



Contact Information

Name (Last): _____ (First both) _____

Mailing Address: _____ City: _____ State/Zip _____

Cape Street: _____ Cape Phone: _____

Off-Cape Phone: _____ Work Phone: _____

Cell Phone: _____ E-mail Address: _____

Membership Programs

Choose Your Program:

Fee

OnCall Membership

\$16.45/month

When you join One Pointe at the OnCall Membership level, you get 24-hour on-call response and access to our full range home care and maintenance resources. Includes Key holder service. Membership comes with 1 (one) member rewards discount card per house hold.

Alarm Response Availability

add \$18.00/month

Includes unlimited alarm response during regular business hours. Includes all centrally monitored signals including burglar low temperature warnings, motion detection, and carbon monoxide warnings.

Additional Member Card Response

\$10.00/year

Name of additional card holder: _____

Caretaker Membership

\$69.45/month

The **Caretaker Membership** plan – full charge caretaker service – gives you the services of the OnCall Membership plan **plus** the extra protection and unbeatable peace of mind of a full-charge caretaker for your seaside home. This service includes the additional services of Alarm Availability, Six (6) Home Site Visits per year and Interior Winter Watch for a flat monthly charge. Caretaker Memberships come with 2(Two) membership cards. Additional cards available upon request.

Trash Pickup Only

If you select Trash Pickup Only and do not join One Pointe as an OnCall or Caretaker Member, you understand that you will not be able to utilize One Pointe for any services beyond trash pickup. Trash pickup charges and terms of service are based on your annual Trash Collection Contract. Trash only clients are not eligible for a merchant rewards discount card.

Should a trash pickup only client request additional services or require emergency response the membership OnCall membership fee will be charged.

Signature: _____

Date: _____

Terms And Conditions

In order for One Pointe to provide excellent, continuous service for our clients, the following terms and conditions apply to this contract:

OnCall Membership: OnCall Membership includes the following services: 24-hour emergency contractor dispatch; key holder service, contractor resource availability; online access; One (1) membership rewards card, and periodic newsletter. All accounts must be secured with a credit card. Staff time for routine services is billable at normal One Pointe rates.

Caretaker Membership: Our Caretaker

Membership includes: all of the services in the On-Call Membership plan,; PLUS alarm availability; home site visits (6 included, per year); winter watch from November through March; seasonal reoccurring maintenance services quotes at request; annual home inspection; custom directions. Availability of winter warm-ups and post-storm checks is also included (these services count as site visits). online access; Two (2) membership rewards discount card, and periodic newsletter All accounts must be secured with a credit card. Staff time for routine services is billable at normal One Pointe Rates.

Contractor Services & Project Management Fees:

All reoccurring maintenance services by subcontractors that are hired through One Pointe for a member will be subject to a 10% service fee or a minimum of \$25.00. All upon request non-routine contractor supervision or project management will be subject to a 15% service fee for up to 2 providers. All projects with multiple (greater than 2) contractors will be subject to a 20% service fee or fee as agreed between One Pointe and Member.

Key Holder Service: The owner must provide One Pointe with 3 sets of keys. If requested we will make the copies for you however you will be billed \$3.85 per key plus a full hour site visit to have the keys made and tested at the owner's residence. Once the keys are turned over to One Pointe they will remain the property of One Pointe until such time as the membership contract between One Pointe and the owner is terminated in writing. During the period that One Pointe is the custodian of the key we will be available to release the key to ONLY persons authorized by the owner. An owner may request that a key is released for an extended period of time. All keys that are not returned to our office by persons designated by the owner will be reproduced at the expense of the owner. At termination of owner participation in the Key Holder Program with in 1 week the owner may (1) pick up the key ; 2) instruct One Pointe, in writing, to destroy the key; or 3) request One Pointe to return the key by certified mail (\$45.00 charge applies).

Emergency/After-Hours: If One Pointe emergency/after-hours response is required, a flat fee of \$75.00 for the first hour plus travel time **will apply**. Any work involving more than one hour of staff time is billable at time and a half.

Alarm Response

All of the terms and services provided for the Key Holder Program are included in the Alarm Availability Service. Alarm availability includes unlimited responses during regular business hours to burglar, motion, heat, low temp, and low battery signal. 24 hour on call staff will be in place to respond to all after hours calls. **Any after hour physical response needed will be billed accordingly.** To terminate participation in Alarm Availability program, owner must contact both their alarm company and One Pointe. If the alarm company is not notified, or One Pointe is contacted to respond to an alarm subsequent to termination, One Pointe's response will be billed at normal rate plus a \$50 surcharge will apply.

Services Cancellation Policy

If owner calls One Pointe to have One Pointe or a contractor dispatched to their premises and subsequently cancels the call for and after hours or emergency response a cancellation fee of \$75.00 will apply. If One Pointe dispatches a contractor to the owner's home and the owner turns the contractor away, the owner is responsible for all applicable contractor charges plus a \$25.00 processing fee to One Pointe. For scheduled appointments of staff services a 48 Hour notice is required for necessary cancellations. Any appointments not cancelled in advance are subject to the minimum charge for that specific service.

Member Rewards Discount Card:

All OnCall Members receive One (1) membership card per household per year. All Caretaker Members receive Two (2) member cards per household per year. Should a member lose a card a \$25 replacement charge will apply. If a member request additional card in a household members name additional card is subject to \$10 charge.

Contract Term

The date of commencement of this contract shall be the date specified on the reverse of this document. The contract will remain in force for one year from that date and will automatically renew each year unless cancelled in writing by the owner. Prices for One Pointe memberships are as specified on the reverse of this document. One Pointe reserves the right to increase its membership prices by informing owner in writing. Any member canceling membership must return Member card upon termination to receive any remaining balance of membership fees paid.

Payment Terms: Membership Fees are payable in advance on an annual basis. Service & Project bills are due upon receipt. If payment is not received within ten (10) days, a \$25.00 late fee will apply. All accounts must be secured by a credit card or echeck. Each month all bills will be posted by the 15th to account for approval & payment. Any payments not received by the last day of the month will be automatically collected on the first day of the following month by payment selection. All accounts must have a Zero balance on the 1st of each month. In addition should a balance not be paid after thirty (30) days, One Pointe is entitled to interest payments equal to 1 1/2% per month. Owner shall be liable to One Pointe for its reasonable costs, including attorney's fees in recovering any amount or in enforcing all approved work under this contract.