



**Our goal is to provide excellent management
services through customer service.**

INDEPENDENT CONTRACTOR VENDOR MANUAL

5655 Walnut Avenue
Orangevale, CA 95662
Office: (916) 988-5357
info@cornettemanagement.com
www.Sacramento.Rentals

CORNETTE PROPERTY MANAGEMENT TABLE OF CONTENTS

Welcome New Vendor.....	4
CPM Mission Statement	4
CPM General Policy	4
Communication.....	5
Telephone Calls during Office Hours	5
Email.....	5
Web Site	5
General Office Information	5
Address information	5
Telephone	5
Internet.....	5
Office Hours	5
Vendor Requirements.....	6
Required Vendor Forms	6
Other Vendor Forms.....	6
▪ Change of Information Form.....	6
▪ Vendor Incident Report.....	6
Licenses.....	6
▪ Contractor’s license or Handyman license.....	6
Insurance	6
▪ Worker’s Compensation	6
▪ General liability insurance.....	6
Social Security/Tax ID	7
▪ Social Security requirements	7
▪ Tax ID requirements	7
Change of Information:	7
▪ Company name	7
▪ Address	7
▪ Business telephone	7
▪ Cellular telephone.....	7
▪ Email address.....	7
▪ Insurance information	7
▪ Change of social security number to Tax ID#	7
Worker’s Compensation	7
▪ Competent Worker’s Compensation	7
▪ Contract labor.....	7
Vehicles	7
▪ Vendor supplied vehicles.....	7
▪ Vehicle expense	7
▪ Vehicle maintenance	7
Vendor Communication.....	8
▪ Cellular phone	8
▪ Business phone	8
▪ E-mail	8
▪ Text	8
▪ Emergency contact number for vendor.....	8

Vendor Vacation.....	8
▪ Vacation Notification.....	8
Keys/Entry.....	8
Vacant properties.....	8
Occupied Properties.....	9
Work Order Procedures.....	9
CPM Work Orders.....	9
Vendor Estimates.....	9
Policies Regarding Vendors Working with Tenants.....	9
Appointments with Tenants.....	9
▪ Making the Tenant Appointment.....	9
▪ The Appointment.....	10
▪ During the Appointment.....	10
Completing the Appointment.....	10
▪ Vendor repairs communication with tenants.....	10
▪ Additional work requested by tenants.....	10
▪ Tenant behavior.....	10
Inability to Complete Work.....	10
Completion of Work.....	10
Billing Procedures.....	11
Payment procedures.....	11
▪ Vendor invoices/billings.....	11
▪ Disbursement of vendor payments.....	11
Year End Procedures.....	11
▪ 1099 miscellaneous.....	11
Conclusion.....	11

Welcome New Vendor

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 Cornette Property Management (CPM) and your company. CPM is an abbreviation used in lieu of the full company name Cornette Property Management and is used throughout this manual.

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

CPM has prepared the *CPM Vendor Manual* to assist you in achieving success working with Cornette 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 CPM increases the success of the vendor/company relationship.

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

Before starting work with CPM, 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 CPM pays invoices correctly in accordance with our bookkeeping schedule.

If at any time you have questions on any of the material in the *CPM Vendor Manual*, please contact the Cornette Property Management team as soon as possible, so that we can assist you.

Cornette Property Management is a property management company operating in Orangevale, California specializing in full-service property management. The company has been operating since 1982 and has built a sizable portfolio of residential property inventory to manage.

CPM Mission Statement

The mission of Cornette Property Management is to provide superior management for our owners and their real estate investment, to include quality customer service for their tenants, all the while demonstrating integrity and professionalism.

CPM General Policy

CPM adheres to the following policies:

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

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, etc.

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

Telephone Calls during Office Hours

During office hours, listed below, there is always a live person to answer your call. Your management team may not be available or in the office. If, during the day you reach our voice mail system due to our Managers being out of the office, leave a message complete with your name and the telephone numbers where we can reach you, both day and evening. All Property Managers start returning calls once back in the office, it is important that you connect on the work.

Email

CPM encourages all vendors to use email to contact us quickly. It is fast and effective. When using email, we request that you put the “property address” in the subject line. This helps us identify the importance of your message, and avoids oversights or deletions.

Web Site

The CPM website, www.Sacramento.Rentals contains important information for vendors.

General Office Information

Address Information	
Mailing Address	5655 Walnut Avenue
	Orangevale, CA 95662
Street Address	5655 Walnut Avenue
	Orangevale, CA 95662
Telephone	
Main Office	(916) 988-5357
Vacant Maintenance	(916) 597-2009
Occupied Maintenance	(916) 597-2010
Email	
Main Office	info@cornettemanagement.com
Vacant Maintenance	april@cornettemanagement.com
Occupied Maintenance	maintenance@cornettemanagment.com
Office Hours	
Monday – Friday	8am -5pm, Closed 12pm -1pm
Saturday – Sunday	Closed

Vendor Requirements

Required Vendor Forms

CPM requires all vendors to complete the following forms prior to commencing work for CPM. They are located in the office or on the company web site.

- Vendor Application
- Vendor Agreement

Other Vendor Forms

CPM has also supplied the following example forms to be used when necessary in the future:

- Change of Information Form
- Vendor Incident Report

Licenses

- Contractor's license or Handyman license
 - CPM requires all vendors to have a contractor's license or handyman's license if California requires licensing to complete work. If your work does require a license, please attach a copy to the Vendor Information Form.
 - Examples of licensed contractors are plumbers, electricians, general contractors, etc.
 - Examples of licensed handyman contractors are handyman, cleaners, etc.

Confidentiality

Vendors are to keep all information on Cornette Property Management, property owners, tenants, and any other property information confidential at ALL times.

- Social Media
 - Vendors are not to post ANY information or pictures on any social media, such as Facebook, Twitter, YouTube, or any other media at any time.

Insurance

- Worker's Compensation
 - CPM requires all vendors to carry current Worker's Compensation (this includes single person companies showing owner exemption.)
 - CPM requires the vendor notify their Worker's Compensation Company and request them to furnish CPM with an original endorsement of the policy.
 - CPM requires an original endorsement of all yearly renewals going forward.
 - CPM requires notification if the insurance company changes.
- General liability insurance
 - CPM requires that vendors carry a minimum \$1,000,000.00 of current general liability insurance.
 - CPM requires an original endorsement of the current liability insurance policy.
 - CPM requires an original endorsement of all yearly renewals going forward.
 - CPM requires notification if the insurance company changes.

CPM is audited annually by our insurance carrier to confirm all vendors have the required coverages.

Social Security/Tax ID

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

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

Change of Information:

It is the responsibility of the vendor to notify CPM of any changes and CPM has provided a Change of Information Form in the office or company web site. Vendors are to report changes for the following:

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

Workmanship

- Competent workmanship
 - CPM requires the vendor to supply competent work.
 - The vendor guarantees they will redo the work to the reasonable satisfaction of CPM, if necessary.
- Contract labor
 - The work is on a “contract labor” basis.
 - CPM does not treat any vendor as an employee.
 - The vendor is responsible for reporting their income to government agencies (IRS & Franchise Tax Board.)
 - CPM issues 1099s for work exceeding \$600 as required by the Internal Revenue Service.

Vehicles

The CPM policy on vendor vehicles is as follows:

- Vendor supplied vehicles
 - All vendors must supply their own vehicles.
 - Vendors cannot use any CPM owned company vehicles.
 - Vendors must carry appropriate insurance for their vehicles.
- Vehicle Expense
 - CPM 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 CPM 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

CPM requires all vendors to communicate by using:

- Cellular phone
- Business phone
- E-mail
- Text
- Emergency contact number for vendor
 - All vendors are to supply an emergency contact number.

Vendor Vacation

- Vacation Notification
 - CPM requests that vendors notify CPM of vacations of a week or more.
 - CPM makes this request for scheduling or in the event of emergencies, disasters, or incomplete work requests.

Keys/Entry

Vacant properties

- CPM uses a lockbox system on most vacant properties and vendors are to be responsible to the system:
 - Use the lockbox 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 CPM.
 - Do not turn AC down or Heat up and then leave on when work is complete and you are gone.

Occupied Properties

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

Work Order Procedures

CPM Work Orders

- CPM issues routine work orders by hand delivery, email or texting them to the vendor.
- Additionally, CPM can issue a work order by telephone when warranted by the maintenance situation.
- If CPM has issued a work order by telephone, the CPM office will also email a work order to the vendor to complete his billing.
- CPM has a limit for work requests with the owner and cannot exceed this amount without owner authorization.
- Vendors are to notify CPM 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 CPM.

Vendor Estimates

Some work requires estimates by the vendor and then approval by the owner. The CPM procedures for estimates are to be received back in 5 business days:

- CPM sends an estimate request on the standard work order form, labeled Estimate.
- Vendors are to notify CPM if they are aware they will be unable to offer an estimate and complete the work in a timely manner.
- When CPM receives the approval or denial from the owner, CPM will notify the vendor by telephone or email.
- If the owner approves the estimate, CPM will contact the vendor and send an updated work order.
- If the owner does not approve the estimate, CPM will notify the vendor.

Policies Regarding Vendors Working with Tenants

Appointments with Tenants

- Making the Tenant Appointment
 - CPM informs the tenant when taking a work order that a vendor will contact them directly.
 - CPM requires vendors to set specific appointments with tenants after receiving a work order request. Vendor has 2 business days to contact the tenant.
 - If vendors have difficulty reaching the tenant, they are to notify the CPM 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 CPM 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 CPM office.
- CPM 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.
 - Vendors are to be courteous and professional at all times.
 - Vendors are to clean up their work in the property.
 - Vendors are not to use the tenant's garbage can to dispose of items, it must be taken with the vendor when leaving

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 CPM 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.
 - CPM 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 CPM and place a work order.
- Tenant behavior
 - If tenants pose a threat, vendors are to immediately leave the property and notify CPM as soon as possible. Complete an incident report and deliver to CPM.

Inability to Complete Work

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

Completion of Work

- Vendors are to notify CPM that work is complete so the work order can be verified and closed.
- Vendor is to submit the invoice within 15 days of completion of the maintenance repair.

Billing Procedures

Payment procedures

- Vendor invoices/billings
 - Vendors are to turn in invoices within seven (7) calendar days of finishing the job
 - If invoices are not received within forty-five (45) calendar days of finishing the job, the invoices will not be paid.
 - Upon receiving the vendor invoice/billing, CPM will forward it to the appropriate CPM Team member to begin the close out of the work order.
 - When closed out and completed, the Team member sends the invoice to the Accounting Division.
 - The bookkeeper will issue the funds to the vendor during the normal 30-day bookkeeping cycle.
 - If there is a question on the bill, the CPM Management Team will contact the vendor to work out any discrepancy.
- Disbursement of vendor payments
 - CPM disburses vendor payments every 30 days.
 - It is the CPM policy to pay Vendors promptly in the 30-day cycle.
 - CPM disburses payments from the CPM Trust Account on Friday of each week.
 - CPM does not pay vendors in cash, and CPM does not keep cash in the CPM office.
 - CPM cannot make payments if funds are unavailable in the owner's account within the CPM Trust Account.
 - If there is a delay in owner funds, CPM will notify the Vendor and make necessary contact with the owner for the funds.
 - If the vendor does not receive funds within a 30 days of submitting invoices to the office, the vendor must contact the office within 15 days.
 - CPM will keep the vendor apprised of the status of incoming funds.
 - CPM will notify the vendor if the owner is disbursing the payment directly to the vendor.
 - CPM mails payments to vendors unless the vendor contacts CPM to pick up funds.
 - CPM complies with any court ordered deductions for vendors.
 - CPM will notify the vendor if CPM receives a court order.

Year End Procedures

- 1099 miscellaneous
 - CPM issues the Internal Revenue Service 1099-miscellaneous to all vendors who exceed work above \$600.00 by January 31 of the following year.
 - It is the vendor's responsibility to report any discrepancies to CPM as soon as possible so that CPM can correct the 1099.
 - CPM requests that vendors review their 1099's immediately and report any discrepancies by February 20 before CPM files 1099's with the Internal Revenue Service.

Conclusion

We hope that you have found the *CPM Independent Contractor Vendor Manual* useful. Please let us know if there are questions or concerns on any of the enclosed information. The intent of the manual is to clarify the working relationship between vendor and Cornette Property Management and prevent future misconceptions or problems. Please provide all required vendor forms to avoid delays in payments.