

**D'Ann Harper**

Coldwell Banker D'Ann Harper, REALTORS  
18756 Stone Oak Parkway, Suite 301  
San Antonio, TX 78258  
Direct 210-483-7073  
Fax 210-483-4810

*Interested in profitable leads backed by the solid reputation of a nationally known company?*

Hello,

Coldwell Banker D'Ann Harper, REALTORS is introducing a new business initiative created by the nation's premier real estate services company, Coldwell Banker REALTORS. We call it the **Preferred Providers Program** and we would like to present you with this exceptional opportunity.

For years, our clients have been requesting high-quality services and referrals for all aspects of home buying and selling.

That's why we are inviting your company to join an elite network of local product/service providers. This program will allow you the opportunity to provide services to the home buying and selling consumer when they need you most. The **Preferred Providers Program** is direct and quite possibly, will generate the highest quality leads available to your business.

This one-stop shopping level of service will set a precedent in our community. You can be among the first to benefit from the city's premier real estate company through the local expertise of Coldwell Banker D'Ann Harper, REALTORS and our extensive customer base.

Please review the enclosed material for more information. Don't miss the opportunity to join the **Coldwell Banker D'Ann Harper, REALTORS Preferred Providers Program** and profit from a steady flow of new customers! Please contact Vanessa Mireles, Preferred Providers Program Coordinator – Property Management at 210-483-7073 or email [vmireles@cbharper.com](mailto:vmireles@cbharper.com) with any questions.

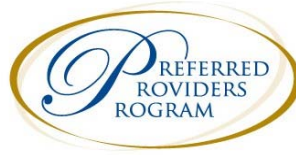
Sincerely,

A handwritten signature in black ink, appearing to read 'Gabe Richter'.

Gabe Richter  
Senior VP Marketing & Technology

A handwritten signature in black ink, appearing to read 'Vanessa Mireles'.

Vanessa Mireles  
Preferred Providers Program Coordinator – Property Management



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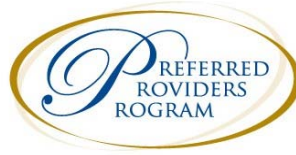
Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

## **We invite *our* customers to become *your* customers!**

We are seeking reputable service providers to work in conjunction with to meet customer's needs. Enjoy the many benefits of being a Coldwell Banker D'Ann Harper, REALTORS Preferred Vendor.

- ❖ As a Preferred Provider with our company, we will advertise for you in the following ways:
  1. We promote you to our Realtors and in our six offices.
  2. We distribute your business cards and/or flyers in our offices.
  3. We advertise your business as a Preferred Vendor on our internet and intranet websites, office TV monitors and magazines.
  4. We list your company as a Coldwell Banker Preferred Provider on the San Antonio Board of Realtors (SABOR) website.
- ❖ Your company will also be introduced and available to our world class Relocation department, and our growing Property Management (home lease) department, as well as our first class Commercial office.
- ❖ We promote our Preferred Providers Program to both Buyers and Sellers.
- ❖ You will be eligible to receive direct leads from people who need your services.
- ❖ You are associated with the International Coldwell Banker name and reputable image.
- ❖ You will have an opportunity to showcase your services and products to our Realtors at monthly sales meetings.
- ❖ We extend special invitations for you to attend Coldwell Banker D'Ann Harper, REALTORS functions.





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Mika Connor, *Preferred Providers Program* Coordinator – Marketing Department 210-483-7115

## MARKETING PLAN

### Marketing in Real Estate Buyer's Guide

- Coldwell Banker D'Ann Harper, REALTORS monthly Real Estate Buyer's Guide available citywide. This publication can be found in 35 San Antonio HEBs, 14 Jim's Restaurants and 32 CVS Drug Stores.

### Website Listing

- Sales Associates can access your information 24/7. They just log on to Coldwell Banker D'Ann Harper, REALTORS websites, cbharper.com, the 'intranet' site, xnet.cbharper.com and on to San Antonio Board of Realtors' website, sabor.connectmls.com. Our goal is to make it convenient for our agents to access your information at anytime and at anyplace.

### Information in Relocation Packages

- Relocation packages are distributed to clients who are looking at San Antonio to be their future home.

### Listed as a Preferred Provider in the *Preferred Providers Program (PPP) Flyer*

- Sent to each one of our clients at the time we take a contract so the information gets to them, as they need the services.
- Included in all Relocation Packages.
- Listed on our intranet site to ensure our Sales Associates have access to our Provider's information 24/7.
- Distributed to all PPP Vendors for their use and ability to recommend the services of their fellow partners.

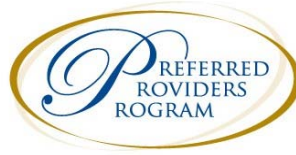
### Introduction to Sales Associates

- Email announcement to Sales Associates.
- Welcome to attend sales meetings.
- Welcome to "Walk n Talk" with available Sales Associates in the offices.

### Continual Promotion to Sales Associates

- Welcome to attend sales meetings.
- Invitation to Coldwell Banker D'Ann Harper, REALTORS functions.





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Mika Connor, *Preferred Providers Program* Coordinator – Marketing Department 210-483-7115

#### Personal Contact with our Clients

- The *Preferred Providers Program (PPP) Flyer* is sent to each of our clients at the time we take a contract so the information gets to them, as they need the services.
- Vendors' logo and brief information appears on the Stone Oak, North West and New Braunfels office TV monitors.

#### Access to Coldwell Banker D'Ann Harper, REALTORS Offices and our Sales Associates

- As a Preferred Provider in the Preferred Providers Program, you will have the ability to access our offices and our agents as often as you would like.
- Ability to access agent mailboxes and email address.
- CBDHR/PPP stickers distributed to be placed on your flyers and/or literature to identify program participation.
- Welcome to "Walk n Talk" with available Sales Associates in the offices.

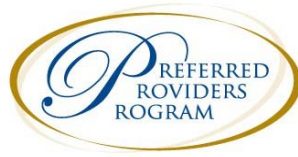
#### Support

- Coldwell Banker D'Ann Harper, REALTORS has the support of a full-time Preferred Providers Program Coordinator. The Coordinator provides recommendations and requirements. As a Preferred Provider in the program, you will have the same support to assist you with your questions and needs pertaining to the program. The Coordinator can help distribute materials, consult with you on marketing strategies and assist in promoting your company to our Sales Associates and Clients.

#### Special Invitations to Coldwell Banker D'Ann Harper, REALTORS Functions

- Monthly Sales Meetings – You are welcome to attend any of our sales meetings.
- Charitable Project – Bear Hunt, our collection of new and gently loved stuffed animals for the needy children of San Antonio and the surrounding Hill Country.





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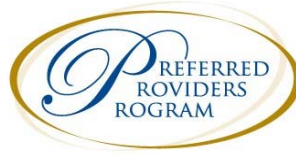
Mika Connor, *Preferred Providers Program* Coordinator – Marketing Department 210-483-7115



**D'ANN HARPER,  
REALTORS**

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18756 Stone Oak Parkway, Suite 301 | San Antonio, TX | 78258



Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

## VENDOR APPLICATION

**Thank you for your interest in the Coldwell Banker D’Ann Harper, REALTORS (CBDHR) Preferred Providers Program (PPP). At CBDHR, we are committed to providing customers with the finest service available. The PPP offers a wide range of services that our customers need before, during and after the real estate transaction. To assist us in evaluating how your company might fit into our program, please answer the following questions.**

### Company Information – Please print clearly

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Responsible Person: \_\_\_\_\_

Title: \_\_\_\_\_

Driver’s License #: \_\_\_\_\_

Tax Id Number: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Business Fax: \_\_\_\_\_

Cellular: \_\_\_\_\_ Other: \_\_\_\_\_

Email: \_\_\_\_\_

Website: \_\_\_\_\_

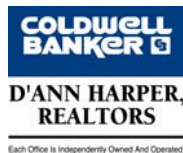
Type of Business: \_\_\_\_\_

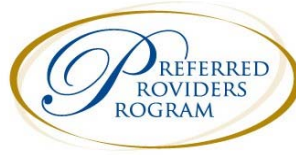
Types of Services Provided: \_\_\_\_\_

Areas Covered: \_\_\_\_\_

How many years in local area: \_\_\_\_\_

Number of employees currently employed: \_\_\_\_\_





Vanessa Mireles, Preferred Providers Program Coordinator – Property Management 210-483-7073

Do you have an Employee Theft & Dishonesty Policy: \_\_\_\_\_

**About Your Membership in Other Organizations**

Please indicate whether you are a member of any of the following organizations.

- The Greater San Antonio Chamber of Commerce
 West San Antonio Chamber of Commerce
 North Chamber of Commerce
 South San Antonio Chamber of Commerce
 Other Trade Organizations

Please indicate which organization: \_\_\_\_\_

- Better Business Bureau Member
Have you had any formal complaints against your company? Yes \_\_\_ No \_\_\_
If yes, please explain:

\_\_\_\_\_
\_\_\_\_\_

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**About Your Licensing**

Are you currently licensed? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_

Please list your license number(s) and license type:

- 1. \_\_\_\_\_ Expiration: \_\_\_\_\_
2. \_\_\_\_\_ Expiration: \_\_\_\_\_
3. \_\_\_\_\_ Expiration: \_\_\_\_\_

**About Your Insurance**

Do you currently have a General Liability Policy? Yes \_\_\_ No \_\_\_

If yes, what are your liability amounts?

General Aggregate: \$ \_\_\_\_\_ Per Occurrence: \$ \_\_\_\_\_





Vanessa Mireles, Preferred Providers Program Coordinator – Property Management 210-483-7073

Please provide the General Liability insurance carrier, policy number and expiration.

Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Expiration: \_\_\_\_\_

**\* Please note: You will be required to add Harper Executive Group as an additional insured on your General Liability Policy.**

Do you currently have Workman’s Compensation? Yes \_\_\_ No \_\_\_

If no, please explain: \_\_\_\_\_

Please provide the Workman’s Compensation carrier, policy number and expiration.

Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Expiration: \_\_\_\_\_

Are you bonded? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_

If yes, please provide the Bond Carrier and policy number and expiration:

Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_ Expiration: \_\_\_\_\_

**Recommendations**

Please provide us with the names and phone numbers of at least three past customers, during the past 2 (two) years, we can contact who will comment on the services and/or products you provided.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

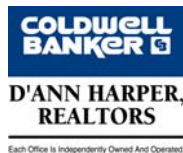
Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

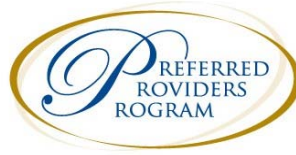
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**About Your Products and Services**

Do you guarantee your work in writing? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_







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Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

Do you provide free estimates? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_

Will you offer a discount or “best price” to our Clients, Sales Associates & Employees? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_

Do you agree to adhere to our Performance Standards? Yes \_\_\_ No \_\_\_ Not Applicable \_\_\_

How many jobs can you handle? \_\_\_\_\_ per day/week/month

What is the best way for our Clients, Sales Associates, Employees & PPP Coordinator to contact you?

Business \_\_\_ Fax \_\_\_ Cellular \_\_\_ Email \_\_\_ Other \_\_\_

How quickly can our Sales Associates, Employees, Clients & PPP Coordinator expect a response?

2 to 12 hours \_\_\_ 12 to 24 hours \_\_\_ 24 to 48 hours \_\_\_ more than 48 hours \_\_\_

How is your business handled when you are on vacation or unable to work due to an illness?

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If you become backed up with work due to weather or other conditions and cannot complete a work request, how do you handle this?

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What are your policies on handling customer complaints?

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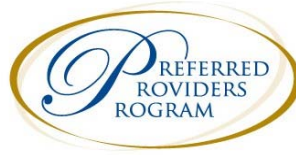
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If a complaint about your product or service is directed to our PPP Coordinator, how would you suggest we handle it?

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Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

Vendor named herein, \_\_\_\_\_, grants Coldwell Banker D'Ann Harper, REALTORS the expressed permission to run credit checks and/or any background checks deemed necessary in order to ensure consistent quality of service provider.

All information in the foregoing, is accurate to the best of my knowledge, and is to be considered reliable. This is neither a contract nor an agreement between Coldwell Banker D'Ann Harper, REALTORS and vendor named herein.

I understand all personal information provided herein shall remain confidential.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Please be sure to attach the following items to this application:

1. Copy of all applicable business licenses.
2. Copy of all applicable business insurances including but not limited to Workman's Comp.
3. Copy of bond (if applicable).
4. Check in the amount of \$100.00 made payable to Coldwell Banker D'Ann Harper, REALTORS representing the application fee. Please note your application fee will be returned to you if your application is denied.

Please note: Your application will not be processed without the above mentioned requested items.

You may return this application via email, facsimile or by mail to:

Vanessa Mireles  
Preferred Providers Program (PPP) Coordinator  
Coldwell Banker D'Ann Harper, REALTORS  
18756 Stone Oak Parkway, Suite 301  
San Antonio, TX 78258  
(210) 483-7073 direct  
(210) 483-4810 fax  
vmireles@cbharper.com

Please allow 5-10 business days for application review and processing.

**PPP DEPARTMENT USE ONLY**

**Date Received:** \_\_\_\_\_ **License/Insurance/Bond Insurance Received** \_\_\_\_\_

**Approved/Disapproved:** \_\_\_\_\_ **Agent Recommended:** \_\_\_\_\_

**Reason:** \_\_\_\_\_



Vanessa Mireles, Preferred Providers Program Coordinator – Property Management 210-483-7073

## AGREEMENT

This \_\_\_\_ day \_\_\_\_\_ 20 \_\_. WHEREAS **Coldwell Banker D'Ann Harper, REALTORS (CBDHR)** intends to recommend certain "preferred" vendors to their customers; and WHEREAS

\_\_\_\_\_ would like to participate in the program as a "preferred vendor"; and WHEREAS Both CBDHR and Vendor wish to work jointly in delivering this marketing and promotion program to the public.

NOW THEREFORE the parties do hereby agree as follows:

CBDHR agrees to recommend vendor on a non-exclusive basis to customers who request information or help. CBDHR agrees to present the vendor's product or service and to assist the customer with ministerial support to do business with the vendor.

CBDHR agrees to offer the referral program to all Buyers and Sellers of residential real estate through their brokerage company during the next three months (quarter), including the above mentioned vendor information. CBDHR shall also promote the program through print advertising, intranet advertising, internal sales meetings and other promotions.

Vendor agrees to look solely to the customer for payment of any sums due for the services rendered of goods delivered; vendor further agrees to indemnify and hold CBDHR harmless of any and all claims that may arise from customers as a result of any work performed by the vendor.

Vendor agrees to cooperate with CBDHR to facilitate the referral of customers to the Vendor by CBDHR. Vendor agrees to supply CBDHR with a photocopy of all required licenses, and insurance or bonding required to any local, state or federal law or agency, to assure Vendor is properly licensed to conduct their business.

The Vendor shall agree to pay an application fee of \$100.00 and a MONTHLY MARKETING AND PROMOTIONAL FEE to CBDHR in the sum of \$100.00/mo. payable in advance, which shall cover the cost for one month from this date. CBDHR does not guarantee Vendor any business; however, CBDHR agrees to present Vendor programs in a professional manner in an effort to assure increased business to the Vendor.

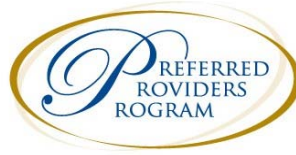
The Vendor is an independent contractor having the entire control and direction of its own business and operations. The Vendor is not an affiliate of CBDHR and CBDHR does not have control over the operation of the Vendor. No Agency, employment, engagement, joint venture or partnership is established or created by this agreement. Neither party hereto has any authority to enter into any agreement nor understanding with any third party on behalf of the other, and neither party is or will become responsible for any obligations or expenses of the other. The Vendor may enter in contractual relationships with customers referred by CBDHR, pursuant to this program, but such relationships shall be strictly between the Vendor and the customer. CBDHR shall in no way be responsible for the performance of the contract by the Vendor, or payment to the Vendor by the customer.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Preferred Providers Program Coordinator



Each Office is Independently Owned And Operated.



Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

## PERFORMANCE STANDARDS

Coldwell Banker D'Ann Harper, REALTORS has built its reputation on delivering high-quality personalized service to our Clients, Sales Associates and Employees. As a member of the Preferred Providers Program (PPP) you are expected to adhere to the following Performance Standards.

Vendor agrees to the following:

1. Supports all policies and procedures set forth by the Coldwell Banker Preferred Providers Program.
2. Maintains a professional and courteous image to all Coldwell Banker D'Ann Harper, REALTORS Clients, Sales Associates, Employees, Partners and the community.
3. Maintains a high level of communication with the PPP Coordinator.
4. Actively uses email as a form of communication.
5. Promptly responds to all calls and requests from Coldwell Banker D'Ann Harper, REALTORS Clients, Sales Associates, Employees, and Partners.
6. Offers "Best Pricing" to Coldwell Banker D'Ann Harper, REALTORS Clients, Sales Associates, Employees, and Partners.
7. Positively promotes Coldwell Banker D'Ann Harper, REALTORS, its Sales Associates, Employees, and Partners.
8. Works to exceed customer expectation.

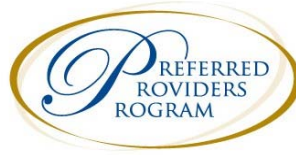
As part of my commitment to providing outstanding service, I understand that if for any reason my service standards fall below the level of expected performance, I may be either suspended and/or terminated from this program. I will continually strive to represent myself, the other Partners and Coldwell Banker D'Ann Harper, REALTORS in the most courteous and professional manner possible.

By: \_\_\_\_\_

Date: \_\_\_\_\_

Company: \_\_\_\_\_





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Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

## **POLICIES & PROCEDURES**

Coldwell Banker D'Ann Harper, REALTORS (CBDHR) provides a variety of opportunities to promote your services. This relationship encompasses all of the members/partners including CBDHR. CBDHR requests that you abide and conform to the policies set forth.

It is CBDHR policy for its Vendors to:

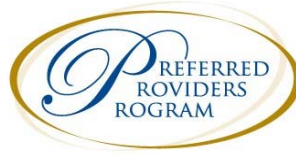
1. Provide all copies of renewals of licensing and insurance information prior expirations.
2. Pay Marketing Fees per CBDHR deadlines. For 20 days+ past due balance, vendor will be required to pay a \$25 late fee. For 45 days+ past due, the vendor will be placed on temporary suspension until the balance is paid in full, and the vendor will not be permitted to attend CBDHR functions. Should a vendor reach 60 days past due, their status as a Preferred Provider will be terminated and all fees and late charges will still be owed to CBDHR.
3. Notify Preferred Providers Program (PPP) Coordinator of any business practice changes, including but not limited to: management changes, pricing changes, discount changes, service additions/changes or areas covered changes.

I understand by not following the policies set forth I may be suspended and/or terminated from the CBDHR's Preferred Providers Program. I will make every effort to comply with these policies and will notify the PPP Coordinator of any problems or issues that may rise.

By: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_





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Vanessa Mireles, *Preferred Providers Program* Coordinator—Property Management 210-483-7073

## PRICING SCHEDULE

### Preferred Provider/Vendor

A Preferred Provider/Vendor is defined as a company who provides a particular service or product to our Clients, Sales Associates and Employees. An agreement will be drawn outlining the commitment made between the Vendor and Coldwell Banker D'Ann Harper, REALTORS. A one-time application fee of \$100.00 and a monthly fee of \$100.00 will be due upon signed agreement between the Vendor and Coldwell Banker D'Ann Harper, REALTORS.

Each Vendor will be required to provide the following to Coldwell Banker D'Ann Harper, REALTORS

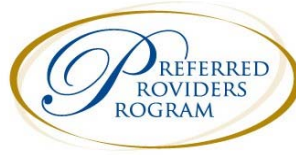
- Copies of Licenses, Bond Information, Insurance, Workman's Comp, etc.
- Company flyers and/or business cards that can be given to customers who request additional information on your services.
- Copy of company logo (300 dpi) to be incorporated into Coldwell Banker D'Ann Harper, REALTORS marketing materials.

In addition to the above mentioned items, the Vendor must also agree to the following:

- List Coldwell Banker D'Ann Harper, REALTORS as a Certificate Holder
- List Harper Executive Group as an additional insured on your General Liability Policy
- Sign and adhere to Performance Standards
- Sign and adhere to Policy & Procedures
- Sign Termination Agreement
- Provide competitive pricing to Coldwell Banker D'Ann Harper, REALTORS Sales Associates and Employees.

All pricing is for a three month commitment to the program between Coldwell Banker D'Ann Harper, REALTORS and the Vendor. After the three months, providing the Vendor is in good standing, the contract between Coldwell Banker D'Ann Harper, REALTORS and Vendor will be considered for renewal.





Vanessa Mireles, *Preferred Providers Program* Coordinator—Property Management 210-483-7073

## **Coldwell Banker D'Ann Harper, REALTORS**

Each Office Independently Owned and Operated

Vendors: Please check the services you can provide from the following list:

A/C and Heating	Interior Design/Staging
Air Duct Cleaning	Kitchen & Bath Design/Remodeling
Appliance Repair	Landscape/Lawn Care
Blinds/Window Treatment Drapes	Lighting & Accessories
Carpet Cleaning	Locksmiths
Carpet Repair/Carpet Supply	Movers
Car Rental	Organizing Services
Chimney Sweeps	Painters
Corporate Housing	Plumbers
Day Care	Pool Construction/Maintenance
Drywall	Pool Repair/Remodeling
Electric/Electricians	Pressure Washing
Engineers	Remodeling
Exterminators/Pest Control	Roofing
Fences	Septic Systems/Well
Fireplaces	Sheetrock
Flooring	Solar Screens
Foundation Repair	Sprinkler Systems
Furniture Repair	Storage
Furniture Rentals/Restoration	Surveyors
General Contracting	Termite Inspection
General Maintenance	Tile/Tile Restoration
Home Cleaning	Trees
Home Security/Security Alarms	Water Purification
Insurance	Wallpaper & Wall Coverings

Please note any additional services:

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Vanessa Mireles, *Preferred Providers Program* Coordinator – Property Management 210-483-7073

## TERMINATION AGREEMENT

Coldwell Banker D'Ann Harper, REALTORS reserves the right to terminate this Agreement without cause upon the receipt of a seven (7) days written notice. Thereafter, this Agreement shall be considered for renewal for the following month provided; however, that in the event either party desires not to renew this Agreement, it must give written notice at least seven (7) days prior to the expiration of any renewal period. There will be no proration of the Vendor Marketing Fee or any other fees in the event this Agreement is terminated prior to the expiration of its current term. Notwithstanding any renewal or any other term contained in this Agreement, either party may terminate this Agreement with or without cause by giving the other party seven (7) days written notice. There shall be no proration of any fees based on such termination. Any Agreement provisions which by their nature would survive termination, including but not limited to Vendor's duty of confidentiality and Vendor's duty to indemnify, defend and hold CBDHR harmless, shall survive this Agreement's termination.

By: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_







Vanessa Mireles, Preferred Providers Program Coordinator – Property Management 210-483-7073

### VENDOR CREDIT CARD CHARGE AUTHORIZATION FORM

Your completion of this authorization form helps us to protect you, our valued vendor, from credit card fraud. All information entered on this form will be kept strictly confidential.

**Directions:**

- 1.) Complete the entire form legibly with a black/blue pen. Cardholder must sign on the line indicated.
- 2.) Fax or scan and email to vmireles@cbharper.com the completed form.

<b>Credit Card Information</b>		
<b>Credit Card (Circle One)</b>	<b>VISA</b>	<b>MASTERCARD</b>
<b>Credit Card Number:</b> _____ - _____ - _____ - _____		
<b>3 Digit Code:</b> _____ (on the back of card after account #)	<b>Exp Date:</b> _____ / _____ month                      year	

**Billing Address:**

**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

I agree to pay the total amount \$ \_\_\_\_\_ according to the card issuer agreement. I hereby authorize Coldwell Banker D’Ann Harper, REALTORS to charge the above credit card for this amount. I agree to be bound by Coldwell Banker D’Ann Harper, REALTORS policies, terms and conditions, and instructions for this transaction.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

