance policy.
- Success Realty requires an original endorsement of all yearly renewals.
- Success Realty requires notification if the insurance company changes.
- Failure to supply or maintain adequate liability insurance can result in removal from Success Realty Available Vendor List.
- Vendor can fill out and turn in Independent Contractor Release, Waiver of Liability and Covenant Not to Sue in lieu of General Liability Insurance policy.

Social Security/Tax Identification Number

Success Realty requires that all Vendors have a Social Security Number or Tax Identification Number, no exceptions. It is the responsibility of the Vendor to supply Success Realty with accurate information.

Social Security Requirements

- Personal names are required with social security numbers on 1099-NEC Forms.
- Vendor must complete and turn in IRS W-9 Form.

Tax Identification Number

- Company names are required with Tax Identification Numbers for 1099-NEC Forms.
- Vendor must complete and turn in IRS W-9 Form.

Change of Information

It is the responsibility of the Vendor to notify Success Realty of any changes and Success Realty has provided a Vendor Information Change Form in the back of the Vendor Manual. 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 or Tax Identification Number

Workmanship

Competent Workmanship

- Vendors will supply competent work and the Vendor guarantees they will redo the work to the satisfaction of Success Realty, if necessary, with no additional charges.
- Vendors shall take care not to send any worker, employee, or sub-contractor to any Success Realty property if they are:
 - A convicted felon
 - On probation or parole
 - A registered sex offender
 - Under the influence of alcohol or illegal drugs
 - Are of questionable moral character
 - Might be a threat to themselves or others
- Vendors shall take care to leave property clean upon completion of job.
- Vendors shall not empty or clean their equipment on the property.

Contract Labor

- The work is on a "Contract Labor" basis.

- Success Realty does not treat any Vendor as an employee.
- Vendor is responsible for reporting their income to government agencies.
- Success Realty issues 1099-NEC Forms for work exceeding \$600 as required by the Internal Revenue Service.

Vendor Communication

Success Realty requires all Vendors to communicate by using:

- Cellular telephone
- Text Messages
- Business phone
- Fax
- Email
- Fax or email is required for work orders
- Emergency contact number for Vendors
 - All Vendors are required to supply an emergency contact number.

Vehicles

The Success Realty policy on Vendor Vehicles is as follows:

- Vendor Supplied Vehicles
 - All Vendors must supply their own vehicles.
 - Vendors cannot use any Success Realty owned company vehicles.
 - Vendors must carry appropriate insurance for their vehicles.
- Vehicle Expense
 - Success Realty 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 Success Realty Vendor List.
 - Unless it is necessary to park or driveway to perform work, Vendors are to park in front of the property.
 - At no time is it permissible to park or drive on any unpaved surface, such as lawns or other areas.
 - Vendor shall take care to park so as not to block other vehicles, fire lanes or hydrants and shall not park in any reserved or designated handicapped space.
 - If a vendor's vehicle causes damage, such as an oil leak, it is the Vendor's responsibility to repair the damage immediately.

Vendor Vacation or Long-Term Non-Availability

Vacation Notification or Long-Term Non-Availability

- Success Realty requests that Vendors notify Success Realty of scheduled vacations or long-term non-availability.
- Success Realty makes this request for scheduling or in the event of emergencies, disasters, or incomplete work requests.

Vacation or Long-Term Non-Availability Form

- Success Realty has enclosed a Vendor Non-Availability Notice Form with the Success Realty Vendor Manual for your convenience.
- Success Realty requests the Vendor to email or fax this notice to the office.

Vendors and Tenant Status

The Success Realty policy regarding Vendors as Tenants is:

Vendors as Tenants

- Success Realty does not rent to Success Realty Vendors.

Immediate Relatives of Vendors as Tenants

- Success Realty does not accept immediate relatives of Vendors as Tenants.
- Success Realty requests that Vendors alert Success Realty if an immediate relative applies to rent a property.

Basis for Policy

- The basis for this policy is to prevent any conflicts of interest between Success Realty, Vendors, Owners, and/or Tenants. This is good business practice.

Keys/Entry

Vacant Properties

Success Realty uses a lockbox system for all vacant properties and Vendors are 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 Success Realty.
- Success Realty changes all locks prior to a Tenant occupying a property.

Occupied Properties

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

Work Order Procedures

Success Realty Work Orders

- Success Realty issues routine work orders assigning them to in website as Vendor and emailing them the work order.
- Additionally, Success Realty can issue a work order by telephone when warranted by the maintenance situation.
- If Success Realty has issued a work order by telephone, the Success Realty office will also email or work order to the Vendor to complete their billing.
- Success Realty has a limit for work requests with the Owner and cannot exceed this amount without Owner authorization.
- Vendors are to notify Success Realty immediately if the problems exceed the authorized amount of the work order.
- Vendor is responsible for paying for all parts and materials required for the work order, unless there are special arrangements authorized by Success Realty.
- Success Realty 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. Success Realty procedures for bids are:

- Success Realty sends a bid request on the standard Success Realty Work Order.
- Vendors are to notify Success Realty if they are aware, they will be unable to offer a bid and complete the work in a timely manner.

- When Success Realty receives the approval or denial from the Owners, Success Realty will notify the Vendor by telephone.
- If the Owner approves the bid, Success Realty will contact Vendor and send an updated work order. If the Owner does not approve the bid, Success Realty will send a "cancelled work order."

Policies Regarding Vendors Working with Tenants

Appointments with Tenants

Making the Tenant Appointment

- Success Realty informs Tenant when assigning a work order that a Vendor will contact them directly.
- Success Realty requires Vendors to set specific appointments with Tenants after receiving a work order request. Keys to occupied units will not be provided by Success Realty.
- Vendor must make initial contact within 6 business hours of receipt of work order.
- Appointment to conduct work should be within 48 business hours.
- Emergency work order response time is to be within 2 hours from Success Realty call to Vendor.
- If Vendors have difficulty reaching the Tenant, or otherwise meeting the timelines as indicated, they are to update the work order on the Success Realty website and contact Success Realty.
- *Texas Property Code presumes that **7 days is a reasonable period of time** for Landlord to make a diligent effort to repair a condition unless there are circumstances which establish that a different period of time is appropriate (such as the severity and nature of the condition and the availability of materials, labors and utilities).*

The Appointment

- Vendors are to appear clean and dresses 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 Success Realty.
- Vendors are to knock on door or ring doorbell.
- 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 Success Realty.
- Success Realty will contact the Tenant to find out the problem for the cancelled 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.
- If Tenant is unable or unwilling to provide clear access to area needing repair, Vendor can cancel appointment and reschedule for another time when Tenant can provide clear access to repair area.
- Vendors are always to be courteous and professional.
- Vendors shall not smoke inside the property and shall refrain from discarding cigarette butts anywhere on the property. Users of smokeless tobacco or chew shall not discard tobacco product anywhere on the property and shall not spit on any paved surface.
- Vendors are to clean their work in the property.
- If the work/repair requires a ladder, Vendor shall not leave ladder unattended or unsecured at any time, as an enticement for children to play on.

Inability to Complete Work

- The Vendor is to notify Success Realty immediately if there is a delay or obstruction in the completion of the work order.
- Success Realty will then decide on the completion of the work request.

Completing the Appointment

Vendor Repairs Communication with Tenants

- Vendors are not to make comments on repairs, lack of repairs, or condition of the property to Tenants or within earshot of 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 Success Realty 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.
- Success Realty 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 submit a work order through Success Realty website.

Tenant Behavior

- If Tenants pose a threat, Vendors are to immediately leave the property and notify Success Realty as soon as possible.

Completion of Work

- Vendors are to complete the job as quickly as possible and submit their invoice with 15 days of completion of work.
- Vendor is responsible for notifying Success Realty if additional work might be necessary to fully complete a job. For example: A plumber might need to notify Success Realty when his work is finished so Success Realty can schedule drywall repairs or painting that may be needed but is outside the scope of the plumber's job set skills.

Billing Procedures

Payment Procedures

Vendor Invoices/Billings

- Vendor shall submit invoices to Success Realty within 15 days of completing the work/job.
- Vendor's invoices shall contain a unique identifying invoice number and shall clearly indicate the property address. Invoices without this information will be returned to Vendor unpaid.
- Success Realty Property Manager will review the Vendor invoice/billing for payment approval.
- When approved, the Property Manager will issue funds to the Vendor during the normal 30-day bookkeeping cycle.
- If there is a question on the bill, the Success Realty Property Manager will contact the Vendor to work the discrepancy.

Disbursement of Vendor Payments

- Success Realty disperses Vendor payments at least every 30 days.
- It is Success Realty's policy to pay Vendors promptly in the 30-Day cycle.
- Success Realty does not disperse funds outside of the bookkeeping cycle unless there are extenuating circumstances approved in advance by Success Realty.
- Success Realty disperses payments from the Success Realty Property Management Trust Account.

- Success Realty cannot make payments if funds are unavailable in the Owner's account within the Success Realty Property Management Trust Account.
- If there is a delay in Owner funds, Success Realty will notify the Vendor and make necessary contract with the Owner for the funds.
- Success Realty will keep the Vendor apprised of the status of incoming funds.
- Success Realty mail payments to Vendor's mailing address or utilize direct deposit if Vendor has opted into EFT service.
- Success Realty may charge additional convenience fees on EFT payments.
- Success Realty complies with any court ordered deductions for Vendors.
- Success Realty will notify the Vendor if Success Realty receives a court order.

Year End Procedures

1099-NEC Forms

- Success Realty issues the Internal Revenue Service 1099-NEC Form to all Vendors who have earned at least \$600 for the year. The forms will be mailed by January 31 of the following year.
- It is the Vendor's responsibility to report any discrepancies to Success Realty as soon as possible, so that Success Realty can correct the 1099-NEC form prior to filing with the Internal Revenue Service.

Conclusion

We hope you have found the Success Realty Vendor Manual useful. Please let us know if there are any questions or concerns on any of the enclosed information. 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.

We look forward to a long prosperous business relationship with your company.