



## Property Services Agreement

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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 CORE property services, coordination and consulting related to rental operations, as 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. *↳ **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 any Third-Party Service Provider.***

1. **DEFINITIONS.** The following defined terms apply throughout this Agreement:
  - **Company.** Refers to Housing Urban Management and its representatives, systems, coordinators, staff, contractors, and authorized operational personnel.
  - **Customer.** Refers to the property owner, authorized representative, entity, or account holder receiving services under this Agreement.
  - **Third-Party Providers.** Refers to independent service providers engaged in connection with the property.
  - **Participating Providers.** Refers to Third-Party Service Providers participating under the Company’s operational policies, professional conduct standards, coordination procedures, and ethical guidelines.
  - **Current Vendors.** Refers to service providers independently selected by the Customer and not participating under the Company’s Third-Party Service Provider policies, professional conduct standards, and ethical guidelines.
  - **Dispatch.** Refers to notifying a Current Vendor via email and text regarding a Work Order.
  - **Coordination.** Refers to ongoing communication, scheduling, follow-up, tracking, oversight, or administrative involvement related to Work Orders involving Participating Providers.
  
2. **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 generally processed twice per month — on the 10th and 25th — for rent payments that have fully cleared and are available in the Company’s operating account.*
- 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 participating providers.** Providing access to a network of independently operated Third-Party Service Providers adhering to the Company’s operational policies, professional conduct standards, coordination procedures, and ethical guidelines.

*Customers may utilize their own Third-Party Service Providers.*

- 3. **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
4. **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. **All amounts to be disbursed by the Company to Participating Providers on Customer's behalf must be funded in advance.**
- The Company reserves the right to redirect Tenants and other parties directly to the Customer due to non-responsiveness, delayed approvals, or other matters requiring direct Customer action.*
5. **COMMUNICATION STANDARDS.** The Company generally responds to routine inquiries within one (1) business day; however, response times may vary based on request volume, service availability, the nature of the request, and whether additional information is required to address the inquiry. Emergency matters are prioritized and addressed as soon as reasonably possible.
6. **EMERGENCY MAINTENANCE GUIDELINES.** The following situations are treated as maintenance emergencies:
- a. Active uncontrolled or uncontained water leaks
  - b. Gas leaks
  - c. No heat (when outdoor temperatures are below 50°F)
  - d. No air conditioning (when outdoor temperatures exceed 90°F)
  - e. No hot water (Fridays and Saturdays only)
  - f. Sewage backups
  - g. Electrical risks
  - h. Unable to secure the main entry door
  - i. Non-working toilet (when it is the only toilet in the property or when all toilets are not working)
  - j. Fires and electrical sparks



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.  
↳ *Work exceeding the authorization threshold involving Participating Providers require Customer approval and funding before additional work, coordination, or Company disbursements proceed.*
8. **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, invoices, 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.
9. **SECOND OPINIONS & ADDITIONAL ESTIMATES.** Customers may seek additional opinions, estimates, or repair recommendations before authorizing work. Additional proposal requests or estimate coordination requested by the Customer may result in additional fees depending on the services required.
10. **EMERGENCY STABILIZATION PROTOCOL.** In emergency situations, Participating Providers are expected 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.
11. **ACCESS, SCHEDULING & TRIP CHARGES.** The Customer is responsible for providing access for scheduled services. Reasonable trip charges, cancellation charges, or similar fees may apply when scheduled services cannot be completed for reasons outside the Company's or Participating Third-Party Service Provider's control.
12. **WORK ORDER ROUTING REQUIREMENTS.** Customer acknowledges that the Company's systems and operational safeguards depend upon repair requests and Work Orders being routed through the Company's established systems and workflows. Repair requests or work initiated or performed outside the Company's processes may limit tracking, documentation, dispute-resolution support, and other safeguards otherwise available through the Company's systems.
13. **FEES, BILLING & PAYMENTS.** Customer shall pay a one-time setup fee of \$50 per unit and a recurring monthly service fee of \$50 per unit.



### Work Order Services.

- **Dispatch — \$0**  
Routing and dispatching the work order to a Third-Party Service Provider without ongoing coordination services. ↳ ***This option is available only to Customers utilizing Current Vendors and does not include ongoing repair coordination.***
- **Coordination — \$50**  
Ongoing communication, follow-up, scheduling, and coordination related to a specific work order through completion. ↳ ***Additional coordination fees shall apply when a repair request involves multiple trades and requires additional scheduling, ongoing coordination, invoice processing, or other backend administrative support.***
- **Emergency Repair Response — \$100**  
24/7 AI-assisted emergency response coordination supported by live staff for time-sensitive maintenance situations, including provider dispatch, follow-up, and ongoing coordination until the emergency has been stabilized.
- **AI Repair Workflow Update — \$50**  
Updating AI maintenance instructions, vendor preferences, routing rules, and automations after initial implementation. ↳ ***Applies per requested update after initial implementation.***

### Customer Response & Resolution Framework.

- **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
- **Operational Assistance — \$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

- **Property Operations Advisory Consult — \$40.00 per 15-minute increment**

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

14. **EXPEDITED RESPONSE REQUESTS.** Requests for priority handling, expedited review, or a response outside of the response times outlined in Paragraph 5 (Communication Standards) may be treated as a Property Operations Advisory Consult.
15. **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.
16. **OWNER CONTRIBUTION FUNDING METHODS.** Owner contributions intended for Company disbursement to Participating Third-Party Providers must be paid by ACH, eCheck, wire transfer, or other Company-approved funding methods. Debit cards and credit cards are not accepted for owner contribution funding.
17. **PROCESSING & TRANSACTION FEES.** Electronic owner contribution payments processed through the Company’s payment systems may be subject to applicable processing or transaction fees.
18. **OWNER RESERVE REQUIREMENTS.** 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 maintained as a security reserve and is not intended for routine payments or ongoing work-order funding. If the Company disburses funds from the reserve balance due to non-payment, emergency conditions, timing issues, or other operational circumstances, 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.

19. **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.***

20. **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.
21. **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.
22. **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.
23. **PARTICIPATING PROVIDERS & CURRENT VENDORS.** Participating Providers are Third-Party Service Providers who have agreed to operate within the Company's Operational Systems and processes. Customers may separately engage Participating Providers for repair, maintenance, or other property-related services. Current Vendors follow their own scheduling, communication, documentation and billing procedures. ***↳ If the Customer does not designate preferred vendors, the Company may select Third-Party Service Providers on the Customer's behalf, and such providers shall be deemed selected and approved by the Customer.***
24. **DISCLAIMERS & NO GUARANTEES.** The Company provides coordination and support services and does not guarantee specific results, timelines, approvals, collections, lease renewals, vendor availability, or uninterrupted services. The Company is not responsible for delays, communication issues, service interruptions, damages, or other issues caused by Customers, Tenants, Third-Party Service Providers, system outages, or circumstances outside of the Company's reasonable control.
25. **LIMITATION OF LIABILITY.** To the maximum extent permitted by law, the Company shall not be liable for indirect, consequential, special, or punitive damages arising out of or related to the services provided under this Agreement. The Company's total liability shall not exceed the fees paid by the Customer to the Company during the three (3) months preceding the claim.
26. **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.

27. **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.*
28. **ENFORCEMENT & RECOVERY RIGHTS.** The Company reserves the right to recover unpaid balances, address misuse of the services, investigate fraudulent activity and take appropriate action to protect the Company, its systems, staff, Customers, and Participating Third-Party Service Providers.
29. **LEGAL FEES & ENFORCEMENT COSTS.** If the Company is required to respond to disputes, recover unpaid balances, respond to issues involving Participating Third-Party Service Providers, or engage legal or professional services due to the Customer's actions or violations of this Agreement, the Customer agrees to reimburse the Company for reasonable attorneys' fees, mediation fees, arbitration fees, court costs, collection costs, and related expenses to the extent permitted by applicable law.
30. **MODIFICATION OF AGREEMENT.** The Company may modify this Agreement, its services, pricing, policies, systems, or procedures from time to time upon reasonable notice to the Customer. Continued use of the Company's services constitutes acceptance of such modifications.
31. **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.
32. **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

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Name

Title

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Signature

Date