



Facilities Services Retainer Agreement

R3 Facilities Solutions | a division of R3 Property Management & Restoration, LLC

This Agreement is entered into between **R3 Facilities Solutions**, a division of R3 Property Management & Restoration, LLC ("Service Provider"), and _____ ("Client"), effective _____.

1. Scope of services

Service Provider shall provide outsourced facilities support for the Client's property or properties, including preventive maintenance walkthroughs, minor repairs and corrective maintenance, vendor sourcing and oversight, emergency response, maintenance documentation and reporting, and maintenance budget planning, as included in the service tier selected below.

2. Service tier and fees

Select	Tier	What is included	Monthly fee
☐	Essential Support	1 site visit per month; up to 6 labor hours; vendor coordination; emergency response during business hours; monthly maintenance summary. Suited to 1–5 locations or up to 15,000 sq ft.	\$950
☐	Professional Support	2 site visits per month; up to 12 labor hours; after-hours emergency response; vendor oversight and scope verification; monthly maintenance summary. Suited to 5–15 locations or up to 40,000 sq ft.	\$1,500
☐	Full Coverage	Weekly site presence; up to 25 labor hours; priority 24/7 emergency response; preventive maintenance scheduling; annual maintenance plan and budget guidance. Suited to portfolios, churches, clinics, and franchises.	\$2,500

3. Rates beyond the selected tier

Additional labor beyond included hours	\$85 per hour
Emergency call-out minimum (covers the first two hours on site)	\$300
Vendor markup	0%
Parts, materials, and third-party vendor costs	Billed at cost

4. Emergency response

Emergency response means Service Provider is the Client's first call for urgent, unplanned issues that threaten safety, operations, or the property, within the limits of the selected tier. Qualifying issues include active water leaks

or flooding, loss of power affecting operations, door, lock, or access failures, safety hazards such as trip hazards, broken fixtures, or exposed wiring, HVAC failure during business-critical periods, and any issue likely to cause property damage if not addressed promptly.

Response includes acknowledgment within the timeframe for the selected tier, on-site response when required or immediate dispatch of the appropriate vendor, initial assessment, temporary mitigation to stop further damage, vendor oversight, and documentation of the issue and the action taken. Full repairs beyond the included labor hours, and parts, materials, and third-party vendor costs, are billed separately under Section 3.

5. Licensed trade work

Service Provider performs licensed trade work, including electrical, plumbing, HVAC, and roofing, through its own licensed in-house workforce. Where a specialty scope falls outside that workforce, Service Provider will source, coordinate, and oversee a qualified licensed vendor at no markup.

6. Term and termination

This Agreement is month-to-month and may be terminated by either party with 30 days written notice.

7. Payment terms

Monthly fees are due in advance on the first day of each month. Overage labor, call-outs, materials, and vendor costs are invoiced in arrears and due on receipt. Late payment may result in suspension of services.

8. Client responsibilities

Client shall provide reasonable access to the property, designate a point of contact for approvals, and approve in advance any work expected to exceed the included hours or any agreed spending limit.

9. Limitations

Service Provider is not responsible for pre-existing conditions or latent defects. Capital projects, full-scale renovations, and restoration work fall outside this Agreement and are quoted separately.

10. Insurance

Service Provider carries general liability insurance and shall furnish a certificate of insurance on request.

11. Independent contractor

Service Provider is an independent contractor and not an employee of Client.

12. Entire agreement and governing law

This Agreement is the entire agreement between the parties regarding its subject matter and supersedes prior discussions. It may be amended only in writing signed by both parties, and is governed by the laws of the State of Texas.

Client

Company: _____

Name: _____

Signature: _____

Date: _____

Service Provider

R3 Facilities Solutions

Name: Joshua Poro

Signature: _____

Date: _____