

VENDER ONBOARDING PACKET

Introduction

Our mission is to make our investors, ourselves, and our communities richer, one home at a time.

Our vision is to be a leader in real estate investment and community building, while staying true to ourselves.

We achieve this through the services of Project Management, Property Management, and Real Estate Sales, in accordance with the Georgia Real Estate Commission (Augusta) and the Tennessee Real Estate Commission (Chattanooga), and the South Carolina and North Carolina Real Estate Commissions, abiding by the ethics of the National Association of REALTORS®, NARPM®, and the National Association of Residential Portfolio Managers.

What We Do

Auben Realty specializes in real estate investment and offers the following services:

- Project Management
- Property Restoration
- Leasing & Property Management
- Investment Sales
- Real Estate Sales

Legal Identity

Auben Realty is a Georgia Limited Liability Corporation, and a Tennessee Limited Liability Corporation.

Commercial Location

Auben Realty is located at:
1918 Central Avenue, Augusta, GA 30904
5959 Shallowford Road, Suite 517,
Chattanooga, TN 37421

Vendor Expectations

- Charge a fair and competitive price
- Respond promptly to client requests
- Invoice accurately and timely
- Assign great quality staff to projects
- Scope and estimate project accurately

We expect our vendors to provide services in a timely and respectful manner. We expect clear and prompt communication both with the office staff and the residents. Only those services that the vendor is licensed and qualified to perform can be executed. Invoices should be detailed, professional and completed in a timely manner. We expect that the job site will be left clean and free of construction materials unless other arrangements have been made.

Required Documents

Auben Realty, LLC requires the following documents to be active and compliant prior to any work being performed and especially before payment can be made to any vendors.

- W-9 IRS FORM
- Certificate of Insurance
 - *General Liability*
 - *Worker's Compensation*
- Auben Realty Vendor Information Sheet
- Auben Realty Vendor Agreement
- Auben Realty Disclaimer of Liability Sheet

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The **W-9 IRS FORM** is required to be on file prior to payment being made to any vendors. We ask that you provide the most accurate address so that we are able to mail 1099 tax documents at year's end. We also ask that if any changes occur during your contractual agreements period with Auben Realty, LLC; Chatt Prop, LLC; or Reeger Realty, LLC that you notify our Accounting Department immediately.

General Liability and **Worker's Compensation Certificates of Insurance** are required to be on file for all vendors. These certificates should name **Auben Realty, LLC** and/or **Reeger Realty, LLC** as additional insured.

The **Auben Realty Vendor Information Sheet** is a simple form that allows us to keep track of contact information and categorize vendors into the industry of work being performed.

The **Auben Realty Vendor Agreement** is a partnership agreement that outlines the terms of working with Auben Realty.

The **Auben Realty Disclaimer of Liability Sheet** is a document that releases Auben Realty, LLC from all claims, demands, and suits for injuries suffered by the Contractor and/or Contractor's officers, agents, employees, sub-contractors, or by any employee of a sub-contractor of the Contractor while working on a property owned, leased, or managed by Auben Realty, LLC.

All information will be uploaded into our Appfolio software system and can help us keep track of expiration dates, etc. Although this is not our responsibility, we do our best to notify you 60 days prior to expiration in order to renew all documents and not delay any work in progress.

Failure to comply with these requirements can be very costly to us and to our clients. Therefore, payments for services cannot and will not be processed without this information.

Please ensure that you have submitted all necessary paperwork to avoid payment processing delays. Please refer any questions regarding insurance or other vendor requirements to the **Director of Project Management** or **Maintenance Coordinator**.

We appreciate your help and understanding in this matter. Thank you.

Insurance Requirements

Auben Realty, LLC requires that vendors maintain certain minimum levels of insurance. This requirement is to protect our liability as well as the assets of our owners. These requirements vary depending on the type and hazard of work being performed.

Please review the following chart and use as a guideline for insurance requirements:

Type of Insurance	Minimum Limits	Required for
Commercial General Liability	\$500,000 per occurrence \$1,000,000 total	All vendors
Automobile Liability	\$1,000,000 per occurrence *\$300,000 per occurrence + \$1,000,000 umbrella is okay	All vendors utilizing automobiles on the owner's property
Worker's Compensation	Statutory Limits	Required by law for all vendors with employees

*If you do not have Worker's Compensation insurance, please visit the Georgia State Board of Worker's Compensation at <https://sbwc.georgia.gov> or Tennessee Department of Labor and Workplace Development at <https://www.tn.gov/content/tn/workforce.html> for information.

If you have any questions regarding these requirements, please contact our **Director of Project Management** or **Maintenance Coordinator**.

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Account Name and Billing Address

The exact name and billing address for Auben Realty should be listed as follows:

Auben Realty
Accounting Department
1918 Central Avenue
Augusta, Georgia 30904

Auben Realty
Accounting Department
5959 Shallowford Road Suite 517
Chattanooga, TN 37421

Invoice Submission Procedures and Guidelines

Invoices are to be submitted in one of three methods. The first method is highly preferred and will allow us to pay all vendors in the quickest manner.

1. E-mail invoices to invoices@aubenrealty.com or chattinvoices@aubenrealty.com.
 2. Utilize the **Appfolio Work Order Link** and upload invoices to the work order and notify the corresponding Maintenance Coordinator.
 3. Mail invoices to Auben Realty, LLC at the address provided above
*Hand delivered invoices will not be accepted.
- You must e-mail or mail an actual invoice. Photos of invoices or amounts in the body of an e-mail do not count and will not be accepted. This is not our responsibility to convert file forms and our Accounting Department will not notify you of what invoices are and are not accepted.
 - Before and after photos are required and should be submitted through the Appfolio Work Order Link or to the corresponding Maintenance Coordinator.
 - Please submit all invoices only once. Multiple submissions can cause confusion and slight delays in payment.
 - All invoices must include the property address in which the work was completed.
 - Please submit separate invoices for each property where work was performed.
 - If you e-mail your invoices, multiple invoices can be attached, but please notate this in the body of the e-mail.

Auben Realty provides accounting services for our business ONLY. Please do not submit invoices asking if we have paid them. Research to do so will be billed at the same hourly rate as the billing hour of your company plus any diagnostic rates (Minimum of \$100)!

Payment Processing

Auben Realty, LLC processes invoices on a rolling basis and pays once per week in an effort to process payments as quickly as possible. We use a check and balance system to ensure all work invoiced was completed to the quality and safety expectations Auben Realty outlined in its original vendor agreement. These checks are in place to safeguard our owners' assets and to maintain an appropriate audit trail. Because of this, the length of the process can vary for each invoice depending on numerous factors. However, we do our absolute best to pay all invoices on the Friday of each week so long as they are received by the Wednesday of the same week by 12:00 PM. We cannot guarantee that all invoices will be approved same week but ask vendors to expect payment within 15 days to include confirmation, payment processing, and payment delivery.

In order to ensure timely receipt of payment, please make sure you are adhering to the **Invoice Submission Procedures and Guidelines**.

Payment Options

Auben Realty, LLC offers several payment methods to its vendors. Please see below for payment options:

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- ACH Payment through our Appfolio software system
- Physical Check to pick up at 1918 office (Checks are to be picked up after 4:00 PM only)
*We no longer mail physical checks.

If ACH payment is desired, please complete the **Vendor Direct Deposit Form** included in this packet. Make sure to submit a voided check for the bank account in which you would like payment to be deposited. Payments cannot be made without a voided check and active e-mail address on file.

Please note the following:

Project Managers will NOT meet vendors at the job site or any other locations to present physical checks.

The Accounting Department will NOT accept phone calls from our banking institution to cash checks same day.