



Participating Provider Network Agreement

This Agreement is entered into by and between the Participating Third-Party Service Provider (“Provider”) and the Housing Provider (“Customer”) and is facilitated by Housing Urban Management LLC (“Company”), located at 1629 K St NW, Suite 300, Washington, DC 20006.

This Agreement governs the relationship between the Customer and the Provider in connection with the CORE Property Services platform operated by the Company, as described on the Company’s website located at (<https://gohum.com>). The Company may dispatch Work Orders, coordinate communication, assist with scheduling, and support invoicing and payment coordination related to services requested by the Customer and performed by the Provider. *↳ The Company serves solely in a coordination and administrative capacity and is not a direct party to the underlying repair, maintenance, or service agreement between the Customer and the Provider.*

1. **DEFINITIONS.** The following defined terms apply throughout this Agreement:

- **Company.** Housing Urban Management and its representatives, systems, coordinators, staff, contractors, and authorized operational personnel.
- **Customer.** The property owner or authorized representative receiving services under this Agreement.
- **Providers.** Third-Party Service Providers participating under the Company’s operational policies, professional conduct standards, coordination procedures, and ethical guidelines.
- **Provider Network.** Third-Party Service Providers operating under the Company’s systems, standards, and participation requirements.
- **Coordination.** Ongoing communication, scheduling, follow-up, tracking, oversight, or administrative involvement related to Work Orders involving Participating Providers.
- **Work Order.** Refers to a specific repair or maintenance task that does not require milestone payments, extensive coordination, or ongoing project management.
- **Emergency Stabilization.** Temporary or limited actions reasonably necessary to help prevent property damage, safety hazards, or interruption of essential services until further repairs or approvals can be completed.
- **Repair Projects.** Refers to repair, turnover or renovation involving multiple phases, multiple trades, milestone payments and ongoing progress reporting.
- **Operational Systems.** The Company’s communication platforms, workflows, records, tracking tools, coordination procedures, and other systems used to manage and support services.



2. **INDEPENDENT CONTRACTOR STATUS.** Providers operate as independent contractors and remain solely responsible for their own licensing, insurance, taxes, labor, equipment, compliance obligations, and business operations. Nothing in this Agreement creates an employment, partnership, joint venture, or agency relationship between the Company and the Provider. Providers have no authority to bind the Company to any contract, warranty, obligation, or commitment.
3. **SERVICE DESCRIPTION.** Provider agrees to provide repair, maintenance, and turnover services for the Customer's property or properties. Provider may perform such services directly and/or through its employees, subcontractors, affiliates, vendors, or assigns; however, Provider shall remain fully responsible for ensuring that all required property-related services are properly handled and completed. Provider understands and agrees to reasonably cooperate in addressing service needs associated with accepted Work Orders and shall clearly communicate any service limitations, trade restrictions, or unavailable scope areas in advance.
4. **WORK ORDER ROUTING REQUIREMENTS.** Providers acknowledge that the Company's coordination systems, documentation procedures, and operational safeguards depend upon Work Orders being routed through the Company's established systems and workflows. Work performed outside the Company's established workflow structure may limit tracking capabilities, dispute-resolution support, enforcement rights, or other operational safeguards otherwise available through the Company's systems.
5. **WRITTEN AUTHORIZATIONS & COMMUNICATIONS.** Approvals, price changes, additional work requests, warranty changes, or other significant agreements should be documented in writing through the Company's systems, email, text messages, proposals, or other written communication. Customers and Providers acknowledge that verbal agreements or off-platform communications may limit tracking, dispute support, enforcement rights, or other protections available through the Company's systems and workflows. Any work performed, costs incurred, or charges submitted without required documented approval shall not be eligible for payment, and neither the Customer nor the Company shall have any obligation to pay such amounts.
6. **MAINTENANCE AUTHORIZATION THRESHOLDS.** Providers acknowledge that Customer authorization thresholds apply to repairs coordinated by the Company, including non-emergency thresholds up to \$300.00 and emergency stabilization thresholds up to \$750.00. Except in emergency stabilization situations, Providers should not proceed with work exceeding applicable authorization thresholds without documented approval. *↳ Work performed without required authorization may be deemed unauthorized, and the Customer may not be responsible for payment of unauthorized amounts.*
7. **EMERGENCY STABILIZATION PROTOCOL.** In emergency situations, Providers agree to use reasonable judgment to stabilize the condition in the most practical and cost-effective manner reasonably available



under the circumstances, with any additional recommended work or permanent corrective measures to be presented to the Customer for further approval. Providers are expected to respond as quickly as reasonably possible when contacted by the Company regarding a maintenance emergency.

8. **ACCESS, SCHEDULING & TRIP CHARGES.** Customers are responsible for providing reasonable access necessary for scheduled services. Providers may charge reasonable trip charges or cancellation charges when scheduled services cannot be completed due to missed appointments, unavailable access, denied entry, or other issues outside the Provider's control.
9. **PAYMENT COLLECTION RESTRICTIONS.** Providers shall not request or collect unauthorized payments directly from Residents for services coordinated through the Company's Operational Systems.
10. **DISBURSEMENT FEE.** A \$20.00 fee applies for each payment disbursed by the Company to a Provider on the Customer's behalf.
11. **INVOICES, PHOTOS & DOCUMENTATION.** Providers may be required to furnish invoices, estimates, before-and-after photographs, completion confirmations, receipts, or other documentation reasonably requested by the Company in connection with Work Orders, approvals, payment processing, compliance reviews, disputes, insurance matters, or operational recordkeeping.
12. **PRICING TRANSPARENCY & FAIRNESS REVIEW.** Providers are encouraged to maintain clear upfront pricing. Providers who do not maintain upfront pricing may be subject to additional estimate reviews or pricing checks before work is approved or coordinated.
13. **PAYMENT & DISBURSEMENTS.** Unless otherwise agreed in writing:
 - 1st–15th invoice submissions → 25th payment
 - 16th–End of Month invoice submissions → 10th payment (following month)
14. **EXTENDED PROJECT FUNDING PROTOCOL.** The Provider completing Extended Projects must provide the Customer and Company with:
 - a. estimates including anticipated project start dates and completion timelines
 - b. milestone or progress-payment schedules when applicable
 - c. photo and/or video updates of work progress
 - d. supporting documentation when a labor-only estimate is provided
 - e. scheduling updates, delays, or other material project changes

The Customer is encouraged to notify the Company if the Customer would like additional on-site support to help improve project transparency and accountability during an Extended Project.



15. **PROPERTY CONDITION & CLEANUP.** Providers are expected to leave work areas in a reasonably safe and professional condition upon completion of services and properly dispose of debris, unused materials, or work-related waste associated with the services performed. Failure to do so may result in the cost of cleanup or corrective services being charged back to the Provider.
16. **INCOMPLETE OR ABANDONED WORK.** Providers are expected to complete all accepted work orders. If a Provider fails to complete an agreed scope of work and another provider must be engaged to complete the work, any reasonable costs associated with additional coordination, re-dispatching, or completion of the work may be charged back to the Provider.
17. **WORKMANSHIP WARRANTY.** Provider warrants that services performed under this Agreement shall be completed in a professional and workmanlike manner consistent with industry standards. Provider shall provide a reasonable workmanship warranty appropriate for the type, scope, and value of the work performed, with a minimum warranty period of thirty (30) days on labor unless the type of work normally comes with a longer warranty. Provider shall remain responsible for honoring all applicable labor warranties associated with services performed by Provider and/or its subcontractors, affiliates, vendors, or assigns. Manufacturer warranties for materials, appliances, equipment, or products shall remain subject to the applicable manufacturer's terms and conditions.
18. **WARRANTY LIMITATIONS.** Providers may, at the Customer's request, perform temporary, partial, limited-scope, budget-constrained, or stabilization-oriented repairs instead of full corrective work. Customers acknowledge that partial or temporary repairs requested for cost-saving purposes may not fully resolve the underlying condition and may reduce the effectiveness, longevity, or warranty coverage otherwise associated with full corrective work.
19. **SUBCONTRACTOR RESPONSIBILITY.** Provider remains fully responsible for the conduct, performance, workmanship, compliance, communication, and obligations of any employees, subcontractors, affiliates, vendors, or assigns utilized in connection with services performed under this Agreement. Providers are expected to maintain professional and respectful conduct in connection with services performed under this Agreement.
20. **INSURANCE, LICENSING & COMPLIANCE.** Providers remain solely responsible for maintaining any licenses, certifications, or insurance coverage applicable to the services being performed. The Company will conduct semi-annual compliance reviews to request updated licensing, insurance, or related compliance documentation from Providers. Participation within the provider network does not constitute a guarantee or continuous verification by the Company of the Provider's ongoing licensing, insurance status, qualifications, or regulatory compliance.



Providers are expected to promptly notify the Company of any lapse, suspension, expiration, cancellation, or material change involving required licensing or insurance coverage. Failure to do so may result in suspension from the provider network and responsibility for resulting administrative, legal, or compliance-related costs incurred by the Company.

21. **NON-EXCLUSIVITY.** Nothing contained in this Agreement creates an exclusive relationship between the parties. The Company may coordinate services through multiple Providers, and Customers may utilize other service providers at their discretion.
22. **DISCLAIMERS & NO GUARANTEES.** The Company provides coordination and operational support services and does not guarantee any minimum volume of Work Orders, timelines, or scheduling availability. The Company is not responsible for delays, interruptions, losses, damages, communication failures, scheduling issues, Customer decisions, Resident conduct, Provider disputes, system outages, or circumstances outside of the Company's reasonable control.
23. **LIMITATION OF LIABILITY.** To the maximum extent permitted by law, the Company shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising out of or related to this Agreement, including delays, scheduling issues, business interruptions, lost opportunities, or operational disruptions.
24. **INDEMNIFICATION.** The Provider agrees to defend, indemnify, and hold harmless the Company and its owners, officers, employees, contractors, and representatives from and against claims, damages, losses, liabilities, costs, or expenses, including reasonable attorneys' fees, arising out of or related to the Provider's services, conduct, work performed, violations of law, disputes, or breach of this Agreement.
25. **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.*
26. **ENFORCEMENT & RECOVERY RIGHTS.** The Company reserves the right to investigate complaints, address misconduct, respond to misuse of the services, investigate fraudulent activity, and take appropriate corrective, administrative, or legal action to protect Customers, Providers, the Company, and the Company's operational standards.
27. **ENFORCEMENT COSTS.** If the Company is required to investigate complaints, respond to disputes, address misconduct, or engage legal or professional services due to the Provider's actions, conduct, or



violations of this Agreement, the Provider agrees to reimburse the Company for mediation fees, reasonable attorneys' fees, court costs, and related expenses to the extent permitted by applicable law.

28. **TERM & TERMINATION.** This Agreement shall remain in effect unless terminated by either party upon notice to the other party. The Company reserves the right to suspend, limit, or terminate participation within the provider network due to policy violations, misconduct, non-responsiveness, safety concerns, or other conduct reasonably determined to negatively impact Customers, the Company, or network operations. Termination of this Agreement shall not eliminate responsibility for unpaid balances, approved work performed prior to termination, ongoing disputes, warranty obligations, or other obligations reasonably intended to survive termination.
29. **MODIFICATION OF AGREEMENT.** The Company reserves the right to modify, update, or revise this Agreement, participation requirements, 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 Provider. Continued participation within the provider network following such notice constitutes acceptance of the modified terms.
30. **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.
31. **AUTHORIZED SIGNATORY.** By signing this Agreement, the Customer and Provider each represent that they are duly authorized to enter into this Agreement and bind themselves or the entity they represent to its terms.



Provider

Name

Title

Signature

Date

Customer

Name

Title

Signature

Date