



Property Services Agreement

This Agreement by and between Housing Urban Management LLC hereinafter known as “the Company” having an office at 1629 K St NW Suite 300, Washington, DC 20006 and the Housing Provider (hereinafter known as “the Customer”).

The Company provides consulting, coordination, and supplemental property support services related to rental operations, as further described in the Supplemental Services section of the Company’s website located at (<https://gohum.com>). In addition, the Company may facilitate connections between Customers and Third-Party Service Providers and may assist with communication, coordination, invoicing, and payment processes related to such services.

1. **SERVICE DESCRIPTION.** Our CORE Property Services are structured support services related to rental operations. Such services may include:
 - a. **Centralized customer portal access.** Providing centralized access points for documents, payments, updates, and communications related to rental operations.
 - b. **Customer concern intake & routing.** Receiving, assessing, and routing Customer-reported concerns to the appropriate vendor, representative, or escalation channel based on the nature of the issue.
 - c. **Resident request intake & issue tracking.** Receiving, documenting, and tracking requests or tenant-reported issues related to rental operations and presenting them to the Customer for guidance and resolution direction.
 - d. **Repair issue assessment & vendor dispatch.** Gathering repair details, photos, and supporting information from the occupant before sending the work order and all collected information to the designated Third-Party Service Provider. ↪ ***Additional coordination services are billed separately and payable in advance.***
 - e. **Emergency maintenance coordination infrastructure.** Assisting with emergency maintenance coordination by contacting and dispatching pre-established Third-Party Service Providers designated by the Customer.
 - f. **Rent collection & disbursement tracking.** Coordinating rent collection activity, tracking incoming payments and disbursements, and maintaining organized payment-related records and communication. ↪ ***Owner disbursements are processed twice per month — on the 10th and 25th.***



- g. **Proactive lease renewal efforts.** Attempting to obtain lease renewals for the longest reasonable lease term available while coordinating communication between the parties. ↪ ***Lease renewals are not guaranteed and remain subject to the mutual agreement of all parties.***
- h. **Rent delinquency follow-up.** Sending payment reminders, posting late fee notices, conducting payment follow-up outreach, and attempting reasonable payment resolution efforts, including signed Promise-to-Pay arrangements when appropriate.
- i. **Access to vetted third-party service providers.** Providing access to a network of independently operated Third-Party Service Providers for services related to rental operations and property support.

Customers may utilize their own Third-Party Service Providers.

- 2. **LIMITATION OF SCOPE.** Unless expressly stated otherwise in a separate written agreement, the following services, responsibilities, and obligations are not included within our CORE Property Services:
 - a. Full-service property management
 - b. Physical maintenance, repair, cleaning, or construction services
 - c. Legal services, legal advice, or court representation
 - d. Accounting, bookkeeping, tax preparation, or financial advisory services
 - e. Supervision or employment of Third-Party Service Providers
 - f. Authority to make major decisions regarding the Property without Customer's authorization
 - g. Guarantees related to tenant and Third-Party Service Providers' performance, rent payment or inspection outcomes
- 3. **CUSTOMER RESPONSIBILITIES.** The following responsibilities remain with the Customer unless expressly stated otherwise in a separate written agreement:
 - a. Maintaining the Property in compliance with applicable laws, regulations, and program requirements
 - b. Maintaining appropriate insurance coverage for the Property
 - c. Providing accurate and timely information, documentation, and access related to the Property
 - d. Responding to requests for approvals, decisions, and communications within two (2) business days for non-emergency matters and as soon as reasonably possible for emergencies or urgent situations.
 - e. Authorizing, funding, and paying for approved repairs, vendor services, fees, and other property-related costs



The Company reserves the right to redirect Tenants and other parties directly to the Customer due to Customer non-responsiveness, delayed approvals, failure to provide direction, or other matters requiring direct Customer action.

4. **FEES, BILLING & PAYMENTS.** The Customer agrees to pay a one-time setup fee of \$50 per unit enrolled in the service, along with a recurring monthly service charge of \$50 per unit for continued access to the services and systems provided under this Agreement.

Work Order Service Fees. Additional Work Order Service Fees apply for coordination and project administration if requested by the Customer.

- **Dispatch Fee — \$0**

Routing and dispatching the work order to a Third-Party Service Provider without ongoing coordination services. ↳ *The Dispatch Fee option is available only to Customers who have established a designated single point of contact responsible for receiving dispatched repair requests and coordinating with any additional Third-Party Service Providers as needed.*

- **Coordination Fee — \$50**

Ongoing communication, follow-up, scheduling, and coordination related to a specific work order through completion. ↳ *Coordination fees apply per work order and per Third-Party Service Provider dispatched, not per incoming repair request or tenant call.*

- **Project Coordination — \$75/hour**

Applies to ongoing projects requiring extended coordination, oversight, scheduling, vendor communication, or administrative involvement beyond standard work-order coordination.

Customer Response & Resolution Framework. Structured response pathways for administrative requests, expedited resolutions, and operational consulting.

- **Administrative Response — \$0**

Basic informational or administrative requests resolved through standard platform communication without additional consultation or coordination.

Examples may include:

- document requests
- payment confirmations
- portal assistance
- basic status updates
- general administrative inquiries



- **Expedited Resolutions — \$0 (first five minutes included)**

Brief operational guidance, clarification, coordination, or issue follow-up requiring more than basic administrative handling.

Examples may include:

- maintenance clarification
- vendor coordination
- next-step guidance
- status request on active matter
- escalation assessment

Extended matters may transition into a Property Operations Advisory Consult billed at \$37.50 per 15-minute increment.

- **Property Operations Advisory Consult — \$37.50 per 15-minute increment**

Applies to matters requiring extended review, strategic discussion, dispute analysis, coordination planning, or operational guidance.

Response tiers are based on the time and complexity involved.

5. **PAYMENT METHOD.** CORE Property Services, consulting services, and other supplemental property services must be purchased through the Company’s designated website, platform, or payment systems.
6. **OWNER RESERVE REQUIREMENTS.** Owner reserve requirements apply only if the Company will be collecting Owner contributions or disbursing funds to Third-Party Service Providers on behalf of the Customer.

In such cases, the Customer shall maintain a minimum reserve balance with the Company as follows:

- a. \$500 for the first enrolled unit
- b. \$250 for each additional enrolled unit

Maximum required reserve balance: \$1,000

The reserve balance is intended to remain on account as a security reserve and is not intended to be used for payments to Third-Party Service Providers upon work completion. If timely payment is not made by the Customer and the Company is forced to disburse payment from the reserve balance, the utilized reserve funds must be replenished within three (3) business days. Failure to maintain or replenish the required reserve balance may result in suspension of services or refusal of additional work-order dispatches.



7. **MAINTENANCE AUTHORIZATION THRESHOLDS.** Customer authorizes the Company to coordinate non-emergency maintenance and repair services up to \$300.00 per occurrence without additional approval. Customer further authorizes the Company to coordinate emergency maintenance, mitigation, or protective services up to \$750.00 per occurrence when reasonably necessary to help prevent property damage, safety hazards, or interruption of essential services. The Company will make reasonable efforts to notify Customer regarding emergency coordination activity and related expenses as soon as possible.
8. **TERM & TERMINATION.** This Agreement shall continue on a month-to-month basis unless terminated by either party for any reason. Customers may cancel services at any time prior to the next billing or renewal date to avoid future charges. Cancellation of services will stop future recurring billing; however, no partial refunds or credits will be issued for any unused portion of the current billing period. All fees paid prior to termination are non-refundable.
9. **UNIT CONTINUITY & REACTIVATION.** Customers may elect to maintain a unit under Unit Continuity Status at a reduced rate of \$20.00 per month per unit to preserve operational history, communication records, portal configurations, and future reactivation eligibility without additional future setup costs. *Units fully removed from the Company's systems require new setup fees and subscription charges to restore service.*
10. **SERVICE SUSPENSION.** The Company reserves the right to suspend, limit, or terminate services in situations involving non-payment, Customer non-responsiveness, operational interference, abusive conduct, suspected fraud, misuse of the services, or other circumstances that materially interfere with the Company's ability to provide services under this Agreement.
11. **INDEPENDENT CONTRACTOR RELATIONSHIP.** Third-Party Service Providers are not employees, partners, joint venturers, or agents of the Company. The Company does not supervise, control, or guarantee the services performed by Third-Party Service Providers.
12. **DISCLAIMERS & NO GUARANTEES.** The services provided by the Company are coordination-based and facilitation-oriented in nature and are provided without guarantees of specific outcomes, performance, timelines, approvals, collections, renewals, vendor availability, or uninterrupted service. The Company is not responsible for delays, interruptions, losses, damages, communication failures, or other issues caused by Customers, Tenants, Third-Party Service Providers, governmental agencies, payment processors, system outages, or circumstances outside of the Company's reasonable control.
13. **LIMITATION OF LIABILITY.** To the maximum extent permitted by law, the Company shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including lost income, lost rent, property damage, business interruption, delays, or losses arising out of or related to the



services provided under this Agreement. The Company's total liability under this Agreement shall not exceed the total amount of fees paid by the Customer to the Company during the three (3) months preceding the event giving rise to the claim.

14. **INDEMNIFICATION.** The Customer agrees to defend, indemnify, and hold harmless the Company and its owners, officers, employees, contractors, and representatives from and against any claims, damages, losses, liabilities, costs, or expenses, including reasonable attorneys' fees, arising out of or related to the Customer's property, the Customer's actions or omissions, violations of law, disputes involving Tenants or Third-Party Service Providers, or the Customer's breach of this Agreement.
15. **ENFORCEMENT & RECOVERY RIGHTS.** The Company reserves the right to pursue collection, reimbursement, legal action, chargeback recovery, injunctive relief, or other available remedies in connection with unpaid balances, fraudulent activity, misuse of the services, interference with operations, violations of this Agreement, or damages caused to the Company, its systems, staff, Customers, or Third-Party Service Providers.
16. **LEGAL FEES & ENFORCEMENT COSTS.** In the event the Company is required to enforce this Agreement, respond to disputes, defend claims, recover unpaid balances, address chargebacks, respond to improper conduct involving Third-Party Service Providers, or otherwise engage legal counsel in connection with the Customer's actions or violations of this Agreement, the Customer agrees to reimburse the Company for all reasonable attorneys' fees, court costs, collection costs, mediation fees, arbitration fees, vendor-related claims, and related legal expenses incurred by the Company to the extent permitted by applicable law.
17. **GOVERNING LAW & DISPUTE RESOLUTION.** This Agreement shall be governed by and construed in accordance with the laws of the District of Columbia. Before initiating litigation, the parties agree to first attempt to resolve any dispute arising out of or related to this Agreement through good-faith mediation. If mediation is unsuccessful, any legal action shall be resolved exclusively in the courts located in the District of Columbia, and the parties consent to the jurisdiction and venue of such courts. *↳ The parties shall share mediation costs equally unless otherwise agreed.*
18. **MODIFICATION OF AGREEMENT.** The Company reserves the right to modify, update, or revise this Agreement, service offerings, pricing, policies, systems, or operational procedures from time to time. Any such modifications shall become effective upon posting, delivery, or other reasonable notice to the Customer. Continued use of the Company's services following such notice constitutes acceptance of the modified terms.



19. **SEVERABILITY.** If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect to the maximum extent permitted by law.

20. **AUTHORIZED SIGNATORY.** By signing this Agreement, Customer represents that he or she is the Owner of the property or is duly authorized to act on behalf of the Owner and has full authority to bind the Owner to this Agreement.

Customer

Name

Title

Signature

Date