

NYC Brownstone

Home Maintenance Agreement - "The Best Friend Your House Will Ever Have"

We are a family-owned and operated business, specializing in helping brownstone owners enjoy their homes without the hassle of coordinating multiple vendors, tracking repairs, or managing to-do lists. Each property is assigned a dedicated lead maintenance professional familiar with the home, along with a single point of contact in our office to efficiently handle all service needs. Unlike middle-men, we handle nearly all maintenance work in-house, ensuring quality, reliability, and seamless service and saving you from costly repairs down the road. As we say... "Good maintenance doesn't cost, it pays!"



The Maintenance Agreement –

January
Clean bathroom fans
Check grout in all bathrooms
Clean dishwasher strainer
Check under sinks for leaks
Clean debris off roof
Exterminate
Clean gutters and drains
Check floor protectors on furniture legs
Lightbulb replacement
Salting and snow removal as needed (per city guidelines)
Clean front entryway
Change water filters
City inspections and filings including backflow devices, sprinkler system, boiler**
Clean and seal kitchen countertops**
February
Check/change air filters as needed
Inspect/test drip pans for proper draining, clean if possible
Flush out all AC drain lines
Shutdown humidifiers for season
Check operation of all AC zones
Inspect/change fan belts
Lubricate circulation pumps and fan motors
Inspect all electrical components
Clean kitchen hood/exhaust
Clean dryer vents
Check for rodents digging in front and back
Remove hair in bathroom sinks, tubs and shower drains
Exterminate
Clean gutters and drains/check downspout for ice clogs
Lightbulb replacement
Salting and snow removal as needed (per city guidelines)
Check condition of window weather stripping/caulking
Vacuum all AC registers and return air grills
Clean and seal bathroom stone**
March
Check for missing pointing/grout/sand in exterior areas

Check condition of exterior caulking (sidewalks, façade)
Clean dishwasher strainer
Check under sinks for leaks
Exterminate
Lightbulb replacement
Clean gutters and drains/check downspout for ice clogs
Salting and snow removal as needed (per city guidelines)
April
Change water filters in refrigerator and icemaker
Turn on outdoor water lines
Inspect roof for warping, aging, moss or cracking
Inspect exterior wood for rotting or decay
Check for rodents digging in front and back
Power wash sidewalk and any patios/terraces
Exterminate
Lightbulb replacement
Clean gutters and drains
Clean front entryway and backyard
Set up and turn on irrigation**
May
Change AC filters, check drainage pan and inspect unit
Inspect condenser operation, check unit amperage
Inspect condenser electrical components
Connect gauges or computer to monitor operation of system/test operation of all AC zones
Turn off gas fireplace (if applicable)
Check under sinks for leaks
Inspect foundation for water penetration
Exterminate
Lightbulb replacement
Clean gutters and drains
Clean front entryway and backyard
June
Check for AC leaks
Remove hair in bathroom sinks, tubs and shower drains
Check under sinks for leaks
Inspect appliance hoses and ventilation
Exterminate
Lightbulb replacement
Clean gutters and drains
Clean/sweep backyard
Check for/tighten any loose faucets
Clean front entryway and backyard
Clean patio furniture**

July
Check for rodents digging in front and back
Clean dishwasher strainer
Exterminate
Lightbulb replacement
Clean gutters and drains
For brick: Check for spalling and loose stones
For brownstones: Check for cracking
Wash front entryway and sidewalk
Check/tighten door handles if necessary
Clean front entryway and backyard
August
Check caulking on exterior doors and windows
Inspect for loose/cracked grout around tiles, sinks, tubs, showers, toilets, counters
Remove hair in bathroom sinks, tubs and shower drains
Check under sinks for leaks
Inspect exposed plumbing areas for dampness
Exterminate
Lightbulb replacement
Clean gutters and drains
Clean front entryway and backyard
September
Replace smoke and carbon monoxide alarm batteries
Check perimeter and foundation for any openings
Clean dishwasher strainer
Check for rodents digging in front and back
Clean/vacuum heating ducts, grills and registers
Exterminate
Lightbulb replacement
Clean gutters and drains
Clean front entryway and backyard

October
Service heating system
Check operation of all heating zones for proper operation and inspect for leaks
Service humidifiers. Check operation and leave set for 35% RH if applicable
Turn on gas fireplace
Check/change filters for air handlers if heating system is forced air
Inspect/change fan belts
Lubricate circulation pumps and fan motors
Inspect all electrical components
Remove hair in bathroom sinks, tubs and shower drains
Check under sinks for leaks
Exterminate
Clean kitchen hood/exhaust
Lightbulb replacement
Clean gutters and drains
Clean front entryway and backyard
November
Inspect chimney
Backyard cleanup/clean leaves off roof
Clean dishwasher strainer
Check for rodents digging in front and back
Turn off exterior water and blow out all lines
Exterminate
Lightbulb replacement
Clean gutters and drains
Turn off irrigation and blow out lines**
Clean front entryway and backyard
December
Clean remaining leaves off roof
Clean/vacuum refrigerator compressor
Check under sinks for leaks
Remove hair in bathroom sinks, tubs and shower drains
Exterminate
Salting and snow removal as needed (per city guidelines)
Lightbulb replacement
Clean gutters and drains
Take inventory of lightbulbs, HVAC filters, water filters and put in order for replacements if needed
Organize storage room
Clean front entryway and backyard
Billed at \$1,450/month

How We Work

Properties are assigned a lead maintenance person who is familiar with their home and one point person (your property manager) in the office to coordinate everything they need. There is no contract so you are not locked in for a specific amount of time.

We are not a middle man- we do almost everything in house.

How To Contact Us

Our office hours are Monday through Friday, 9am – 5pm. We offer a 24/7 after hours emergency service line, which you can call at **914-373-4658**

Email for general inquiries/scheduling: schedule@nycbrownstone.net

Email for HVAC service/scheduling: hvac@nycbrownstone.net

Email for Billing Questions: billing@nycbrownstone.net

Main Office Line: 914-564-1325

Our Policies

Our maintenance list was tailored created to ensure preventative care is given to your property.

Our rates are amortized throughout the year – **on some months we send one team member and on other months we send several team members.** By skipping maintenance months, our clients are put in position to encounter potentially larger issues (ie. leaks coming from gutters/drains or HVAC units, infestations of rats/bugs, and other issues). For these reasons, we do require payment for monthly maintenance fees regardless of service. If you are unable to allow us access for a month, we will send additional men on the next month to catch you up on all maintenance.

As a general guideline, we try to accommodate additional tasks that require one hour or less during our monthly maintenance visits, *without incurring additional charges.* For other handyman services, we offer two alternatives:

1. We can schedule an additional qualified handyman on the scheduled maintenance day to handle the requested tasks.
2. We can maintain a running list of your handyman tasks, and upon completion of the scheduled maintenance list, we will try to address as many items on the list as time allows. Please note that your running list must be submitted to us the day before your maintenance visit by 12 PM.

After each visit, you will receive an end-of-day communication to inform you of what was done in your house, as well notes about any ordered parts or further actions/services.

We offer handyman services to anyone who wants to use them; however, we offer special rates for maintenance clients, as outlined below:

- 2 hours minimum - \$275.00/man
- Half day - \$468.00/man
- Full day - \$690.00/man
- \$ 166.00 - Truck fee (if trucks need to source, drop off and pick-up large materials/equipment)

Payment Policy

At NYC Brownstone, we understand that maintaining a home can be a challenging task. To simplify the process, we offer a comprehensive maintenance agreement that covers routine services needed by homeowners.

Maintenance doesn't cost, it pays! Addressing small issues in a timely manner can prevent major failures, which is why we recommend against skipping any months of maintenance.

You will be billed monthly, regardless of our visit. In the event that you are unable to grant us access for a month, we will schedule additional personnel to catch up on maintenance during the next visit.

Invoices will be sent at the end of each month, and payment can be made via Zelle, check, QuickBooks, or wire transfer. Payment is due on the date specified on the invoice. A late payment fee of 3% will be added to the invoice if payment is not received within 30 days of the due date. An additional 3% fee will be added for each 30-day period thereafter.

Our rates may be adjusted as needed. In such cases, we will send an email notification to our clients in advance.

CREDIT CARD AUTHORIZATION FORM

Card Number: _____

Card Type: ☐ Visa ☐ MasterCard ☐ Discover ☐ AMEX

Name on Card: _____

Expiration Date: _____ Security Code: _____

Card Billing Address: _____

Phone #: _____

Authorized Card User's Signature: _____

****By signing above, I authorize NYC Brownstone to charge the credit card above for services rendered, assume full responsibility for said charges and agree to honor and abide by the terms of payment. I acknowledge and accept NYC Brownstone's terms and the 3% fee added to all credit card charges.***

Cancellation Policy

1. Maintenance Agreement Cancellation: All clients are permitted to cancel their agreement at any time with no fees or penalties.
2. Monthly and Handyman Visits: To ensure that our clients receive the best experience, we request that any cancellations or rescheduling of appointments be communicated via email or phone by **3pm the day before the scheduled appointment time**. Late cancellations or rescheduling not communicated within this timeframe will incur a cancellation fee of \$250. We appreciate your understanding and cooperation in this matter.

REGISTRATION FORM

Phone #: _____ Mobile #: _____

Will you be giving us a set of keys? [☐] yes [☐] no

Door code #: _____

Preferred days?: _____ Preferred hours? _____

Point of contact for scheduling: _____

Are there pets on-site? [☐] yes [☐] no

Any additional comments/information we should know?

Signature

Reviewed & approved by:



