



## ***Welcome to Doing Business with TexCen Realty***

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At **TexCen Realty**, we know a reliable vendor makes our job easier.

**Vendors are KEY** to a well-run property management company. We're committed to paying you quickly and treating you with respect.

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### **What we need from you initially:**

- **Up-to-date W9**  
*(We verify with the IRS before assigning work.)*
  - **Accurate contact information**  
*(Especially email and phone.)*
  - **We pay via EFT/direct deposit or credit card (at this time are our only payment methods)**  
*(This is the MOST secure payment method. By doing business with us, you agree to accept an electronic 1099.)*
  - **Proof of insurance**  
*(Required to protect you, our owners, and our team.)*
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### **Our Expectations:**

#### **Photos:**

*Send before and after photos via email.*

#### **Work Requests:**

*Only act on requests from the Property Manager — NEVER the resident.*

#### **Communication is Key:**

*We ask you to limit resident communication to coordination of repairs and the task you were assigned to do.*

*We ask that you do not communicate details about the status, cause, or outcome of repairs directly with residents — our managers will consult owners as needed before further action is taken.*

#### **Bids:**

*Large repairs may require 3 bids.*

*We value your service but must ensure cost-effectiveness for our owners. We understand if you have to charge a service fee for this.*



### **Work Quality:**

*Aim for effective, efficient repairs. Think creatively — can the wall be cleaned instead of painted?*

*Is the appliance under warranty?*

### **Invoices:**

*Detailed, itemized invoices (PDF) that outline the root cause should be sent via email directly to the property manager you are working with.*

*Property managers must approve all work before invoice payment.*

*Please reference the work order number from our system (if you receive one) and the property address.*

*Please communicate your payment expectations (i.e., Net 30, etc.) and the consequences if not met.*

### **Vicious Dogs:**

*Alert us immediately — send pictures if you encounter any. We will keep it confidential.*

### **Odd Happenings:**

*Report anything unusual (e.g., odd smells, too many beds, locked rooms). Your observations help us maintain property integrity. We will keep it confidential.*

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## **Your Expectations from Us:**

- **Prompt Payment:**

*TexCen Realty pays vendors twice weekly (sometimes weekly during special circumstances). Invoice will need time to be reviewed and pictures of completed work taken by the property manager in some cases.*

- **Online Portal:**

*Upon request, vendors may have access to an online portal to track invoices and payments.*

- **Easy Access to Properties:**

*All vacant properties will have an accessible lockbox for you to access the property.*

*Our managers are easily reached via cell and email and will respond to you.*

*Do not enter a tenant occupied home if no one is home or without someone over 18 being present.*

- **Information:**

*We will try to get pictures of repairs needed whenever possible, make and model of appliances, and accurate resident contact information.*

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