

LAKE N NA SERVICES

Simple. Reliable. Trusted.

Service Provider Agreement

At LAKE NONA SERVICES, we are motivated and inspired to serve our growing community each and every day. We want to provide Lake Nona and the surrounding communities with the best service providers Orlando has to offer. You have passed a rigorous background check, met our stringent requirements, and now we ask that you sign our Service Provider Agreement. This is an agreement; consider it a pledge to our Lake Nona community that you will continue to uphold your outstanding history as being a responsible service provider. The same pledge you've made to your customers on all of your jobs. The one that says you will continue to work hard for your customers as well as maintain a responsible, trustworthy, and healthy business relationship upholding simple values including:

Punctuality

- You, the Service Provider, should be courteous of the customer's time and should be punctual when performing or attempting to perform your services. We expect you to contact the customer in a timely manner. You should do your best to cater to the customer's hours and be mindful of their busy schedules and this includes phone calls, appointments, attempting/performing your services, as well as any follow-up or warranty work.

Commitment to Lake Nona

- You, the Service Provider, should be respectful of the Lake Nona community and obey to the fullest all environmental/health/safety standards to your respected discipline and/or applicable laws. You will obey all civil laws and also the rules the communities have set forth in and around Lake Nona while providing your services. You will respect the homeowner as well as being mindful of their neighbors personal and property rights.

Job Satisfaction

- You, the Service Provider, should follow up at the completion of your services to ensure the customer is satisfied with the services provided. If the customer isn't happy, you will do the best you can to resolve the problem. Also, you will explain any operating or maintenance instructions and/or cost associated with the services provided.

Professionalism and Integrity

- You, the Service Provider, are expected to do only the work you are qualified to do. You are expected to give a detailed summary of work (i.e., contract) that should include estimated costs as well as the scope and time frame at which the services should be completed. You are expected to inform the customer of any unexpected costs/delays in your services. You are expected to uphold a high level of integrity and have the customers well-being in mind at all times. All information/advice will be in a non-deceptive manner and in the best interest of the customer.

Cleanliness (as applicable)

- You, the Service Provider, should work in a professional and clean manner. You will strive to keep your customer and their neighbor's areas within the scope of your services clean and free of debris, reducing the hindrance to the customer and their neighbors while work is being performed.

Mistakes and mishaps in any field of work happen. Lake Nona Services expects any major mistakes to be corrected promptly and without undue burden on the customer. Failure to comply with the above set of these universal normal healthy business guidelines may be grounds for removal from LNS.