



## **IMPORTANT INFORMATION ABOUT NuHOME ALLIANCE GROUP LP (NHA Group), OUR SERVICES & BEST PRACTICES!**

Please keep the following information in mind when choosing to accept a proposal and/or services  
NuHome Alliance Group LP (NHA Group)

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### **ABOUT US:**

NuHome Alliance Group LP (NHA Group) is a 24/7, FULL Service Premium Grade Green Living, Cleaning and Property Preservation company, servicing North Carolina, South Carolina, Georgia and Florida. When a client chooses our services- we make it a priority to work towards reversing the effects of human-based, carbon footprints-- by consciously monitoring and massively reducing the usage of harmful chemicals that may be endangering our family, pets, friends and clients who trust us to clean and maintain a property for them.

We recruit and extensively train all crew members- housing an EXTENSIVE list of CERTIFIED, Professional Green Living, Cleaning and Property Preservation Specialists, as well as Environmentally Conscious Independent / Sub Contractors. We work effectively and efficiently-- as a team to help MASSIVELY reduce, and in most cases, successfully eliminate the amount of allergens and bacteria in an enclosed environment. We practice Earth Conscious training and project implementation techniques -- and we have designed our company platform stand on a more Eco-friendly, EPA, OSHA, and LEED environmental awareness protocol-- We strive to prove that it is TOTALLY possible to enjoy life with no chemicals, preservatives, fillers, synthetic fragrances, no artificial colors and no toxins.

### **OUR COMPANY STRUCTURE:**

Ownership and Self-Certifications Include: Currently- Family Operated, Veteran & Woman Owned. **We Are Licensed, Bonded (Janitorial/Building Maintenance and General Contracting) & Insured.**

CAGE#: 85XZ7

DUNS: 085307856

EIN/TIN: 83-2388594

*(Also, see verification and other attachments- if and when applicable).*

### **BASE PRICING & DEPOSIT STRUCTURE:**

Our estimated **BASE PRICE** is for services to be rendered. The pricing may or may not be the same- as projects may have changes along the way. All emergencies, tools/ materials, delays, scheduling/ rescheduling, change orders, punch lists and other misc. challenges are considered with every project venture, and is accurately priced accordingly in our **BASE PRICE**.



**FUN FACT: 90% OF OUR CLIENTS ALREADY PRE-QUALIFY FOR DISCOUNTS, FINANCING AND FLEXIBLE PAYMENTS-- JUST FOR CHOOSING US!**

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## **OUR DISCOUNTS:**

We give all projects awarded to NuHome Alliance Group LP the following discounts:

- 20% Off for ALL contracted Commercial, Industrial and Institutional Service Clients
- 20% Off for the first services provided to all Residential Clients
- 20% Off for Hotels, Resorts, Vacation Homes, REO & Private Estates
- 35% Off for Military Families & Government Installments
- 35% Off for Seniors, Retirees, Veterans, Nursing Homes / Hospices
- 35% Off for families of Law Enforcement & Protective Service Providers

## **FINANCING & BUY NOW PAY LATER OPTIONS:**

### **HOMEOWNER FINANCING PROGRAM**

*Have a big project that you need an extra hand financially to complete? Maybe you want to just change your surroundings entirely! Let us provide you with a **FREE** property consulting audit- completed with a list of services you may need, and the price it will cost to achieve your project completion goals. You can choose directly from our FREE estimate proposal whether or not you'd like financing, and your set forth to work with the greatest lenders on the planet! Our Clients work directly with financing programs in private- all we do is help connect them to financial better options. Here's to your dream home!!! **Active Lenders:***



### **PAYPAL: Buy NOW - Pay LATER PROGRAM**

**Buy now and pay over time.** A dream for some- but a great option for our clients!!! We are proud to provide our clients with the same **FREE** property consulting audit- with the alternative option to buy now and pay later. This allows our clients to see their projects through to the end. Choose this option and pay within 6 months- for an interest free transaction that works for commercial and residential services provided by NuHome Alliance Group LP! All payment programs are kept confidential-- and we do not retain financing information- our client has full control, transparency and privacy as always!



**REAFFIRMING OUR AIM TO BE TRANSPARENT:**

All clients can expect to provide either an advanced payment in full or to make a service deposit (10-100%) upon approval of scope of work- to solidify the timely attendance and hard work of our crew members, the purchase of trade specialty materials and tools for the job task. Please refer to estimation(s) for other fees, taxes and miscellaneous charges that may affect your final estimate and/or invoice.

We feel this is the most fair and honest approach when executing a project. This methodology allows the client to experience first hand our work ethics and caliber of craftsmanship while simultaneously allowing us to establish trust and rapport with clients as the foundation of future relations.

**FLEXIBLE INVOICING, BIDDING & ESTIMATES:**

The price(s) listed are calculated on the average of all projects awarded across North America. Pricing may vary based on scope, mobilization requirements, required crew size, property condition, ease of access, project specifics, work scheduling and location. Keep in mind that the accepted proposal price may differ from the final contract value. All pricing in this proposal are negotiable.

**OUR PRICING TICKET SYSTEM FOR PROJECTS LARGER THAN 20,000 sq.ft.:**

Because our team members specialize in various areas of cleaning and property preservation- we use work orders and itemize by area and/or assigning certain tasks to team members based on individual expertise-- for better coverage and project time management purposes. Some examples of ticketed tasks include cleaning windows, floors, appliances, etc.. This allows us to establish a pay scale for progressive billing on larger jobs with more than 20,000 square feet.

**NON-PUNCH LIST(s):**

If non- punch list items create need for repeat work, an additional charge may be assessed.

**CHARGEBACKS:**

Any charge backs or additional charges will be pre-approved by both parties.

**CONDUCTING A PRE-WALK-THROUGH:**

A FREE PROPERTY CONSULTING AUDIT INSPECTION. We ask that we are permitted access to the property to conduct a walk-through of the site to confirm service scope- and ask important questions about the project. This step isn't mandatory in order to send bid proposals and estimates- BUT accuracy is vital to us. Just as a rule of thumb- we want to make sure that all requirements, additional requests and pricing are fair and to the satisfaction of all parties involved. All clients that schedule a property visit- automatically receives 20% Off any services rendered by us! How cool is that?!?!?!?

### **QUALITY CONTROL & QUALITY ASSURANCE:**

Quality control is very important to us. We've developed an, Eco-friendly foolproof system of cleaning and property maintenance that guarantees results. We are proud to be trained as Certified Green Living Professionals, as well as Mortgage Field Service Inspectors- and our crew members are experts in their own specified scope of work in the cleaning and property maintenance industry. From start to finish of working with NuHome Alliance Group LP, ALL recruits are extensively trained to operate and conduct business as Supervisors in the work field- with the assistance of 1-2 Contracting Officers (CO/CGs) present at all times.

### **HIGH PERFORMANCE BASED RESULTS / CUTTING EDGE TIME MANAGEMENT:**

We tag team all projects TOGETHER-- to cover more ground, meeting and exceeding any challenges our client may have with deadlines and quotas. We simply get in and get it done-- working weekends, holidays and late night hours if needed. While other companies are going to bed- we are up, excited and ready to time crunch to meet our client's specific needs. Cleaning and maintenance is the life we live-- so, it's safe to say that you can leave the dirty work to us!

### **OUR CREW & YOUR PROJECT(s):**

A team of Certified Green Living Professionals (2-6 person crew- ALL INDEPENDENT CONTRACTORS in their field of the cleaning and property maintenance industry) and at least 1 Contracting Officer (CO/GC) will be assigned to your project from start to finish. It's important that our crew knows your project, specifications, needs, punch list, and property as well as you do, so we make every effort to keep the team consistent throughout the duration of your contract.

### **YOUR CLEANING / SERVICE PLAN:**

Your authenticated plan goes in effect immediately- upon approval of proposal-- working with you for the best time(s) to begin the servicing process. NuHome Alliance Group's Contracting Officers will continuously monitor our crews to ensure the plan continues to meet our Client's needs every step of the way. We are flexible- and can modify the plan to accommodate changes to building demands, time constraints, punch lists, emergencies and property use.

### **FIRST IN OR LAST OUT-- OUR WORK SCHEDULE FOR LARGER PROPERTIES & PROJECTS LASTING MORE THAN 48 HRS:**

Unless needed, we ask that our schedule be set so that we are either the first or the last trade service provider on the premises in order to prevent any disruption of other workers trying to complete their part of the project. If this isn't possible, we will work as effectively as possible to provide satisfactory service(s). Please remember that holidays, weekends and after hours are an option as well for overall service coverage.

### **WHAT IS A FINAL CLEANING?:**

The Final Cleaning part of the project is our most tedious job to complete- we are very meticulous about the end results and work to insure satisfaction. Please keep in mind that any and all repeated service work to an area already completed-- will be billed to Client (if and when applicable) and is due upon receipt in order to continue project scope of work continuance. These prices are fixed and non-negotiable, as they are considered to be 'emergency or out of our initial scope of work'. As an added bonus to our

clients- we provide Fluff / Wipe Downs to complete each project FREE OF CHARGE in our FINAL CLEAN ONLY PRICING!

### **WHAT IS PROGRESSIVE CLEANING? ROUGH, FINAL & FLUFF CLEANING:**

**Rough clean** is first mobilization. Usually before carpet is installed, this is the most time consuming mobilization. Heavy dirt and dust are removed

**Final clean** will be mobilized after all finishes are installed and before punch list. Final clean shall make the unit 100% clean. move in / turnkey ready

**Fluff Clean** is last mobilization and is completed after punch list. This clean is a light clean to remove extra dust and floor marks created from punch list activities.

### **EMERGENCY CLEANING / MAINTENANCE:**

We give every effort to create a travel time that will be 30 minutes or less from the project site- just in case there are any emergencies that require a clean up or temp service crew. Please note that all other work done outside of the initial project scope, will be charged at a per service rate and we will provide invoices for any additional services rendered on an emergency basis. These prices are fixed and non-negotiable.

### **SUPPLIES & EQUIPMENT:**

We know the health and safety of your tenants, clients, and employees are important to you- it is to us as well. We supply our own environmentally friendly cleaning products, PPE, other project site safety material(s), tools and equipment. A Client may choose to provide materials- and this is in certain circumstances optional and encouraged. All materials must be approved by NuHome Alliance Group LP, for environmental safety and usage. A separate proposal can be requested for clients that would like us to do the work-- using their tools, material and equipment to complete job tasks.

### **WINDOW CLEANING, POWER/ PRESSURE WASHING, PROPERTY CARE, AND OTHER MINOR EXTERIOR SERVICES:**

NuHome Alliance Group is insured to provide exterior window cleaning for up to 30 ft.; We are not limited to any other exterior cleaning and property preservation services. 85% of our Clients will receive these services FREE of charge (unless otherwise stated in project scope of work)

### **CARPET/FLOOR CLEANING, UPHOLSTERY CLEANING, WALL CLEANING, PAINTING & OTHER INTERIOR SERVICES:**

We are fully capable of providing these services are our customer's request. 65% of our Clients will receive these services FREE of charge (unless otherwise stated in project scope of work)

### **MULTIMEDIA RECORDING (AUDIO & VISUAL):**

Our Contracting Officers will be taking pictures and video footage of pre and post service phases, so that we can create a multimedia portfolio for each project that we are awarded. Upon Client's request, we provide these photos to our clients for review and/or job related image usage, promotional footage and file keeping- FREE of charge (Unless otherwise stated in scope of work description).

**CLIENT CONTRACTS:**

Adjustments to contract clauses, prices and services are negotiable and can be amended to this contract. All amended clauses must meet the approval of NuHome Alliance Group's Head Contracting Officer and the project manager / contracted client.

**FLEXIBLE INSURANCE POLICY:**

Our General Liability Insurance is interchangeable and we are more than glad to adjust our policy on a per service contract basis to accommodate any pre-qualifying bidding conditions our clients may have. All crew members are insured under our GL Insurance.

*WORKERS COMPENSATION & UNEMPLOYMENT:* NuHome Alliance Group LP recruits and is proud to work alongside a list of PARTNERS, PRE-QUALIFIED INDIE CONTRACTORS / SUBCONTRACTORS for each project venture. Outside of our GL Insurance umbrella, each partnering recruit is responsible for his/ her own Federal taxes, IRS records/ reports, and scope of work performed based on their individual expertise. *WE HAVE EVERY CREW MEMBER HIRED FOR THE JOB TASK FILL OUT A W9 FORM, AS WELL AS SIGN A WORKER'S COMPENSATION / UNEMPLOYMENT WAIVER-* which we keep on file and at each property site for Client access and usage.

**IN CONCLUSION:**

We are not "service brokers". There are no middlemen only partnerships at a pyramid level, and therefore no hidden fees. We streamline and take care of everything within our scope of work, while providing the best costs around. When you hire us to provide a service, you deal with our team directly!

We pride ourselves by doing our best to actively preserve your city's natural environment, by recycling waste accordingly to reduce adding more waste to our landfill sites.