



HomeSource
Solutions for you and your home

HOMESOURCE SERVICE PROVIDER APPLICATION (Find-A-Tradesman)

(Please Print)

Date:			
TRADES SUPPLIER INFORMATION			
Company/Business Name:		ABN and/or Company/Business Licence No:	
Contact Surname:		First Names:	
Email address **:		Website:	
Address:		Office Telephone no.:	Fax no.:
City:	State:	Postcode:	
Description of the Services you provide:			
Postcodes covered:		Or _____ km radius from starting postcode _____ is serviced	
Signed:	Your name	Your Position in the business:	
I'd Like To Recommend Another Trades Supplier:			
Contact Details:			
Email:	Office phone:		
Address:	Mobile:		

** by providing your email address you are also agreeing to receive our special offers and promotions. We respect your privacy and your details will not be sent to anyone else. If you don't wish to receive promotional emails from us, please tick here []



Memorandum of Understanding (MOU)

Between: _____ (Your Company/Organisation)

ABN: _____ (following "The Approved Service Provider") and **HomeSource Ltd**

SUBJECT TO CONTRACT

This is to confirm that the Approved Service Provider has agreed to become a HomeSource Trades Partner in the "HomeSource Find-A-Tradesperson" program. The following outlines the terms of a future Services & Referral Agreement that will be entered into between the two parties.

HomeSource commits to the following:

- HomeSource, via its membership base, will generate leads that will then be passed on to a pool of endorsed trades people.
- HomeSource will then, at a time in the future, follow up on the members that have been transferred to a trade supplier, in order to ascertain the quality of the service they received.
- The results of this feedback will be passed onto the Trades Supplier concerned.
- HomeSource will highlight the Find-A-Tradesperson program in relevant parts of its marketing campaign aimed at driving awareness of this program in the general market.
- The leads will be transferred to the trades suppliers based upon the following criteria:
 - The right trade
 - The right location
 - The best performance ratings from members
 - Signed up to the program first

In return for the provision of these leads the Approved Service Provider agrees to the following:

Security & Professional Status:

The Approved Service Provider confirms that it has:

- All appropriate licences and that are current
- All necessary insurance coverage for the work you can be contracted to perform
- All necessary training
- and are of good character and standing

Performance Criteria:

The Approved Service Provider agrees to provide services to HomeSource clients according to the performance code of conduct listed below:

- Ensure all trades, contractors and sub-contractors are suitably qualified and have all necessary licences and insurances.
- Acknowledge the customers call within 4 hours during normal office hours (Mon to Fri), and meet with the customer to provide a quote within **72 hours**.

- Be presentable with clean clothes and smelling as fresh as possible
- Be polite
- Provide a written quote back to the customer within 48 hours for small jobs and 7 days for larger/more complex jobs.
- Respect the home owner's home and property
- Specify how long the job will take from commencement, and stick to that time
- Stick to the budget, unless the customer requests a variance and put all variances in writing
- Clean up as you go and
- Communicate. Keep the owner informed of progress, potential issues or reasons for delays.

Handling of HomeSource Customers

- When calls are received into your system, HomeSource members will be acknowledged as such with priority or VIP treatment.
- A suitable welcome script is to be developed and signed off by both groups

Partnership

In a spirit of partnership and co-operation, the Approved Service Provider will promote HomeSource to all of its customers. The Approved Service Provider will also consider running joint promotions with HomeSource, including the swapping of links, discounts or value adds to HomeSource members, purchasing memberships to be used as value adds to your customers etc.

Poor Performance Provisions

Poor performance reflects badly on our brand as well as yours and our customers must always come first.

In the event that poor feedback is received about a job/trades person, then we agree to the following rectification procedures:

- HomeSource will report the details of the problem through to the Approved Service Provider's nominated contact
- HomeSource will then report back to the customer on actions we have agreed to in order to rectify the problem.
- If we receive a second bad report, we will need to look at other possible measures including dis-endorsing the tradesperson concerned.

There is no obligation on any of the parties to proceed with execution of a Services & Referral Agreement. It is further acknowledged by the parties that this document is not intended to be binding and neither party will have any liability towards the other if a Services & Referral Agreement is not subsequently entered into. However all parties will use their best endeavours and act reasonably to ensure that a Services & Referral Agreement is completed and signed as soon as commercially practicable after the signing of this document.

Please confirm your acceptance by signing below:

Name: _____

Position: _____

Signature: _____ Date: _____